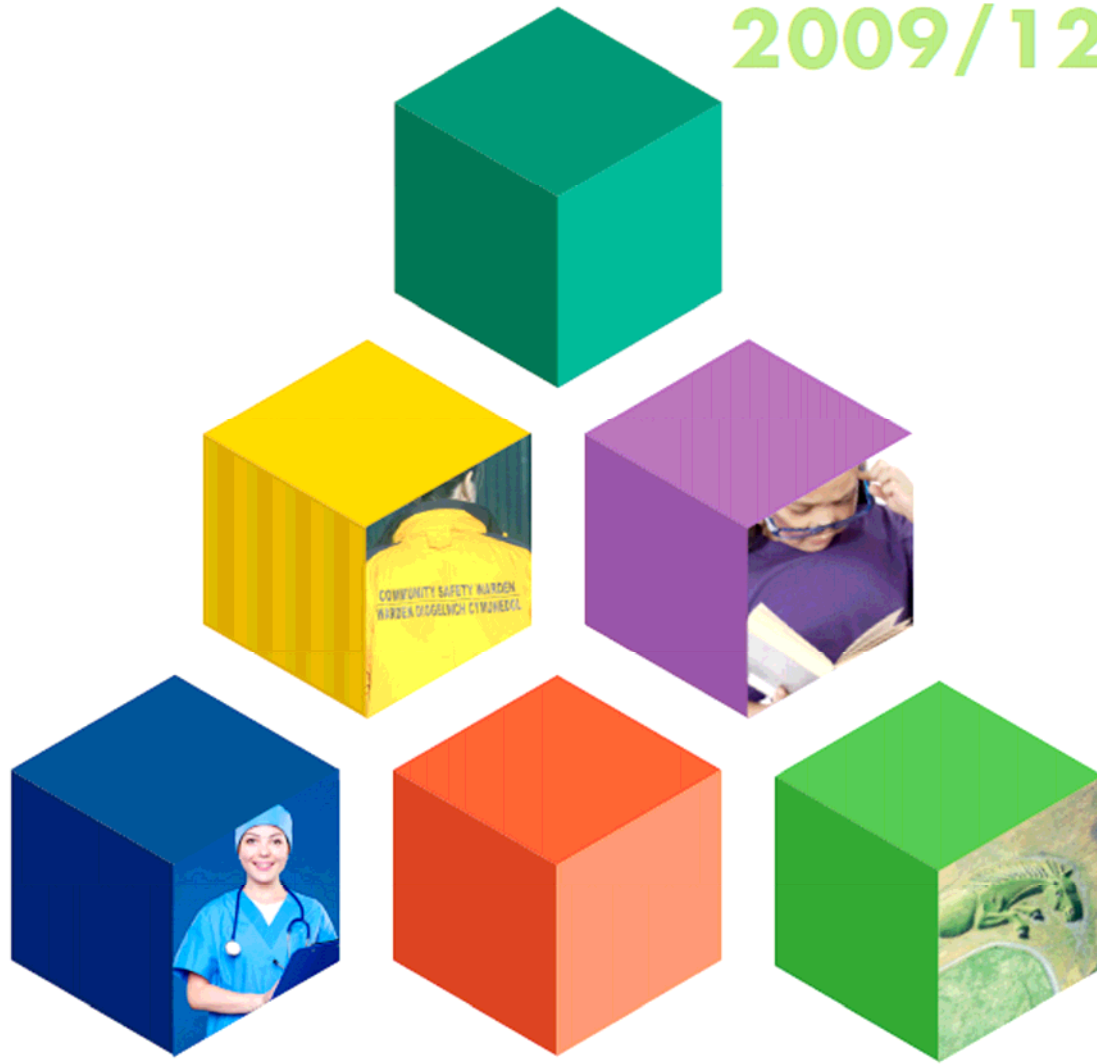


Performance Report

Caerphilly County Borough Council 

2009/12



Final Year Performance Report 2012

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



Contents

| | Page |
|---|----------|
| Foreword from the Leader | 3 |
| Introduction from the Chief Executive | 4 |
| Our Cabinet Members and Directors | 5 |
| Our Planning Structure | 6 |
| How this Report Fits Together | 7 |
| Understanding our Performance Report | 8 |
| Summary of our Performance of Priorities and Improvement Objectives | 10-11 |
| Our Priorities 2009-12 | 12-42 |
| Our Priorities 2009-12 linked to Improvement Objectives 2011/12 | 43 – 107 |
| Other Performance Information 2011/12 | 108 |
| Outcome Agreements 2010-13 | 109 |
| Collaboration | 111 |
| Reviewing our Services | 115 |
| Finance Review 2010/11 | 119 |
| A summary of our performance across Caerphilly 2011/12 | 120 |
| National Strategic Indicator Tables 2011/12 | 122 |
| - Directorate of Education | 122 |
| - Directorate of Social Services | 123 |
| - Directorate of Environment | 124 |
| Contact Details | 125 |

This Performance Report is Caerphilly County Borough Council's publication of improvement information, prepared under Section 15(3) of the local government (Wales) measure, which discharges our duties under Sections 2(1), 3(2), 8(7) and 13(1) of the measure.



Foreword



Cllr Harry Andrews
Leader of the Council

As Leader of the Council, I am pleased to present our Performance Report for 2012, which reviews the council's performance in key service areas.

It is very good to see that overall, we are making real improvements to the services we provide to our residents of all ages, local businesses and visitors to our county borough. We continue to make excellent progress in reducing the amount of waste we send to landfill, having reduced our tonnage by some 14,466 tonnes. This is very much thanks to the commendable efforts of our residents in ensuring they do their bit to help make our county borough even greener, and this commitment will help ensure that we continue to be leading the way in Wales with our green credentials.

Much progress has also been made in our quest to make Caerphilly county borough an even safer place. Anti-social behaviour levels have fallen considerably by more than 35% over the last year, which equates to almost 2,000 fewer incidents. We will continue to work with our partners to ensure this is maintained.

Our commitment to town centre investment remains steadfast, with regeneration works in Bargoed and Newbridge town centres ploughing swiftly along, our vision of improving the vitality of our town centres is becoming a reality.

Our innovative apprenticeship scheme, which has seen close to 200 people take up employment with the council, has been key in helping increase employment opportunities across the county borough. The scheme has seen employment opportunities in service areas as varied as carpentry and parks, through to media and IT. The skills and experience these people are gaining through employment at the council will stand them in good stead for the future jobs market.

Plans are also pressing ahead for the development of a Welsh medium school on the site of the former St Ilan School in Caerphilly to allow us to cater for the demand in Welsh medium education for many years to come. This, coupled with new school buildings for the pupils of Cwm Ifor Primary School illustrates our commitment to ensuring our young people have learning environments fit for the 21st Century.

Our commitment to help ensure that adults in the social care system are able to lead full, active and independent lives has been strengthened this year thanks to the phased implementation of a social services integration programme with colleagues in Blaenau Gwent. I greatly look forward to seeing these exciting plans come to fruition over the coming months.

While we are undoubtedly pleased with our progress and performance over the past year, we are certainly not complacent and will continue to review our progress over the forthcoming year to ensure the services we provide continue to make a real difference to residents and their lives in our county borough.



Introduction



Anthony O'Sullivan
Chief Executive

I am proud to be part of Caerphilly county borough council - one of the leading local authorities in Wales, renowned for its vision and achievements.

This is due to the dedication and commitment of our workforce who, thanks to their professionalism and commitment, are helping to ensure we strive for excellence in everything we do.

We also have an effective working relationship with our political leadership and by working together we are making great strides in achieving strategic objectives across all our service areas.

Our collaboration agenda is also leading to real benefits, including our ground-breaking partnership work with Blaenau Gwent Social Services and our involvement in Project Gwyrdd, where we are working with four other local authorities to deal effectively with our residual waste across the region.

The Caerphilly county borough itself has been placed firmly on the world stage once again this year, having hosted prestigious events including BBC Proms in the Park and the Tour of Britain. This, coupled with our own events programme including the annual Big Cheese festival has had a positive impact on helping to increase visitor numbers to our county borough and in turn, helped support local businesses and traders.

We recognise that in the current difficult financial climate we must streamline our operations across the organisation, which we have been doing very effectively to date whilst ensuring that the impact on frontline services is kept to a minimum.

We will continue to build on our successes and target any shortcomings to deliver services that make a difference to the lives of our citizens and provide value for money at all times.



Our Cabinet Members



Councillor Harry Andrews
Leader of the Council



Councillor Gerald Jones
Deputy Leader and Cabinet
Member for Housing



Councillor Keith Reynolds
Deputy Leader and Cabinet
Member for Corporate
Services



Councillor David Poole
Cabinet Member for
Community and Leisure



**Councillor Rhiannon
Passmore**
Cabinet Member for
Education and
Lifelong Learning



**Councillor Tom
Williams**
Cabinet Member for
Highways,
Transportation and
Planning



**Councillor Christine
Forehead**
Cabinet Member for
Human Resources
and Governance/
Business Manager



**Councillor David
Hardacre**
Cabinet Member for
Performance and
Asset Management



Councillor Ken James
Cabinet Member for
Regeneration, Planning
and Sustainable
Development



**Councillor Robin
Woodyatt**
Cabinet Member for
Social Services



Our Directors



Anthony O'Sullivan
Chief Executive



Nigel Barnett
Deputy Chief
Executive



Albert Heaney
Corporate Director
Social Services



Sandra Aspinall
Corporate Director
Education, Lifelong
Learning & Leisure

Our Planning Structure

This is our final Performance Report for the Council's Improvement Plan 2009-12. The Performance Report shows how the Council contributes towards other plans such as the Community Strategy. This is our highest-level Plan and contains a long-term vision for the County Borough. It is jointly owned with our many partners and sets out the vision for a better County Borough, identifying key objectives for delivery by 2020. More information on this and other partnership working can be found at: <http://your.caerphilly.gov.uk/communityplanning>

Local Service Board

The Caerphilly Borough Local Service Board was established in July 2007, initially as one of the six pilot areas set up by the Welsh Government. Local Services Boards are where the leaders of local public and third sector organisations come together to take collective action to ensure public services are effective and citizen focused. Members of the Local Service board are:

- Caerphilly County Borough Council – the Council Leader and the Chief Executive
- Aneurin Bevan Health Board – Chief Executive
- Gwent Police - Chief Constable
- Gwent Association of Voluntary Organisations (GAVO) - Assistant Director
- Welsh Government – Director General for Strategic Planning, Finance and Performance

Local Service Board Priorities are:

1. The formulation & implementation of the single integrated plan for community planning (by April 2013)
2. Tackling alcohol misuse;
3. Child poverty

For further information on the work of Caerphilly Local Service Board, Please go to the [Community Planning website](#) or contact Alison Palmer on 01443 864409 or Email communityplanning@caerphilly.gov.uk

Single Integrated Plan

We are developing and consulting on a new Single Integrated Plan, which is intended to help our local planning, simplify partnership working, and strengthen the accountability of the Local Service Board (LSB).

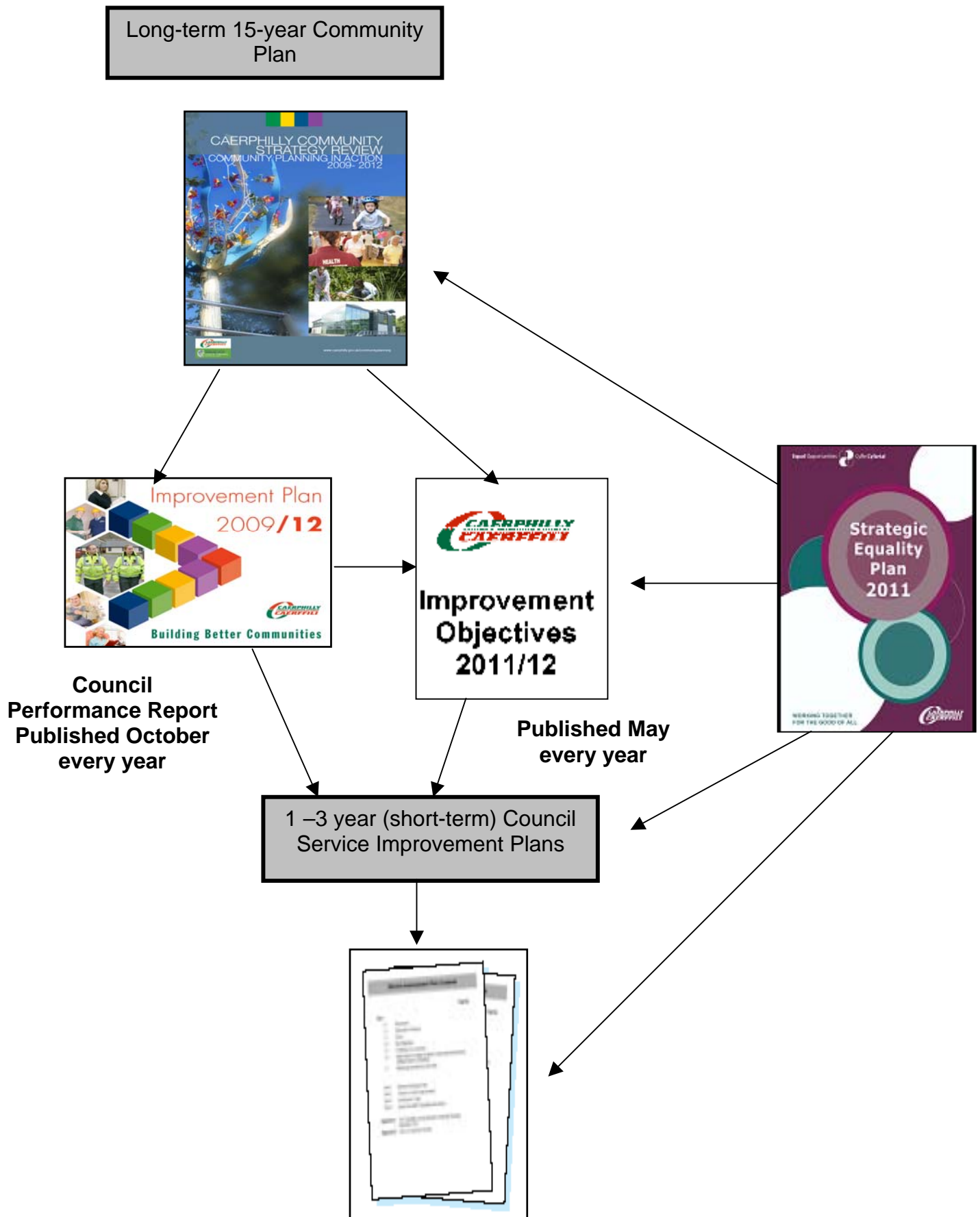
The single Integrated plan and guidance is intended to replace existing statutory guidance from a number of pieces of legislation. This will build on and replace the separate statutory plans, which are now in place – Children and Young People, Health Social Care and Well-Being, Community Safety and the Community Strategy.

Strategic Equalities Plan (SEP)

As part of meeting our duties under the Equality Act 2010 (Wales) Regulations 2011, Caerphilly County Borough Council has developed and implemented a set of 7 Equality Objectives from April 2012 and have an action plan that sets out how we will meet these objectives, following extensive consultation and engagement with the public and other stakeholders. We have updated our [Welsh Language Scheme \(WLS\)](#) and in order to streamline the process, have opted to create a single set of objectives and actions to implement both policies, removing any duplication and streamlining future project developments. Our 7 equalities objectives are:

1. Tackling Identity-Based Hate Crime
2. Addressing the Gender Pay Gap
3. Physical Access
4. Communication Access
5. Engagement and Participation
6. Diversity in the Workplace
7. Corporate Compliance

How our Plans fit together



Understanding our Performance Report

In 2009 the Council published 13 priorities across a 3- year period between 2009 and 2012. The priorities were chosen for a wide range of reasons, some because we wanted to perform better, some containing projects and areas of work that would be financially or politically important, for example, Welsh Government Priorities and some based on citizen feedback. These were set in 2008/09 and published in 2009 with action plans for delivering them.

In 2010 new legislation required the Council to set other areas for improvement and these were called 'Improvement Objectives'. Improvement Objectives can be a little different from overall Council priorities in that they are based specifically on areas of unmet need to the public and possibly over a shorter time frame. More importantly they are based on outcomes (or what difference these make for the public) and usually in collaboration with other organisations.

As the Council had already set 13 priorities a year earlier, we used these 13 priorities as a basis for setting more medium term focused Improvement Objectives, using a range of information such as what the public told us they wanted, where information told us there was an unmet need, the economic climate and other forms of information.

Having Improvement Objectives and Priorities does not replace nor stop us carrying out all the many other things that we do, but in this time of financial constraint it is helpful to concentrate on a set of specific outcomes, focusing our efforts to make specific improvements more quickly.

To inform our citizens about how we are performing more generally and also against our objectives and priorities, we publish a yearly performance report. To aid the ease of reading we have separated our yearly performance report update into 3 sections.

Part 1 - is our assessment of progress against the 2009-12 priorities that were not improvement objectives but part of larger overall programmes of work.

Part 2 - is our assessment of the remaining priorities that became Improvement Objectives.

Part 3 – is our assessment of performance against other areas such as national performance data sets and Outcome Agreements (additional contracts with Welsh Government).

As well as our priorities and objectives, Equalities and Sustainability are guiding principles that underpin all that we do.

The next 2 sections of this report follow the order in the table on the next page. The colours on the table below represent the 4 themes from our Improvement Plan 2009-12;

| | |
|--|---|
| Building Better Public Services | Building Better Lifestyles |
| Building a Vibrant Economy | Building Futures, Changing Lives |

We hope you enjoy reading about how your Council is working to make a difference on your behalf and welcome any feedback you may have. You can find details of the different ways that you can do this on page 126, including how you can be involved in suggesting future areas of improvement.

| Our Priorities 2009-12 | |
|--|---|
| P2 | To reduce the amount of waste we send to landfill |
| P3 | To improve the provision of housing for our tenants |
| P5 | To improve the look and feel of our streets |
| P8 | To increase tourists visiting Caerphilly |
| P9 | To increase the viability and vitality of our town centres |
| P10 | All learning settings meet current and known future requirements to facilitate learning in the 21 st century |
| Our Priorities 2009-12 linked to Improvement Objectives 2011/12 IO= Improvement Objectives | |
| P1 & IO1 | To deliver value for money public services and, Improve how we engage with our citizens and listen to what our customers tell us about our services |
| P4 & IO2/7 | To make Caerphilly a safer place to live and work and, Make Caerphilly a safer place to live/ Agencies and partners work together to safeguard children and young people |
| P6 & IO8 | To reduce our carbon footprint and operate more sustainably and, Reduce our carbon footprint and improve our sustainability |
| P7 & IO3 | To increase the range of employment opportunities for local residents and, Sustain the range of employment opportunities for residents |
| P11 & IO4 | To improve the skills level for children and young people and, Improve the skills level for children and young people |
| P12 & IO5 | To raise awareness to the benefits of a healthy and active lifestyle and, Promote the benefits of a healthy and active lifestyle |
| P13 & IO6 | All adults who are in the social care system are able to lead a full, active and independent life and, Adults who are in the social care system are able to lead a full, active and independent life (<i>improving timeliness and quality of assessments</i>) |

Summary Assessment of Progress 2009-2012

Below we provide a brief summary of how we believe we have performed against our priorities and Improvement objectives. There is greater detail within the document (on the relevant section) as to why we reached this conclusion. For a simple 'at a glance' we have used a key with the colours of **Green (S)** for successful, **Amber (PS)** for partly successful (but more to do) and **Red (U)** for unsuccessful.

| Priority | Conclusion | KEY |
|--|--|-----------|
| To reduce the amount of waste we send to landfill | Waste going to landfill has fallen from 53,595 tonnes to 39,129 tonnes (a reduction of 27%) in 3 years and we are now recycling / reusing 55.91% of our waste. | S |
| To improve the provision of housing for our tenants | Despite a mixed picture on some performance data, quality and effectiveness of housing repairs has improved due to the appointment system and tenants voted for their homes to stay with the Authority | S |
| To improve the look and feel of our streets | We have sustained performance during a difficult economic climate and local initiatives such as StreetPride are working. | S |
| To increase tourists visiting Caerphilly | Visitor numbers are higher than when the priority started in 2009 and revenue generated from tourism increased to £92.87 million in 2011 from 85.8 million in 2010. | S |
| To increase the viability and vitality of our town centres | There are some notable successes, particularly given the recession. Our extensive town centre regeneration programme is still ongoing hence we note this as having more to do before completion. | PS |
| All learning settings meet current and known future requirements to facilitate learning in the 21 st century | We have made significant progress in this area such as the award winning build of Greenhill Primary school, however progress on 21 st century schools was slower than anticipated by a 2-year delay by Welsh Government so there is more to do long term. | PS |
| To deliver value for money public services and [IO] Improve how we engage with our citizens and listen to what our customers tell us about our services | Collaboration, savings and library refurbishment as ways to engage the public are notable successes, however speed of progress has been mixed and we need to further develop our new complaints policy to improve the use of information gained from complaints to improve services. | PS |
| To make Caerphilly a safer place to live and work and/ [IO] Make Caerphilly a safer place to live/ Agencies and partners work together to safeguard children and young people | Incidents of Anti-Social Behaviour (ASB) and crime reported to the Police have fallen by 35% and 13% respectively during 2011/12 and reports to the council have fallen by 24%. | S |
| Reducing our carbon footprint and improving our sustainability [IO] | As a result of investment in energy technology we have reduced our energy consumption and average carbon emissions by 700 tonnes over the last 3 years from Council buildings. | S |

| Priority | Conclusion | KEY |
|---|--|------------|
| Sustain and where possible increase the range of employment opportunities for residents. [IO] | All our performance data shows improvement over 3 years such as the number of jobs we have safeguarded and the introduction of the apprentice programme. | S |
| Improving the skills level for children and young people [IO] | The majority of our attainment data has improved over 3 years and we have reduced the number of young people who are not in education, employment of training down to 4.5% as a result of on-going initiatives | S |
| Raising awareness and promote the benefits of a healthy and active lifestyle [IO] | Our measures are performing well, for example participation levels in sport and activity among children and young people has increased (we are now above the national average for some sectors). Recent data available to us, suggests that our health profile, has shown some improvement over the life of this Plan but is still concerning. Given the significance of this issue, we note this as partially successful because there is more to do and no one organisation can do this alone. | PS |
| All adults who are in the social care system are able to lead a full, active and independent life and, [IO] - Improving the quality and timeliness of assessments | The majority of our performance indicators are showing an improving trend over the last 3 years. | S |

[\[IO\]](#) = is one of the Council's Improvement Objectives



Our Priorities 2009-12

Part **1**



Priority 2 – To reduce the amount of waste we send to landfill

Progress Update for 2011/12

We regard this priority as successful during the 3 years we have had this Plan, because we are achieving our outcome of reducing the amount of waste we send to landfill. Our performance shows us that;

- Since 2009 the amount of municipal waste we sent to landfill has fallen from 53,595 tonnes to 39,129 tonnes. A reduction of 14,466 tonnes or 27%.
- The amount of biodegradable municipal waste we send to land fill has decreased by almost 30% during the 3 years of this priority, from 32,242 tonnes in 2009/10 to 22,591 tonnes in 2011/12.
- In 2011/12 we land filled 39.67% of all the waste collected across the county borough. This is a reduction of 13% from the amount of total waste we sent to landfill in 2009/10.
- In 2011/12 we used 69.29% of our landfill allowance. This allowance requires us to limit the amount of biodegradable municipal waste that we send to landfill. The amount that we landfill must be below the allowance that is allocated to us by the Welsh Government. Our allowance for 2011/12 was 32,604 tonnes.
- Our recycling collection rates are also increasing. In 2011/12, 75% of households in the county borough participated in our kerbside recycling scheme, compared to 70% in 2010/11 and 66% in 2009/10.
- The success of our food waste collection scheme diverted in excess of 8,000 tonnes from landfill and was the national winner of the Food Waste Award at the Plant and Waste Recycling Show in June 2012.
- In September 2011 we expanded our food waste collection service further by introducing it to schools. 77 Schools are now currently participating in the scheme.
- We now need to build upon the success of the food waste collection service by continuing to increase participation and through expanding the service further to other public sector premises. This is an area for further improvement that is planned for 2012/13.

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|--|--|
| <p>Formulate effective contracts for the treatment and disposal of other waste streams (those not included in the Prosiect Gwyrdd or Heads of Valleys Procurements) by;</p> <p>Tender contracts for Wood Disposal and Materials Recycling Facilities.</p> | <ul style="list-style-type: none"> • During 2011/12, we procured a new contract for the treatment and disposal of wood collected at our Household Waste Recycling Centres. The wood collected at these centres is delivered to a local contractor who will re-process the wood for further use. |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|--|---|
| <p>Look for other local authorities to collaborate with on specific waste streams such as textiles, tyres and paper.</p> | <p>This not only offers a cost effective and environmentally friendly option, but also contributes to the Authority's recycling and diversion of biodegradable waste from landfill.</p> <p>2 collaborative contracts were successfully awarded during 2011/12 for textiles and paper. Both contracts will allow us to generate income from the sale of the materials recycled.</p> <p>Working collaboratively with 3 other Local Authorities, we have completed a scoping exercise for a contract to deal with the Dry Recycling (plastics, card board, glass and paper) we collect from residents. We expect to finalise the contract during the autumn of 2012.</p> <p>Work on the design, location and construction of a new Waste Transfer Station and Civic Amenity Site was deferred until 2012/13, pending the confirmation of outlets for various materials. Interim arrangements and modifications are being undertaken at the Full Moon Civic Amenity site, Risca to help meet demands in the short term.</p> <p>During 2011/12, Caerphilly county borough council took over the management of the Penmaen Civic Amenity Site and Full Moon Civic Amenity Site/Waste Transfer Station. This now means all Civic Amenity Sites and Waste Transfer Stations, are now operated by Caerphilly county borough council.</p> |
| <p>Expand food waste collection service to other public buildings and/or commercial premises.</p> <p>We will expand our food waste collection to include schools and/or restaurants that are currently CCBC commercial waste customers.</p> | <p>A food waste collection service was introduced to schools in September 2011 with 77 schools currently participating in this service. In 2011/12, the participating schools diverted 76.38 tonnes of food waste from landfill. Expansion of this service to other Public Sector buildings is planned for Summer 2012.</p> |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|--|---|
| <p>Continue involvement in Prosiect Gwyrdd and Heads of the Valleys waste procurements.</p> <p>Complete the detailed solution stage and the call for final tenders by 31st March 2012.</p> | <p>During 2011/12 we put in place interim waste disposal contracts to deal with our residual waste prior to the commissioning of Prosiect Gwyrdd. We also considered various options for dealing with our Food and Green Waste, prior to the start of the Heads of the Valley Organics contract, due in 2014.</p> <p>We have continued to work on the complex contracts for the Heads of the Valley Organics and Prosiect Gwyrdd Residual Waste Procurement programmes. The Invitation to Submit a Detailed Solution (ISDS) stage has been completed. We anticipate moving to 'Call for Final Tender' during 2012/13 and awarding the contract towards the end of the Financial Year.</p> |

| How we measured our progress | 2009/10 Actual | 2010/11 Actual | 2011/12 Actual |
|--|----------------|----------------|-------------------------|
| % Households participating in the kerbside recycling scheme | 66% | 70% | 75% |
| Amount of Municipal Waste we send to landfill (as a % of the total amount of municipal waste we collect) | 52.7% | 46% | 39.7% |
| Tonnes of Municipal Waste we send to landfill | 53,595 | 45,556 | 39,129 |
| % Municipal Waste we reuse and/or recycle, and/or composted (kerbside & civic amenity sites). | 44.03% | 51.4% | 55.91% |
| % Municipal Waste we reuse, recycle or compost from our household civic amenity sites. | 78% | 75% | 90.34% |
| % Respondents to the household survey (bi-ennial) who said they were very or fairly satisfied with: | | | |
| - Recycling Service | | 94% | Next Survey due 2012/13 |
| - Refuse Collections | | 89% | |
| - Garden Waste/Food Waste Collections | | 91% | |
| - Civic amenity/Household Waste Recycling Sites | | 89% | |

Priority 3 – To improve the provision of housing for our tenants

Progress Update for 2011/12

Our activity between 2009-12, along with our evidence shows progress has been made and we believe that overall we have been successful for the reasons given below;

- During 2011/12 we increased the range of payments facilities available to tenants to pay their rent
- We funded the Citizens' Advice Bureau to provide expert financial debt advice to prevent tenants from eviction.
- We worked on a Gwent wide basis to introduce a loans scheme to return empty properties in the private sector back into beneficial use.
- In partnership with United Welsh Housing Association we have built new emergency accommodation for homeless families.
- This year we carried out a ballot of our council tenants who voted resoundingly against the proposal to transfer their new homes to a newly established registered social landlord. We are now working closely with tenants to ensure that their homes meet the Welsh Housing Quality Standard by 2019/20.
- Over the past 3 years, we have seen a rise of 14.82% in the proportion of our housing repairs now undertaken by appointments, to 74.32%. This has improved the effectiveness of the housing repairs by reducing the wasted time of our tradespersons, improving materials and stock control.
- We are now showing an overall improvement in our response times for emergency repairs, however the appointment system has made our urgent repairs appear higher from the year before as we have expanded the length of time that customers can make appointments for their convenience.
- The average number of days that all homeless households spend in Bed & Breakfast accommodation has increased by more than 8 days during the 3-year period. This is because the process for assessing whether single people, who are classed as vulnerable, is becoming more time consuming and complex, making it more difficult to met our target deadlines.

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|--|--|
| <p>Affordable housing: Meet the diverse range of housing needs in the county borough through the good quality, affordable housing, which offers choice and matches aspirations by;</p> <p>Provide appropriate and accessible rent collection options for tenants to facilitate the introduction of Post Office payments and publicise the service</p> | <p>To provide tenants with additional options to pay their rents, this year we introduced a payments facility with the Post Office. Since August 2011 over 700 tenants have requested Post Office payment cards.</p> |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|---|---|
| <p>Support tenants with financial debt advice to avoid an increase in evictions by funding Citizens Advice Bureau (CAB) facilitated debt and money advice surgeries.</p> | <p>Expert financial debt advice can prevent tenants from having their homes taken from them. We funded the CAB to provide money and debt advice surgeries throughout the county borough and 130 tenants have benefited from the service this year.</p> |
| <p>Provide a range of sheltered housing accommodation for older people to live independently for as long as they are capable of doing so and explore opportunities to streamline sheltered housing service.</p> | <p>It is important that we provide a range of housing options to enable people to maintain their independence in old age. We have identified a comprehensive review of the sheltered housing service as one of our priorities, together with improved services for older persons. We have made a commitment to tenants that this review will be undertaken within the next twelve months and the initial consultation process with tenants is due to begin in May 2012.</p> |
| <p>Provide a range of housing management services for the benefit of tenants and prospective tenants by:</p> <ul style="list-style-type: none"> - Reviewing and monitoring the empty property management service - Re-letting Council housing vacancies consistently and fairly; and maximise the potential use of the stock available to those in housing need; and - Increase the numbers of problematic empty private sector properties brought back into beneficial use. | <p>We have set up a group to review and monitor the empty property service for our council homes. This group meets quarterly and has produced an action plan. The plan monitors how well we are managing our empty council homes. It looks at trends in performance and identifies issues. Currently, the management of empty council homes is excellent. The number of empty homes is currently very low compared to the same period last year.</p> <p>To ensure that the allocations scheme is fair and complies with legislation we have worked with Tai Pawb, an organisation promoting equality and social justice in housing, to complete an equality impact assessment screening exercise. Some recommendations emerging from this exercise were deferred pending the outcome of the ballot and will be reviewed in 2012/13.</p> |
| | <p>The council is working with new stakeholders to improve the process of bringing empty properties back into use. A regional group (Gwent) has been set up to look at this. The group put in place preparations for the launch of the WG Empty Property Loans initiative called the 'Houses to Homes' Recyclable Loans Fund. The initiative opened in April and allows landlords and owners of empty properties to apply for loans through their Local Authority. This will enable landlords to renovate empty run-down residential properties and return them to use as homes for sale</p> |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|---|--|
| | <p>or rent. Landlords will repay the interest-free loan by a fixed period, recycling the money into further loans to bring more properties back into use as homes.</p> <p>Our partnership with the housing associations is developing well. The United Welsh Housing Association (UWHA) initiative for the purchase of long-term empty properties is operational and Charter Housing is developing an alternative loan scheme for letting.</p> <p>We brought 36 or 4.6% of empty properties back into beneficial use last year, which exceeded our target of 4% for 2011/12.</p> |
| <p>Increasing the availability of housing (young people between the 16 and 25 years of age) by;</p> <p>We will explore options regarding the remodelling of Ty Croeso to provide suitable emergency accommodation for single homeless persons.</p> <p>We have secured nomination rights in respect of empty homes /Conversion Grants awarded to landlords. This means it becomes a condition of grant aid for landlord grants on vacant properties when such accommodation is needed for strategic housing purposes. We now have nomination rights that we intend to use for some of these properties to specifically address the needs of 16-25 year olds.</p> <p>We regularly provide grant aid such as the conversion of redundant retail accommodation into flats/houses and will assist owners of empty houses to bring them back into beneficial use. For example, this year (end of April/early</p> | <p>The development of Ty Fesen, in Caerphilly, has provided an opportunity to accommodate families and thereby release Ty Croeso for use as accommodation for young people.</p> <p>Work on this project is progressing well. We anticipate the project to be undertaken and financed using in-house resources. When completed, the scheme will provide up to 10 bed and breakfast spaces for single homeless people.</p> <p>This practice is now operational and to date 3 properties have been leased through a partner housing association for temporary accommodation for homeless households.</p> <p>This year, 6 new units have been provided using conversion grants for non-domestic dwellings, of which we secured nomination rights on 3. We also returned 33 empty properties to beneficial use including 9 using grants. Although benefiting younger people these properties are not exclusively for 16 –</p> |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|---|--|
| <p>May) Welsh Government made funding available under its Homelessness grant to assist local authorities in mitigating the impact of the current and impending benefit reforms.</p> <p>We have exploited an opportunity to secure £51k and have now employed an Access and Advice Co-Coordinator, part of whose role will be to pro-actively encourage private sector landlords to provide accommodation for this particular client group.</p> <p>We are progressing a partnership arrangement with United Welsh HA in respect of the provision of new build emergency accommodation for homeless families.</p> | <p>25 year olds.</p> <p>A Landlord Accreditation Wales Champion for Caerphilly was appointed during the year. We are working hard to identify and develop links with private sector landlords. 119 new landlords have been identified and this figure continues to grow. There are 415 landlords on our database. The quarterly landlord forum meetings are very well attended. Landlords continue to become accredited through one of the recognised schemes (39 at present are accredited).</p> <p>We are in the process of developing a 'shared housing' pack of information for private sector landlords to encourage them to consider renting the empty houses that they own on a room rather than house basis. This would provide more affordable accommodation for single persons under the age of 35, whose benefit has been cut to a level where a whole house or flat is unaffordable, due to the changes in the Local Housing Allowance since April 2011, which puts a limit on the amount of housing benefit that can be claimed.</p> <p>We are working in partnership with UWHA to construct a new build, emergency accommodation for homeless families (consisting 13 units). Construction of the building is underway and is expected to be completed by September 2012. These properties are not exclusively for the use of 16 – 25 year olds but will in part benefit this age group.</p> |
| <p>Stock Ballot Transfer: To put in place, proactively manage and complete a pre-ballot process that generates as high as possible tenant turnout in the ballot to vote on the Council's proposal to transfer the housing stock to a newly formed housing association by;</p> | |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|---|--|
| <p>We have set up a shadow board and confirmed appointments of tenants, councillors and independents for the new organisation, which is named Castell Mynydd.</p> <p>We are continuing with the informal consultation stage that includes door knocking exercises, road shows, show homes and leaflet distribution.</p> <p>We are formalising an Offer Document, which will be finalised and issued to all tenants in advance of the ballot. This document is Caerphilly County Borough Council's proposal to transfer its homes to Castell Mynydd and would become a legally binding document between the Council and the new Registered Social Landlord if transfer were to take place.</p> <p>Carry out the ballot of tenants on the Council's proposal to transfer the housing stock to a newly formed registered social landlord in accordance with WG guidelines.</p> | <p>Between March 2011 and January 2012, we undertook an extensive consultation process with tenants. We did this to inform them about the transfer proposal of their homes and the position if we were to retain the housing stock. We held meetings, sent out newsletters, opened show homes, produced a DVD, carried out door knocking, staffed an exhibition caravan, made press releases, produced posters, held drop ins, and provided a telephone hotline. During this process, we actively encouraged tenants to use their vote in the ballot.</p> <p>We produced an Offer Document and issued it to tenants at the end of September 2011. We also produced some additional information on the retention position in the event of a 'no' vote and issued this to tenants at the end of November 2011. This information outlined that if the housing stock were retained we would meet the Welsh Housing Quality Standard by 2019/20 and invest the same amount over 30 years as the stock transfer organisation had proposed. In addition, we committed to match all the service improvements that were identified for the stock transfer organisation giving tenants a real choice in terms of their future landlord when it came to the ballot.</p> <p>The ballot of tenants took place between the 21st January and the 17th February 2012. 66.7% of tenants voted, 65.2% were against and 34.8% in favour of the transfer proposal, resulting in a 'no' vote meaning the housing stock stayed with the authority.</p> |
| <p>The quality of the response repairs service will be improved to reflect tenants expectations.</p> <p>Monitor and review progress of first year implementation of hand-held PDA's (Personal Digital Assistant) by electronically allocating work, materials and appointments in response to customers' repair needs.</p> | <p>Implementation of the hand-held devices took place on the 13th June 2011. There have been a few minor issues since going live, however, overall it has been very successful in enabling us to effectively plan work and order materials, providing a more responsive level of service to our customers.</p> |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|--|--|
| Increase the opportunity for more tenants to use the repairs appointments service. Introduce bar scanners in stores and complete the review of stocks on vehicles to ensure correct materials are available for jobs to be completed on first visit. | Almost 75% of repairs are now undertaken as appointments. We have implemented some new software, however, we did not review our vehicle stocks pending the outcome of the stock transfer ballot. Following the result this task will now be completed. |

| How we measured our progress | 2009/10 Actual | 2010/11 Actual | 2011/12 Actual |
|---|----------------|----------------|----------------|
| Number of affordable homes delivered | 166 | 160 | 164 |
| Average number of days it takes to re-let our empty homes | 57 | 39.18 | 49.13 |
| Average number of days it takes us to complete: | | | |
| Emergency Repairs to our homes | 0.55 | 0.3 | 0.18 |
| Urgent Repairs to our homes | 5.84 | 10 | 13.09 |
| Non-urgent Repairs to our homes | 92 | 59 | 66 |
| The percentage of repairs undertaken as appointments | 59.5% | 66.3% | 74.32% |
| Average number of days that all homeless households spent in temporary housing | 75 | 114.01 | 73.29 |
| Average number of days that all homeless households spend in Bed & Breakfast accommodation. | 29 | 32.30 | 37.21 |

Priority 5 – To improve the look and feel of our streets

Progress Update for 2011/12

We have made good progress with Caerphilly StreetPride, and believe overall we have been successful. Despite the economic constraints we have in the main, maintained our performance from last year, specifically:

- The Street Cleanliness Index, which is a way of monitoring how clean our streets are by measuring the amount and type of litter found on our streets, has improved consistently each year from 67.4 in 2009/10 to 67.8 in 2011/12.
- 95.54 % of our roads are now of a high or acceptable standard of cleanliness. This has improved from 94% in 2009/10.
- The percentage of 'Fly Tipping' incidents reported, that were cleared within 5 working days, consistently remains at a very high level.
- We delivered Phase III of WG's Tidy Town initiative, which empowers people to make improvements to their local environment and help achieve a clean, safe and tidy Wales.
- We secured £10,000 in additional funding under the Tidy Town's scheme to complete 3 further projects.
- Our Enforcement Teams have been out and about across Caerphilly aiming to educate people on the laws surrounding dog fouling and the disposal of litter, with our campaigns 'No Ifs, No Butts', and 'Don't Throw It! Bin It!'
- The numbers of Fixed Penalty Notices we issued for littering increased from 59 in 2010/11 to 136 in 2011/12, and we issued 13 more fixed penalty notices for dog fouling incidents than in 2010/11 and 20 more than 2009/10.

Caerphilly borough gets the clean-up treatment



Throughout 2011/12 an army of environmentally conscious helpers joined together with council officers and other partners to undertake many clean-up campaigns across the county borough. These StreetPride initiatives ensure that the county borough remains at a standard that promotes community pride and keeps the county borough clean, green and safe.

In April 2011 more than 40 people including Tidy Towns Tidy Places teams, Future Jobs teams, Health Enforcement Officers, Community Safety Wardens, Councillors and volunteers took part in a clean-up campaign on Caerphilly Mountain, which aimed to enhance the local environment for residents and visitors alike.

Throughout the day more than one and half tonnes of waste and litter was removed from the site, and enforcement officers also issued two people with fixed penalty notices for dropping litter at the Caerphilly Mountain car park.

Following the clean up, a local resident, who is also a local rambler in the area, contacted Caerphilly county borough council to congratulate the team on all their efforts.

She said, *"There was almost an army of litter pickers doing a magnificent job of removing the bags full of litter that previously covered the area. Being a local resident, I am a rambler over the Caerphilly Mountain and surrounding areas almost all year round. We appreciate all the work you do in caring for the roads and local countryside in and around Caerphilly. Keep up the good work"*.

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|--|--|
| <p>Develop schemes appropriate to level of WG Tidy Towns Funding now available by;</p> <p>Successful funding applications have been granted for schemes to clear overgrown land for new allotment space, nature trails and biodiversity enrichment schemes. These areas are difficult terrain and prone to the affects of a range of enviro-crimes, some of the areas we will be focusing on are:</p> <ul style="list-style-type: none"> - Tunnel Row, Newbridge land improvement scheme and allotment space creation - Visual improvement footpath and fencing scheme off Thorncombe Road Blackwood. - Bunding Scheme, Senghenydd. - Mining School Hill, Crumlin clearance scheme and allotment space creation. - Clearance scheme and wildlife planting scheme at rear of Coronation Street Risca/Pontymister. | <p>Almost £40,000 of Tidy Towns funding was granted for several schemes across the County Borough during 2011/12. This funding was used to enhance and rejuvenate wasteland and improve areas that were prone to littering and in some cases fly tipping. Specifically;</p> <ul style="list-style-type: none"> - In the autumn of 2011, we worked with a local contractor to create a new allotment area on waste ground in Tunnel Row, Newbridge. - We completed work to enhance Thorncombe Road, Blackwood – an area that was previously regularly tarnished by fly tipping and littering. - During the winter of 2011/12 we worked to enhance a very high profile piece of waste ground in the centre of Sengehenydd village. - Additional allotment space was created at Mining School Hill, Crumlin in the autumn of 2011 - Between June and November 2011, the environmental improvements committed to were made. <p>Additional funding was made available during the year to progress 3 further projects; the Litter Bug Club at St Cenydd Secondary School, an Enviro-Mural project for youth shelters across the County Borough and improvements to the Cwrt Rawlin, Castelvieu underpass in Caerphilly, through commissioning Grafitti Artist Bryce Davies.</p> |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|---|--|
| <p>Completion of new programme of gateway improvement works and additional spring bulb planting on roundabouts, etc;</p> <p>Significant vegetation cut back on Hollybush, Hafodyrynys and Caerphilly Mountain Gateways.</p> | <p>All three areas received extensive cutting back and clearance of vegetation, including at some locations the removal of trees in the interests of safety of users and to improve the general appearance of the area. Additionally, spring bulbs were planted to provide a welcoming appearance to these key access points to the Authority.</p> |
| <p>Reduce the incidence of environmental crime by;</p> <p>Deliver further targeted clean-up and enforcement operations</p> <p>Introduce enforcement campaigns to address litter out of car windows, and smoking related litter.</p> <p>Review and enhance our approach to fly-tipping enforcement including use of surveillance cameras.</p> | <p>We worked in partnership with Keep Wales Tidy, Groundwork Caerphilly, United Welsh Housing Association, and the British Trust for Conservation Volunteers, the Probation Service, as well as neighbouring authorities to deliver 8 clean-up campaigns throughout 2011/12. These were carried out at; Caerphilly Mountain, Risca Town Centre, Abercarn Village, New Tredegar, Birthdir and Tirphil Villages, Mornington Meadows, Caerphilly, Crosskeys Retail Park, Caerphilly, Trecenydd, Caerphilly and Mill Road, Risca.</p> <p>In September 2011 we teamed up with McDonalds near Crossways in Caerphilly and Keep Wales Tidy to encourage customers using the outlet to dispose of their litter correctly. In one day alone, the enforcement team spoke to more than 300 people who signed up to a pledge to dispose of their litter in the correct manner.</p> <p>As part of our StreetPride initiative we have highlighted the problem of fly-tipping across the borough and engaged with communities, for example Graig y Rhacca, to emphasise the need to dispose of their waste correctly.</p> |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|--|--|
| <p>Work with the Police to enhance the role of Police Community Support Officers in relation to littering and dog fouling.</p> | <p>During 2011/12 we worked along side partner agencies, Fly-tipping Action Wales and Groundwork Caerphilly, to survey around 300 households across Caerphilly to gather information from residents on getting rid of their waste responsibly. In addition, enforcement work around fly tipping has been given added importance during the year as fly-tipping carries a fine of up to £20,000 or a prison sentence. We have now set up a dedicated fly-tipping hotline and established a 'Report Fly Tipping online' function.</p> <p>We have adopted the Dogs (Fouling of Land) Act 1996, which makes it an offence for people to allow their dog to foul on public land without 'picking up'. Dog owners who are caught not 'picking up' will be issued with a fixed penalty notice of £75. Non-payment of this notice could result in prosecutions and fines of up to £1000. We now provide over 400 dog-fouling bins across the borough, with regular collections to empty the waste.</p> <p>We have also set up a dedicated littering/dog fouling hotline and established on-line function for 'Report a dog owner who is not picking up' and 'Request an area to be cleansed of dog fouling', which can both be found on our StreetPride website.</p> |

| How we measured our progress? | 2009/10 Actual | 2010/11 Actual | 2011/12 Actual |
|---|---|-------------------|-------------------|
| % People who feel satisfied with the cleanliness of our streets and highways | 79% for 2009/10 (No survey in 10/11) | | 71.4% |
| % Respondents to the household survey who stated they were very or fairly satisfied with the appearance of the streets in their neighbourhood and local town centre | | 59% | 59% |
| Street Cleanliness Index | 67.4 | 67.64 | 67.80 |
| % Highways (and other relevant land inspected) of a high or acceptable standard of cleanliness | 94% | 94.25% | 95.54% |
| % Reported fly tipping incidents cleared in 5 working days | 99% | 98.94% | 98.34% |
| % Reported fly tipping incidents which lead to an enforcement activity | 50.6% | 36% | 46.6% |
| Number of fixed penalty notices issued for dog fouling incidents | 39 | 46 | 59 |
| Number of prosecutions for failure to pay a fixed penalty fine for a dog fouling incident | 7 | 13 | 10 |
| Number of clean-up campaigns undertaken | 4 | 6 | 8 |

Priority 8 – To increase tourists visiting Caerphilly

Progress Update for 2011/12

This priority has been successful over the course of the 3 years, because;

- In 2011/12 the amount of revenue from tourism in Caerphilly increased by 7% on 2009/10.
- The total amount of revenue generated from tourism in the local economy increased to £92.87 million in Caerphilly Borough in 2011 from 85.8 million in 2010.
- Visitor numbers have increased in the main 3 tourist sites, the Winding House, Llancaiach Fawr and Cwmcarn forest drive.
- 3 years ago in 2009/10 our visitor numbers were at a low of -1.5% compared to 2008/09. This figure rose by 5.5% in 2010/11 to 4%, but has dipped to 3% in 2011/12.
- By 2011/12 there was an 8% increase in the number of visitors staying in hotels in the county borough. This helped to counter balance the zero increase in the level of visitors staying with friends and relatives in the area.
- Over the last 3 years Caerphilly's events programme has moved from strength to strength. Every year new events are welcomed to the county borough, such as the 'Tour of Britain' as well as long standing events such as the 'Big Cheese', which routinely has 80,000 people attending our premiere event of the summer season.
- On May 26th 2012 more than 30,000 visitors lined the streets of Caerphilly Town Centre to welcome the Olympic Torch relay to the borough.
- The council used this opportunity to hold a taste of Caerphilly Event with food stalls and an Olympic Sports village.
- September 2011 welcomed the 'Tour of Britain' bike race and thousands of spectators turned out to watch world-renowned cyclists race through the streets of the borough ending at Caerphilly castle.
- However, the number of people employed by tourism in Caerphilly has stagnated, with 1,535 people being employed in tourism across the County Borough in 2011/12.

For further information on forthcoming events being held in Caerphilly County Borough please visit our website at www.caerphilly.gov.uk

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|--|---------------------------------|
| <p>Review and refresh public events to ensure they remain attractive to tourists and visitors by;</p> <p>The events programme will continue to be reviewed for 2011/12 and the new marketing plan will be implemented. Many new events are planned for 2011/12;</p> | |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|---|---|
| <ul style="list-style-type: none"> – Bargoed Carnival 11th June. Assistance provided to Urban Renewal on Bus Station Opening – Local Investment Road shows at Caerphilly Flower Festival and Blackwood Summer Festival & Big Cheese – International Cider and Perry Festival – PROMS – Tour of Britain – The Blackwood Dickensian Market, Caerphilly Medieval Market, Bargoed Christmas Market, Workshops for Lantern Parade & River of Light Parade www.caerphilly.gov.uk | <ul style="list-style-type: none"> – Together with the Councils Urban Renewal section the Tourism section delivered a successful opening event for the new Bargoed Bus Station, attended by Welsh Government Minister Huw Lewis and around a thousand visitors. That evening the Bargoed Partnership with CCBC arranged a successful Bargoed Carnival where a further thousand visitors attended. – The Caerphilly flower festival, Blackwood Summer festival and Big Cheese were all very successful in 2011 with ever increasing visitor numbers to all three events. The 'Big Cheese' again attracted over 80,000 people who enjoyed a diverse range of attractions and stalls. – The marketing & events team at Caerphilly provided logistical support for the International Cider and Perry Festival. – Although the Proms had to unfortunately be cancelled due to severe weather conditions all preparations for the event were undertaken successfully. – Several thousand adults and children lined the streets of the borough to enjoy a successful staging of the Tour of Britain. Event organisers commented on the professional approach and support they received from the local authority in staging the event. – Large numbers of people attended this years Christmas markets and events making them our most successful to date. These events included the Bargoed Ice Rink and the Lantern Parade, which were attended by record numbers of participant's. |
| <p>Improve the Bute Town Heritage trail by; We are promoting the trail via leaflets and plan a new website with a diverse range of scheduled activities. www.butetownhistory.info</p> | <p>The Bute Town history website has gone live and we are currently developing the 'Butetown' App for i phones and Android phones.</p> |

| What difference have we made in 2011/12? | |
|--|--|
| In 2011/12 we said we would: | What did we achieve in 2011/12? |
| <p>Invest and Improve facilities at Cwmcarn Forest by;</p> <p>Continue to make improvements to Cwmcarn such as improving and developing the existing downhill and cross-country trails. We are planning to improve and extend the existing car park; and will undertake further improvements to the campsite to include improved signage.</p> | <p>Cwmcarn Forest Drive has a new downhill and cross-country trail planned for January 2013. Planning permission for 10 new camping pods, for the 'Glamping' market was submitted in September 2012 and the car park has been developed and extended to accommodate an anticipated increase in visitor numbers.</p> |
| <p>To continue to make efficiencies at Llancaiach Fawr Manor and to improve marketing and promotion by;</p> <p>Targeting new visitor and tourism groups/markets and renew conference and wedding markets.</p> <p>Implementing new events programme and review our catering and what we provide for retail.</p> | <p>During 2011/12 the conference and wedding bookings increased at Llancaiach Fawr, which lead us to review the venues catering operations and the cost effectiveness of the venue.</p> <p>The new events programme implemented at Llancaiach Fawr has lead to an increase in visitor numbers by over 10,000 in 2011/12.</p> |

| How we measured our progress | 2009/10 Actual | 2010/11 Actual | 2011/12 Actual |
|--|----------------|----------------|----------------|
| % Increase in the number of people visiting the County Borough | -1.5% | 4% | 3% |
| Total visitor spend per annum increase | -4% | 2% | 3% |
| Number of visitors to the Winding House | 10,498 | 9,243 | 10,479 |
| Number of visitors to Llancaiach Fawr | 49,672 | 44,886 | 55,000 |
| Number of visitors to Cwmcarn Forest | 174,483 | 183,234 | 189,944 |
| Number of people visiting Caerphilly | 58,435 | 67,956 | 97,656 |

| How we measured our progress | 2009/10 Actual | 2010/11 Actual | 2011/12 Actual |
|--|-------------------|-------------------|--|
| Visitor Centre | | | |
| Visitor Centre shop income | £55,844 | £74,000 | £64,333 |
| Number of bookings for accommodation made by the Visitor Centre | 81 | 82 | The indicators number of bookings and number nights of accommodation booked by the visitors centre are no longer used in the digital age |
| Number of nights worth of accommodation booked by the Visitor Centre | 169 | 150 | |

Priority 9 – To increase the viability and vitality of our town centres

Progress Update for 2011/12

This priority has shown some success over the last 3 years, although this may be limited by the effects of the recession at this time. We note this as partially successful as we are still completing some significant work, which will benefit the area extensively. Key highlights are:

We are using different media to market Caerphilly's town centres as 'Unique Places' to visit, including; Town Centre Newsletters, Lamppost banners, Exhibition stands and The 'Unique Places' marketing brochure

We stage regular town centre events, which are well attended, including; the Bargoed Spring Fair, Blackwood Summer Festival, Caerphilly Flower Festival, BBC Proms in the Park, Tour of Britain, BIG Cheese and Bargoed BIG Screen.

We staged Christmas events in Caerphilly, Blackwood and Bargoed, encouraging local retailers to participate in voucher offers to generate more retail sales. This initiative ensured that the event offered the potential for every business to increase its sales and engage with a wider customer base.

In comparison to Caerphilly and Blackwood where visitor numbers increased again in 2011, Bargoed's visitor numbers decreased. However, this may be due to the regeneration work that is currently going on in the area.

- The implementation of the 'Café Quarter' scheme in Pentrebanne Street, Caerphilly has been delayed due to essential utility works in the area; a new date in late Summer 2012 has been agreed

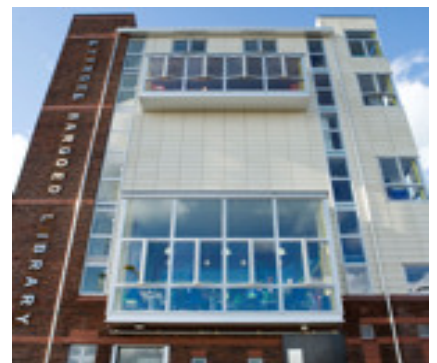
The Retail Survey was conducted again in 2011. Over half of Caerphilly 's retailers felt that retail sales have remained consistent in 2011 compared to 2010.

The Town Centre Management model has been successfully applied to Risca town centre in 2011/12 and a new footfall counter has been installed.

The overall vacancy rate for business premises in our town centres is being well managed in the face of recession at an average of 16% vacancies. The average vacancy rate in town centres across Wales is 18.5% by comparison.

Hanbury Chapel scheme rewarded with Action for Market Towns Award

The Hanbury Chapel renovation project, which breathed new life into a dilapidated building in Bargoed, has been rewarded for it's innovative and community-focused refurbishment of a Grade II listed building. Action for Market Towns awarded the Bargoed Library project the prestigious Social and Community Award in the Welsh region of the UK's most prestigious town community project award scheme in recognition for its efforts to nurture a thriving community.



With the need for a new building to house the library apparent, a partnership was created with the congregation of Hanbury Chapel, United Welsh Housing Association, the Council and the Welsh Government's Heads of the Valleys programme, to design a modern education and community hub at the heart of the town centre in the rundown Grade II listed Chapel. The project rejuvenate Hanbury Chapel into a state of the art library, customer service centre, café along with retaining worshipping space.

The new Library, with over 17,000 visitors in it's first month, has also seen a massive 46%

increase in book borrowing between October 2011 and March 2012. The renovation of Hanbury Chapel has contributed significantly to improving the perception of the town centre and will continue to considerably improve access to education and cultural opportunities for the community.


Ian Gilbert, Chair of Untied Welsh Housing Association said: *“This building is the result of an extensively successful collaboration between many partners. It’s safe to say that converting a chapel built in 1906 into a modern community facility whilst still maintaining the history and character of the building was a challenge. Hanbury Chapel is further evidence of real partnership working, delivering tangible outcomes for the benefit of the whole community.”*

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|--|--|
| <p>Market Town Centres as unique places to visit and shop by; Encourage inward investment in town centres</p> | <p>Investment portfolios were given out in response to numerous enquiries over the course of a year. These have originated from outside as well as within the County Borough.</p> |
| <p>Stage town centre events in Caerphilly, Blackwood and Bargoed.</p> | <p>A total of 13 events were staged during the course of the year in each town centre.</p> |
| <p>Run a retailers voucher offer when events take place</p> | <p>Retailers were encouraged to participate in special offers in order to attract more customers into their stores during the events held.</p> |
| <p>Encourage more retailers to develop their online presence</p> | <p>The Business Enterprise Support Team has developed a new project called ‘GO2 My Town’. The aim of the project is to offer retail business in town centres a cost effective way to gain an online presence</p> |
| <p>Conduct a ‘Retail Survey’</p> | <p>The Retail Survey was completed for 2011 and will take place again in 2012. The results of the survey were reported back to all retailers and presented to the ‘Town centre management group’.</p> |
| <p>Implement the ‘Café Quarter’ scheme in Pentrebane Street, Caerphilly</p> | <p>The implementation of this scheme was delayed due to essential utility works in the area. A new date in late Summer 2012 has been agreed</p> |
| <p>Continue to audit the town centres through the Town Centre Improvement Group</p> | <p>The Town Centre Improvement Group is the Councils mechanism for addressing town centre issues and continues to provide a mechanism for change in 2011/12.</p> |

| What difference have we made in 2011/12? | |
|---|---|
| In 2011/12 we said we would: | What did we achieve in 2011/12? |
| <p>Market Town Centres as investment opportunities by;</p> <p>Maintain & develop the online Retail Property Directory</p> <p>Maintain & develop the BIG Idea web site</p> <p>Agree a new Footfall counter contract</p> <p>Provide ongoing support and advice for businesses across the three town centres</p> | <p>The 'Retail Property Directory' was constantly reviewed and updated throughout the year.</p> <p>The BIG Idea web site is now live.</p> <p>The contract was renewed in 2011 with Experian footfall.</p> <p>A commitment to offer business advice and support is embedded into the day-to-day work of Town Centre Management.</p> |
| <p>Implement the Councils Town Centre Management model in Risca town centre by;</p> <p>Begin the process of Town centre management</p> <p>Conceive and develop a brand for Risca</p> <p>Install a footfall counter</p> <p>Set up an environmental audit for Risca town centre</p> <p>Establish a Town Centre Management Group (TCMG)</p> <p>Provide support & advice for businesses in the town centre</p> | <p>The model of Town Centre Management started in April 2011.</p> <p>The brand 'Risca discover more...' was rolled out across a number of marketing platforms including: lamppost banners, postcards, exhibition stands CCBC website, newsletters and window stickers</p> <p>The footfall counter was installed in Spring 2012 outside the new Library at the Palace Cinema.</p> <p>The Risca audit is now part of the Town Centre Improvement Group.</p> <p>A new 'Terms of Reference' for the Town Centre Management Group has been written, once approved by Council the Risca TCMG will be established under these new Terms of Reference.</p> <p>The Town Centre Management team regularly visit retailers in Risca town centre to provide support and advice.</p> |


What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|--|--|
| <p>Conduct a Retail Survey</p> <p>Encourage businesses to explore having an online presence</p> <p>Identify an event space for town centre events</p> | <p>The Retail Survey was completed for 2011 and will take place again in 2012. Retailers in Risca appeared to be as optimistic as retailers in other towns and felt it was the towns friendly atmosphere with a strong community spirit that made the town unique.</p> <p>The Business Enterprise Support Team will develop a 'GO2 Risca' web site as part of the new 'GO2 My Town' project.</p> <p>Funding for an event site was secured and the detailed design works completed, construction is now in progress.</p> |
| <p>Open a new library in Bargoed by;</p> <p>The library contains a Café, run as a social enterprise by the Bryn Cynon Revival group. The Library will also be housing a customer service team who will be on hand to deal with, payments, queries and much more.</p>  | <p>The Bargoed Hanbury Chapel development was officially opened on Tuesday October 25th 2011. Visits to the library have increased by 136% between November 2011 and March 2012 when compared to the same period the year before. Book and lending of other materials has increased by 86% between November 2011 and March 2012 when compared to the same period the year before.</p> <p>The Hanbury Chapel development has also won three awards since it opened:</p> <ul style="list-style-type: none"> • Action for Market Towns – Social and Community Development Award • Constructing Excellence Wales – Project of the year • New Start Better Places – Public Sector Category |
| <p>Library refurbishments and new developments by;</p> <ul style="list-style-type: none"> • Caerphilly <p>Negotiations are progressing to relocate the present town library to a new statement building on the former Post Office site. The new building will also include a Customer First Centre. The new facility will be provided over three floors with a significant improvement in</p> | <ul style="list-style-type: none"> • Caerphilly <p>The site of the new Library in Caerphilly has been cleared in readiness for construction to begin and the Council has approved proposals to purchase the new building from the site developer when completed. Work is due to commence on site shortly with a revised</p> |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|---|--|
| <p>space and services available as part of the library element of this innovative scheme. It is anticipated that the new facility will be available by the winter of 2012 or early in 2013.</p> <ul style="list-style-type: none"> Newbridge Newbridge Library has been offered space in the historic Newbridge Memo, which is being transformed as part of a major improvement scheme. The library will benefit from new fixtures and fittings, new light and airy interiors, and a doubling in its visitor numbers. The Library is due to be relocated into the Institute section of the Memo by October 2012 as part of phase 1 of this exciting restoration initiative Abercarn A brand new library is due to open in Abercarn in early 2012. The original library has been demolished and the new library is set to be a third larger than the former building. This project is a collaboration between the Council, Carn Limited (contractor), and Fairlake Housing Association (part of the Seren Group) who will be providing flats above the Library as part of a social housing scheme. Risca The new Risca library is to open in November 2011. The façade of the old Palace cinema will remain and house a state of the art library facility and Customer First Centre. The new Library will almost double the public space currently available. Blackwood The Blackwood library is being completely redesigned and modernised. | <p>completion date of the Autumn 2013. The Library will include a Customer Service Centre and Museum Space alongside community meeting / event areas and will offer services to the public over 3 floors. A Welsh Government grant (£200,000) has been secured towards the cost of fitting out the new building and the tender process for the purchase of the sites furniture and shelving system has been completed.</p> <ul style="list-style-type: none"> Newbridge The trustees of Celyn Collieries Institute and Memorial Hall Newbridge have started work on renovating and extending the present site over two phases with work starting on site early in 2012. Phase 1 is due to complete by the end of December 2012 and the town Library will relocate into the renovated building early in 2013. Abercarn Abercarns new Library, along with 10 flats for older people, which are located above the ground floor development opened to the public in May 2012. The new Library offers a third more public space within a contemporary setting with new fixtures and fittings. A small community run café has been incorporated into the new building. Risca Risca Palace Library and Customer Service Centre officially opened on December 9th 2011. Library performance at the new site has increased. Visits by the public have increased by 102% between December 2011 and March 2012 when compared to the same period the year before Blackwood Blackwood Library reopened following its refurbishment on December 2nd 2011. Library performance at the refurbished site has been competitive with book lending for children and young people increasing by 21% |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|--|---|
| <p>Progress plans to improve Bargoed Town Centre by;</p> <p>Start work on the Bargoed Retail development and commission a feasibility study for Bargoed development phase 2.</p>  <p style="text-align: center;">Bargoed Retail Development</p> <p>Opening a new library.</p> <p>To complete Phase 1 (Bus station) of development of Bargoed Town Centre Improvements and start Phase 2 (High Street).</p> <p>Finalise design for Phase 3 (Hanbury Road) and Phase 4 (A new square to replace the old bus stop) of the Bargoed Improvements and complete treatment of the rear of the Woolworths building and agree retail lease on Woolworths building</p> | <p>Work begun in March 2012 on the Bargoed Plateau Development to include a new Morrisons store and 7 new shop units. Procurement of a cinema operator has begun for Bargoed Plateau Phase 2 development.</p> <p>Library, Customer Service Centre and Café officially opened October 25th 2011.</p> <p>The Bus station town centre improvements were fully completed in June 2011.</p> <p>Work will commence in late summer 2012. The high street level of the former Woolworth building has been leased to a national retail chain. The rear road level or lower floor will be converted for office use in 2012/13.</p> |
| <p>Progress plans to Improve Newbridge Town Centre by;</p> <p>Finalising funding package for Newbridge Memo/Institute restoration/ refurbishment works</p> | <p>During 2011/12 a funding package was secured and works to the Institute building were started at the end of January 2012, and are due to be completed by December 2012. Works to the Memo will begin once the Institute is complete</p> |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|--|--|
| <p>Progress Plans to Improve Caerphilly Town Centre by;</p> <p>Undertaking hard physical works programme at Pentrebane Street to promote a Café quarter environment.</p> <p>Beginning the procurement process for Park Lane Development site</p> | <p>A detailed design has been complete and works are due to commence after the 2012 Big Cheese event as part of wider road resurfacing contract</p> <p>In 2011/12 Commercial market consultants were commissioned to look at viability options for developing this site. Their final report concluded that it was not viable to develop the site at this time due to the downturn in the economy. Officers are now concentrating on making the site as attractive as possible to future developers</p> |
| <p>Progress plans to Improve Risca Town Centre by;</p> <p>Planning consent for Post Office library and contact centre.</p> <p>Complete Palace Cinema scheme to provide Library/Customer first and also Tesco Express</p> <p>Provide space to hold events within Tredegar Park</p> <p>A compulsory purchase order of the land for the pedestrian bridge link between Tesco Metro and town centre</p> | <p>Planning consent for the Post Office Library and Customer Contact Centre was approved on December 7th 2011.</p> <p>Risca Town library opened in December 2011 and it includes a Customer first facility and a small super market operated by Tesco under the brand – One Stop</p> <p>Afan Landscapes have started work on the events space, the scheme will be completed in early Summer 2012</p> <p>The compulsory purchase order process has been avoided, as Lidl are now happy to negotiate terms for the use for their land for the bridge.</p> |

| What difference have we made in 2011/12? | |
|---|---|
| In 2011/12 we said we would: | What did we achieve in 2011/12? |
| <p>Progress plans to Improve Risca Town Centre by;</p> <p>Produce an entrance point piece of artwork at Pontymister</p> | <p>Artist Sebastien Boyesen was appointed to develop and design the artwork at the entrance to Pontymister. He has worked with the local community to develop a design, which reflects the local story of the cuckoo. The detailed design is now completed and the foundation and groundwork's for this piece will be installed in Summer 2012.</p> |
| <p>Establish funding sources for town centre physical regeneration projects by;</p> <p>Investigate the European Regional Development Fund (ERDF) Cohesion Fund for opportunities for town centre regeneration.</p> | <p>CCBC officers chair the South East Wales Towns Renaissance Group, a forum that will look to agree projects on a regional basis once the 2014-20 European structural funding programme is confirmed. CCBC European officers keep up to date with the 2014-20 round of European structural funding.</p> |
| <p>Monitor vacancy levels in our main town centres by;</p> <p>Annual vacancy levels to be monitored in our main 5 shopping centres</p> | <p>Many of our main towns are performing relatively well in the face of recession, with vacancy rates for our 5 main towns at 16% or lower. This is lower than the Welsh average which is a rate of 18.5% vacancies. Blackwood, one of the Boroughs largest town centres, is performing particularly well. This is a trend we wish to continue and build upon with our successful retail strategy and policies contained in the Local Development Plan.</p> <ol style="list-style-type: none"> 1. Caerphilly 16% vacancy rate 2. Blackwood 9.3% vacancy rate 3. Bargoed 15.9% vacancy rate 4. Ystrad Mynach 12.9% vacancy rate 5. Risca-Pontymister 9.17% vacancy rate |

| How we measured our progress | | 2009/10 Actual | 2010/11 Actual | 2011/12 Actual |
|---|------------|-------------------|-------------------|-------------------|
| The number of people visiting our towns: | Bargoed | 657,000 | 666,509 | 569,954 |
| | Blackwood | 1,926,000 | 1,871,038 | 1,989,543 |
| | Caerphilly | 2,104,000 | 2,057,351 | 2,050,234 |
| * ¹ Net number of new businesses in our towns. | Bargoed | -2 | 1 | 5 |
| | Blackwood | 4 | -1 | 0 |
| | Caerphilly | 5 | 28* ² | 3 |

*¹ This evidence was originally included to show how the work we do supports businesses however we do not have any influence over the economy and the recession that is affecting the retail sector at this time. *² Caerphilly indoor markets reopened in 2010/11, which saw an unusually high number of new businesses opening. Unfortunately many of those businesses have now closed

Priority 10 – All learning settings meet current and known future requirements and facilitate learning in the 21st century

Progress Update for 2011/12

Over the 3 years we have had this priority, we believe that overall we have been successful. We have seen improvements to the internal and external teaching and learning environments, as well as providing enhanced community facilities. This has included work on constructing three new Primary schools, fit for purpose adaptations to make more classrooms size compliant, as well as undertaking priority asset management works.

Progress on 21st century schools was slower than anticipated due to a 2 year delay to the programme by the Welsh Government from 2012 to 2014. The Council did, however, submit a £92m bid for the period 2014 to 2021 and this was approved by the Welsh Government in December 2011.

However our pupil numbers for secondary schools are decreasing but as the school building size stays same our percentage of surplus place are growing. As Government consider this to be an issue the Authority will be looking at rationalisation of secondary schools over the coming years to address the issue of surplus places.

Health and safety provision within schools continues to improve with an annual capital investment in conjunction with schools. This typically includes toilet upgrades, installation of CCTV and alarm systems, gate and door entry systems, new and improved security fencing, improved traffic management arrangements and resurfacing of playgrounds.

Greenhill Primary School, Gelligaer

We are committed to the climate change agenda and our Carbon Reduction Strategy includes reducing the carbon impact of our local authority buildings by replacement or improvement. Accordingly, all new or refurbished schools or school extensions are designed to be highly thermally efficient with the minimization of running costs and consequential reduction in our carbon footprint a key consideration. The replacement Greenhill Primary School is exemplar of this approach and clearly demonstrates our commitment to carbon reduction.



The school has 7 classrooms, a nursery, hall, kitchen, library, IT room, music room, 2 special resource bases and administration facilities. The terraced outside space includes an

amphitheatre for outdoor learning, a wetland area, forest walks and soft play areas. The school includes 4 wind turbines and the largest array of Photovoltaic (PV) panels yet to be installed in a school setting in the UK. The school will generate more electricity than it consumes and is carbon negative for electricity. It has been given an Energy Performance Certificate Rating of A+, which is a first for a school in the UK. Furthermore, the BREEAM (Building Research Establishment Environment Assessment Method) score will exceed an excellent 83% again the highest for a school in the UK. The BREEAM score is the most popular method for assessing how green a building is.



Greenhill Primary has already received accolades for being one of the most sustainable primary schools in the country and has scooped 2 nationally recognised awards for its 'green' credentials. The school won a 'Sustainability Award' at this year's Consortium of Local Authorities in Wales (CLAW) 2011. This honour closely follows the 'Low/Zero Carbon Award' the school won at the Constructing Excellence in Wales 2011 awards. The school opened for pupils earlier this year.

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|--|--|
| <p>Seek to make more teaching and learning environments fit for 21st century as this represents a key component in raising attainment levels across the Borough by;</p> <p>Incorporate extended school provision in existing and new school designs.</p> <p>Rationalisation of Directorate buildings in line with development of 21st Century Schools Strategy.</p> <p>Continue planned programme of upgrading welfare facilities in schools.</p> | <p>Both Greenhill and St James new Primary schools were completed. These have transformed the internal and external teaching and learning environments as well as providing enhanced community facilities.</p> <p>Work commenced on the new Cwm Ifor Primary school which will be completed in the autumn 2012.</p> <p>The rolling programme for upgrading of toilets, in conjunction with schools, has continued. Annual hygiene audits continue and overall standards of provision are improving. The upgrade of school toilets has been prioritised for investment in recent years. Circa £1.5m has been spent by the Local Authority and schools in the last 3 years, resulting in improvements to over 50 toilet blocks.</p> <p>The Council has earmarked £1m to provide wi-fi access</p> |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|--|---|
| Develop ICT strategy to assist in facilitating modern learning environments. | <p>in schools, which will facilitate enhanced learning.</p> <p>The Welsh Government approved the Council's 21st century schools bid of £92m in December 2011 which will result in meeting additional Welsh Medium secondary demand as well as removing 3000 surplus school places by 2021.</p> |

| How we measured our progress? | 2009/10 Actual | 2010/11 Actual | 2011/12 Actual |
|--|-------------------|-------------------|-------------------|
| % of Primary classrooms that exceed 55.8m ² | 51.7% | 55.61% | 61.59% |
| % of 1 st preference admissions met | 98% | 99% | 99.99% |
| % of Primary schools with unfilled places | 22.4% | 23.2% | 19.02% |
| % of Secondary schools with unfilled places | 14.9% | 15.8% | 18.62% |



Our Priorities 2009-12

Part 2



Priority 1 – To deliver value for money public services

Improvement Objective 1- Improve how we engage with our citizens and listen to what our customers tell us about our services

Progress Update for 2011/12

During the past 3 years we have achieved value for money by maintaining our front line services within budgets and working collaboratively with others to make efficiencies. We believe this objective is partially successful because speed of progress has been mixed.

- We have progressed the draft Public Engagement and Participation Strategy.
- Two Customer Service Centres were opened in Bargoed and Risca
- The Tell Us Once Service went live on 10th October 2011
- The Social Media Strategy was implemented in 2011, which has resulted in us using Facebook, Twitter, YouTube and Flickr to engage with a wider range of citizens.
- We have worked with partners on a number of collaborative projects that have resulted in efficiency savings in areas including street lighting and agency staff
- However, we need to further develop our complaints policy. Work has taken place to revise and update the current policy in relation to the implementation of a common complaints policy across Wales, however more work is needed to improve the use of information gained from complaints to improve services
- We also need to get greater understanding of geographical data in relation to dissatisfaction levels from our surveys and to assess if further action can be taken.

Tell Us Once Service is a big success!

Our recently launched 'Tell Us Once Service' has won the Guardian and Virgin Media Business Innovation National Award for frontline services. The service is a Department of Work and Pensions (DWP) led initiative which Caerphilly county borough council is part of. Through the use of IT, the sharing of information across central and local government services has been streamlined, giving local residents just one point of contact when they need to report a bereavement. Previously, when dealing with a bereavement, family members were required to contact a number of different organisations to ensure all the relevant services were made aware, but the Tell Us Once service makes this process much easier.



Residents are offered the service whilst registering the death with the registrar, by enabling a number of central and local government departments to be informed of the bereavement, Tell Us Once removes on average, seven notifications that would need to be made by the family of the deceased.

During 2011/12, 94% of people using the registrar service in Caerphilly county borough had taken up the opportunity to use 'Tell Us Once'.

Della Mahony, Registration Service Manager, said, *"Tell Us Once is making a significant impact for residents during a difficult time. We are very pleased that we have been able to help so many families by offering this service."*

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|---|--|
| <p>We will improve the way we engage and feedback to citizens IO by; Agree and implement a corporate Public Engagement Strategy and Action Plan including:</p> <p>Develop standards of public engagement and good practice guidance across the authority and with partners reflecting those already established particularly in the area of Children and Youth</p> <p>Further develop Public Engagement Database - Caerphilly Asks, Caerphilly Listens</p> <p>Develop and implement new techniques around social media</p> <p>Develop a process for monitoring whether public engagement activities meet the required standards</p> | <p>The Draft Strategy and action plan has been consulted upon with a wide range of organisations and representatives. In light of the need to develop an engagement strategy to support the development of the Single Integrated Plan, the draft Engagement Strategy is being reviewed to ensure alignment with the Partnership LSB/Single Integrated Plan Engagement Strategy. This draft document will be finalised during the Autumn of 2012.</p> <p>There are national principles for public engagement in Wales, which are endorsed and used by Caerphilly. The Caerphilly Asks, Caerphilly Listens database was used to record public engagement activities showing the number and types of interaction with citizens. However, there have been a number of issues with the previous system. It was agreed that a new approach to collating engagement activities would be developed. A simple to use system will be developed by the authority in discussion with key partners and implemented in 2012/13</p> <p>Both of the above are key priorities for the Partnership Citizen Engagement Working Group (PCEWG) in the Autumn of 2012.</p> <p>The Social Media Strategy was agreed and successfully implemented during Autumn 2011. We are now using Facebook, Twitter, YouTube and Flickr to engage with citizens</p> <p>Further progress with this action relies on completion of the Public Engagement database development. However, we are working with Participation Cymru in developing a set of success indicators around the national principles of engagement.</p> |
| <p>We achieve a more representative mix of citizens that take part in our consultation / engagement activities IO by; Develop a process for monitoring whether public engagement</p> | <p>We developed Equalities Consultation and Monitoring Guidance during 2011/12. Compliance with this guidance has enabled us to identify the levels of involvement of different groups in engagement activities.</p> |

| What difference have we made in 2011/12? | |
|--|---|
| In 2011/12 we said we would: | What did we achieve in 2011/12? |
| activities meet the required standards, particularly in relation to local demographic representation | We are using local demographic information (Mosaic Profiles) to identify the characteristics of different groups on a geographical basis and an indication of how these groups prefer to access information. This enables us to tailor our methods as appropriate to the audience. |
| We will provide feedback to show clear evidence of change or improvement as a result of the engagement process IO by; Develop standards of public engagement and good practice guidance that ensure that all engagement activities include a feedback mechanism | We have worked closely with our public sector colleagues and kept abreast of good practice particularly through Participation Cymru. We have done this by adopting the principles agreed nationally to achieve better public engagement, and these are contained in the new strategy. |
| We will have evidence that citizens feel that they are listened to and their opinions count IO by; Deliver engagement activities to gauge Citizens perception on the subject | In the 2011 Household survey we asked whether people agree or disagree that the Council listens to residents views. 48% tended to agree or strongly agree. |
| By the next Household Survey in 2013 customer perception of our services will improve IO by; Conduct additional research and analysis to establish what are the drivers of customer satisfaction or dissatisfaction across the authority and to map out satisfaction levels across service areas. Continue to deliver the current Customer Services development plan. | This has not been achieved to date. In 2011 two new library and customer service centres were opened in Bargoed and Risca. A third combined library and customer service centre will open in Caerphilly in 2013. This autumn we will begin to survey our customers in our Contact Centres to gain their feedback on the service we provide. |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|--|---|
| <p>Citizens will enjoy more focused service delivery without duplication by;</p> <p>Introduction and publication of contact service standards so the customer knows the service they can expect to receive and how we are performing against them.</p> <p>Make significant progress in delivering:</p> <ul style="list-style-type: none"> - Customer Insight Project - Public Engagement Action Plan - Information Sharing Project - Tell Us Once Service <p>We will also introduce a Nationality Checking Service to help applicants applying to be citizens, prior to their applications being submitted to the Home Office. Like the passport checking service, our help will enable new citizens to have a more stress free experience and streamlined completion process</p> | <p>Standards have been agreed and will be launched to the public in 2012. This will set out the contact service standards that customers should expect, this will include telling the public how we will deal with telephone calls from customers, how we deal with customers who visit out offices, and how we respond to paper and electronic mail from customers. The public's understanding of this 'Customer Service Charter' will be improved via a publicity campaign to raise awareness of the Charter throughout the year. We have a range of indicators that will tell us how we are performing, including a new standard of greeting customers entering our buildings within 2 minutes.</p> <ul style="list-style-type: none"> - This project will help us to understand our customer's needs and to use data to help us to improve, plan and commission services. Many council services are now using the same system that allows us to store, manage, view, and query data. - The implementation of the action plan has been delayed awaiting the adoption of the strategy. - Information sharing project has also been delayed due to the European Social Fund (ESF) funding delays. - Tell us Once Service went live in October 2011 and will be regularly monitored. Take up of the service is currently around 94%. <p>The Nationality Checking Service project has been postponed due to national concerns regarding the cost of introducing the scheme and low number of citizens that would use the service. We are awaiting further information from Welsh Government.</p> |

What difference have we made in 2011/12?





| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|---|--|
| <p>Improving and reducing Complaints by;</p> <p>Develop a robust Corporate Complaints Process, by:</p> <ul style="list-style-type: none"> - Reviewing the receiving and processing of complaints - Recording more about the complaints we receive - Introducing a 'Listening and Learning Group' - Reducing unnecessary contact for the customer <p>Introduce methods for collecting data to understand why unnecessary contact occurs</p> | <ul style="list-style-type: none"> - Consultation is taking place in relation to a new scheme. It is anticipated that the new process will be in place by Spring 2013, until then complaints will continue to be dealt with by the existing system. - When the new complaints process is implemented, a more detailed system will be introduced to enable analysis of complaints. - Within the new scheme we will, through the Listening and Learning Group, collect anecdotal data to add to our understanding. When in place the scheme will have specific timelines, outcomes and actions, which will enhance our understanding and help us to develop improvements to services. - The new scheme will help us to understand the reasons why customers complain so that we can put in place processes to remove the need for complaints. <p>The new process will help us to improve our understanding of why contact occurs; this will enable us to establish a process to reduce contact that is unnecessary for the customer.</p> |
| <p>Ensure Value for Money by;</p> <p>We will continue to make efficiencies by managing our agency staff contracts (temporary staff) in partnership with Cardiff City Council and their supplier</p> <p>We will continue to maintain and install Street Lighting in partnership with Rhondda Cynon Taf, to make savings of approximately £100,000 per annum</p> | <p>As a result of using this contract we have access to a wider pool of agencies along with reduced rates. It is estimated that using the contract provided an efficiency saving of approximately £172,500 in 2011/12.</p> <p>There is a single operator for this joint agreement with Rhondda Cynon Taf Country Borough Council. The operator undertakes all street lighting maintenance, repairs and replacements, making cost savings of £100,000 per annum.</p> |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|---|---|
| <p>The South East Wales Improvement Collaborative (SEWIC) group has plans to run a joint foster care recruitment campaign and to deliver joint training. This will allow consistency and will bring cost savings. It is also likely that other local authorities will join the SEWIC group in the future, and this will add further opportunities to influence the market</p> | <p>Originally a collaboration between 10 authorities, the programme, now called the Children's Commissioner Consortium Cymru (4C's), is used by 22 local authorities across Wales. Working together effectively to ensure that everything is not planned and delivered 22 times, the programme has enabled increased negotiating power and provided better value for money.</p> |
| <p>We will be working in collaboration with Blaenau Gwent to provide effective and efficient social services to citizens.</p> | <p>The summer of 2011 saw Caerphilly county borough council and Blaenau Gwent county borough council agree to integrate the Social Service Directorates of both Councils. This proposal received cross party support and was endorsed by all political parties. Since the launch of the programme in August 2011, a Programme Team and Programme Board has been established to ensure robust programme monitoring and governance.</p> |
| <p>The Gwent Frailty Programme is a partnership between Aneurin Bevan Health Board, us and four other councils. With funding from the Welsh Government the programme will help those who want to remain living independently as long as it is safe for them to do so.</p> | <p>The establishment of the Gwent Frailty Programme was launched in April 2011. Some of the early successes show that the team had 227 referrals in the first month, and of those people who are accessing the Frailty service, 60% of users (approx 780 people) leave with no ongoing care needs. These are tremendous achievements and are actively contributing towards keeping people independent and able to live in their own homes for longer.</p> |
| <p>We will continue to review the buildings owned and leased by the authority and make savings by locating as many staff as possible in our main civic buildings.</p> | <p>The review has taken place and accommodation plans are under development to maximise the use of our main offices. Over the next 12 months around 100 staff will be relocated allowing us to terminate two current leases and vacate other premises.</p> |
| <p>We have already reviewed a number of our internal personnel policies; this should result in reduced sickness levels and increased productivity from staff.</p> | <p>Many of the policies have now been reviewed and amended in line with legislative change and following consultation with the Trade Unions. The Managing Sickness Absence Procedure has been reviewed and some key amendments made after 18 months in operation. Sickness absence continues to reduce across the organisation with annual figures showing a year on year reduction in days lost per person.</p> |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|--|---|
| We are reviewing our organisational structures and outputs to ensure we provide value for money. We will also be testing performance for those Service areas that have direct impact with businesses and committees | There have been restructures across Directorates with a further reduction in headcount in the Authority. These restructures have been carefully managed to ensure there is no loss in service provision. The Council uses performance indicators recorded in our performance management system to measure performance across the Council. |
| <p>Equalities by;</p> <p>To ensure that when the Council specifies what it needs in its contracts, this includes Equalities and Welsh Language aspects where relevant.</p> <p>To offer elected members and partner organisations a programme of comprehensive Equalities and Welsh Language training.</p> | <p>From July 2011, all tender application packs contained an Updated Equalities policy in terms of procurement, and also a Pre-Tender Questionnaire in order to ensure that anyone submitting a tender to the Council was fully aware of their obligations under Equalities and Welsh Language legislation. Anyone unable to note their compliance would have their tender rejected.</p> <p>52 different Equalities and Welsh language courses were organised by the Council for staff, councillors and partner organisations. 634 places were accessed in total, the most successful year in terms of courses offered and places accessed.</p> |

| How we measured our progress | 2009/10 Actual | 2010/11 Actual | 2011/12 Actual |
|---|-------------------|-------------------|--|
| How much did we do? | | | |
| Public Engagement Strategy agreed  | | | 80% Draft Strategy and action plan is being consulted on. |
| Public Engagement Strategy is produced and adopted by council with action plan rolled out.  | | | 30% Awaiting adoption of Strategy for further implementation. |
| Social Media Strategy Agreed  | | | 100% |
| Number of new consultations on the consultation database  <i>This year the number of new consultations added to the database was low. It has been agreed that the database will be replaced in 2012/13.</i> | 56 | 69 | 53 |

| How we measured our progress | 2009/10 Actual | 2010/11 Actual | 2011/12 Actual |
|--|--|--|---|
| % Response rate to View Point panel survey IO | 46% | 50.5% | No surveys have taken place. |
| Tell us Once Service live IO | N/A | N/A | 100% Live in October 2011 |
| Tell us Once Service take up activity (a voluntary service) IO | N/A | N/A | 94% |
| Establish Corporate Complaints process IO | N/A | 100% | 100% |
| Number of complaints to the local government ombudsman IO | 51 | 54 | 58 |
| Number of complaints upheld by the local government ombudsman IO | 3 | 3 | 5 |
| Risca Library/Customer Service centre opened IO | | | Opened to the public on 10 th December 2011. |
| Bargoed Library/Customer Service centre opened IO | | | Opened to the public on 26 th October 2011. |
| Caerphilly Library/Customer Service centre opened IO | | | We anticipate this being completed by April 2013. |
| Number of operational buildings for which an access audit has been undertaken. Deleted for 2011/12 | 716 | Basic access audits have now been completed on all operational buildings | N/A |
| Number of council buildings made suitable and reasonably accessible for disabled members of the public | 140 | 160 | 180 |
| How well did we do it? | | | |
| Engagement Strategy is well received by public and partner organisations & recognised as good practise by those engaged in council business IO | | | 40% |
| Of those people attending the View Point Panel meetings, the percentage who find the discussions/workshops fairly or very interesting IO | 92% | 95% | No surveys have taken place |
| The complaints system improves the way the public can use it (users indicate it is simple to use) IO | The revised Complaints Policy has been delayed, so the measurement of its use has not yet taken place. | | |
| % Complaints across the Authority responded to | 93.5% | 94.3% | 94.20% |

| How we measured our progress | 2009/10 Actual | 2010/11 Actual | 2011/12 Actual |
|---|------------------------------------|-------------------|---|
| and resolved within target times IO | | | |
| Decision making process shows links or influence with intelligence gathered by % of complaints made and found to be correct. (Intelligence gathered by complaints made and found to be correct will be used to influence changes). IO | | | No progress to date. To be considered when new complaints process is established. |
| Number of working days lost per full time equivalent local authority employee due to sickness absence. | 11.83 days | 11.19 days | 10.18 days |
| % Money spent against the amount of money given to deliver services. | 95.89% | 94.36% | 94.8% |
| % Corporate spend via electronic orders | 45.40% | 64.83% | 61.01% |
| Is anyone better off? | | | |
| Measure any improvement in the proportion of our citizens who feel that they are listened to and their opinions count. IO <i>A target increase of 2.5% above the baseline has been agreed.</i> | | | A survey to establish a baseline has been developed and is being piloted with relevant groups |
| % Respondents from the household survey who stated they were satisfied with the overall services we provide IO <i>The Household Survey was carried out in 2011. The survey is carried out every two years, so the next survey will take place in 2013.</i> | 60% (relates to 2008/09 survey) | 78% | 78% |
| Peoples perception from the household survey (2011 and 2013) improves IO | | 3% | 3% |
| % Respondents from the household survey who agreed that we keep residents informed about what we do | | 72% | 72% |
| % Respondents from the household survey (those who had contacted the Council during the last 12 months) who stated that they were satisfied with the way their enquiry was dealt with | | 76% | 76% |
| We have developed a draft policy document following the complaints review process to assist in improving our collection and analysis of complaints data from across the council. We are also evaluating our policy standards to ensure they are in line with the recent Ombudsman report. | | | |

Priority 4 - To make Caerphilly a safer place to live and work

Improvement Objective 2 - Make Caerphilly a safer place to live

Progress Update for 2011/12

Over the 3 years we have had this priority, we believe that overall we have been successful because we are making Caerphilly a safer place to live. Our activity and evidence shows us that;

During the past 3 years:

There has been a 7% improvement in the number of people agreeing that the Police and Council are dealing with anti-social behaviour and crime issues.

Incidents of Anti-Social Behaviour (ASB) and crime reported to the Police have fallen by 35% and 13% respectively during 2011/12, compared with last year.

Reports of Anti-Social Behaviour to the Council have fallen by 24% between 2010/11 and 2011/12.

Our Community Safety Wardens (CSW's) maintain a high profile presence across the borough, through active patrols, whilst focussing on 'hot-spots' as identified from community concerns and localised intelligence.

Our partnership, the Safer Caerphilly Community Safety Partnership (SCCSP) has been actively involved in recent consultation undertaken by the Home Office on proposed legislative and procedural changes.

Despite cuts to Home Office grant funding of 33% for 2011/12, as anti social behaviour is a "high priority" for our citizens we have absorbed the cuts in lower priority areas to ensure we work to improve the quality of life for our residents.

The Council faces some significant challenges in the future with the impact of significantly reduced funding, resource constraints and the challenges of partnership working with changing priorities. These will need to be carefully monitored and managed with regards to progressing activity in the future, especially as the efforts we have put in, particularly over the last two years, are having a positive effect on improving the public perception that Caerphilly is a safe place to live and work.

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|---|--|
| <p>Improve citizen perception in feeling safer in their community by;</p> <p>Applying a robust “4 strike” process working in partnership to address perpetrators of Anti-Social Behavior (ASB) IO</p> | <p>The Four Strike Process continues to work towards intervening earlier before situations escalate. A total of 1,205 interventions were carried out during 2011/12 through the first three strikes of the anti-social behaviour process. At the end of 2011/12 ASB was down by 35% across the Caerphilly County Borough as compared to the same period last year.</p> |
| <p>Increase public confidence in services we deliver (in partnership) by;</p> <p>Deploy Community Safety Wardens on proactive patrols and in response to priorities identified by our communities, providing visible reassurance IO</p> <p>Ensure our Community Safety Wardens confiscate alcohol to address underage drinking and to enforce Designated Public Places Orders (DPPO) IO</p> <p>Undertake targeted operations to tackle underage sales of alcohol IO</p> <p>Work with the Neighbourhood Policing Teams to promote ‘No Cold Calling Zones’ to help protect the residents, carers, and professionals with links to vulnerable and older people against doorstep crime and preventing scams IO</p> | <p>Community Safety Wardens continue to have a high profile presence within our communities. 4,112 patrols were carried out during 2011/12 with 4,478 targeted visits to hot-spot areas.</p> <p>Community Safety Wardens continue to enforce legislation in relation to consumption of alcohol in public. In 2011/12 we confiscated 618 items of alcohol from under 18's and took 235 items of alcohol from adults drinking in areas where drinking is not allowed.</p> <p>Operations have taken place to address underage sales of alcohol and sales of alcohol to other persons for underage use. The most significant success being the targeting of an off licence in Rhymney where it was believed alcohol was deliberately being sold to children. The joint operation resulted in the owners being prosecuted and their licence to sell alcohol revoked with a dramatic reduction of alcohol related ASB in the area.</p> <p>A further 3 No Cold Calling Zones have been implemented taking the total to 7 across the county borough. This has raised awareness of all agencies to ‘rogue traders’ targeting vulnerable residents, resulting in more intelligence and in one case, a rogue builder was prosecuted and imprisoned for 14 months.</p> |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|---|---|
| Facilitate the provision of support to victims of Anti-Social Behaviour (ASB) IO | The Safer Caerphilly Community Safety Partnership (SCCSP) has commissioned the charity Victim Support to employ a local "Victims Champion" to support victims and witnesses of Anti-Social Behaviour. During 2010/11, the "Victims Champion" received 273 referrals and in 2011/12 this increased to 377 referrals. |
| Maintain a 24/7 CCTV network to protect and reassure our communities IO | Our operators work to National Security Inspectorate standards and are monitored 24 hours a day, 7 days a week. The Control Room is staffed by 14 operators, who during 2011/12 carried out 17,313 targeted CCTV patrols. The control room also monitors the CCTV for 79 council premises including schools, depots and offices during non-working hours. CCTV dealt with over 7500 calls for assistance from Emergency Services such as Housing, Environmental and Highways issues. During this period CCTV Operators reported 483 incidents to Gwent Police and monitored a further 1572 potential incidents not always requiring police attendance. Police requested CCTV assistance on a total of 1649 incidents and were supplied with a total of 985 DVD's for evidential purposes. |
| Continue development of the Safer Caerphilly Volunteer Network IO | The Safer Caerphilly Volunteer Network has a diverse range of individuals who are actively involved in their communities and have an interest in working alongside other partner agencies to tackle crime and anti social behaviour. The Volunteer Network is made up of individuals from groups such as Neighbourhood Watch, Crime Prevention Panels, Community Groups and Partnerships, Street Pastors and Tenants and Residents Associations. Throughout 2011/12 the SCCSP have held four borough-wide networking events for the Volunteer Network members. There are currently 235 volunteer network members across the county borough. |
| Ensure the Safer Caerphilly Community Safety Partnership (SCCSP) promotes community engagement through the Partnerships and Communities Together (PACT) process IO | Gwent Police produce newsletters each month for each of the 33 Wards within Caerphilly County Borough. Various aspects of partnership work are included in the newsletters such as updates on PACT priorities and via local surveys in the area. |
| Work with Responsible Authorities to control disorder and nuisance associated with licensed premises and activities IO | Regular meetings are held between the Responsible Authorities identified under the Licensing Act 2003. The meetings have enabled an open exchange of information and all the agencies to target problem premises, undertake a series of multi-agency high profile inspections to tackle problems earlier and more effectively. |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|---|---|
| <p>Undertake targeted enforcement actions and campaigns against those responsible for littering, fly tipping and dog fouling in our communities IO</p> | <p>A programme of promotional and enforcement activities have been undertaken. We have issued more Fixed Penalty Notices for dog fouling this year up from 46 in 2010/11 to 59 in 2011/12 and more than doubled the numbers for littering from 59 in 2010/11 to 136 in 2011/12. Further reading and information about littering, fly tipping and dog fouling is reported against the 2009/12 priority titled 'To improve the look and feel of our streets'.</p> |
| <p>Use local restorative justice to improve the street scene, working with our partners to utilise Community Payback hours in areas identified by members of the public IO</p> | <p>A total of 37,582 hours of community payback were delivered during 2011/12. Work included litter picks, grass cutting, garden maintenance and graffiti removal. The public can make referrals for work via the SCCSP website.</p> |
| <p>Work with Partners to develop and enhance the 'StreetPride' initiative to assist communities to take pride and responsibility in their streets and neighbourhoods' IO</p> | <p>The StreetPride initiative was launched in April 2010. The Council, Wales Probation Trust, Fast Forward and the Police are participating in this ongoing initiative and in addition to dealing with everyday public concerns about our streets, villages, towns and surrounding environments, we have now established and well embedded some specific working groups that are making an impact on the quality of life in our borough. For example:</p> <ul style="list-style-type: none"> - A network of volunteers and Community Champions - A Community Payback Scheme - A Graffiti Busters programme - Community Cleansing Teams - A Tidy Towns, Tidy Places Team - A Community Assets Team - A Weed Removal Team <p>In 2011/12, there were 8 clean-up campaigns carried out and we secured almost £40,000 of Welsh Government (WG) Tidy Towns funding for 9 projects under this scheme.</p> |
| <p>Ensure both centre and street-based Youth Service staff continue to educate young people to keep themselves safe and behave acceptably in public, and build positive relationships between Police Officers and Community Safety Wardens (CSW's) and young people</p> | <p>Youth Service teams proactively work with the Police and the Police Community Support Officers (PCSOs) and are also represented at the Safer Caerphilly Community Safety Partnership (SCCSP) tasking meetings. Police officers and PCSOs have worked alongside Youth Service personnel in the delivery of specific diversionary activities at key calendar periods such as Easter, Halloween and Bonfire Night. For example. Project Bernie a South Wales Fire and Rescue Service and partnership initiative that aims to tackle and stop deliberate grass and mountain fires over the Easter Holiday period, in high risk areas of South Wales.</p> |

What difference have we made in 2011/12?

In 2011/12 we said we would:

What did we achieve in 2011/12?

82% of young people surveyed (115) engaged with the Youth Service Hub team (Communities First areas) reported that their involvement had helped them to learn more about risk taking topics, such as alcohol, drugs, crime, anti social behaviour, smoking, sexual health, money, truanting, health, arson, hate crime and vandalism. 64% reported behaviour change

How we measured our progress

**2009/10
Actual**

**2010/11
Actual**

**2011/12
Actual**

How much did we do?

Number of children and young people entering the youth justice system - Wales Youth Justice Board [YJB] Indicator [IO](#)

252

207

156

Number of fixed penalty notices issued for dog fouling incidents [IO](#)

39

45

59

Number of fixed penalty notices issued for littering incidents [IO](#)

62

65

139

Number of members on the Safer Caerphilly Volunteer Network [IO](#)

195

217

235

Requests for removal of graffiti [IO](#)

265

162

109

Number of service requests on anti-social behaviour matters [IO](#)

6,772

9,082

6,911

Number of Community Payback hours received across the county borough [IO](#)

25,000

31,509

37,582

Number of:
under age test purchases undertaken for Alcohol [IO](#)
(test purchase attempts of alcohol licensed premises)

72

70

73

How well did we do it?

% Decrease between strike 1 and 4 of the anti-social behaviour process [IO](#)

99%

98.85%

98.90%

% Reported fly tipping incidents which lead to an enforcement activity [IO](#)

50.64%

36%

46.6%

% Reported fly tipping incidents cleared within 5 working days [IO](#)

99%

98.94%

98.34%

Is anyone better off?

| How we measured our progress | 2009/10 Actual | 2010/11 Actual | 2011/12 Actual |
|--|-------------------|--|-------------------|
| % People feeling safe during the daytime in their local community | 87% | These measures were removed from the 2011 Household Survey and replaced by the next measure below. | |
| % People feeling safe at night time in their local community | 45% | | |
| % People who felt that the level of crime had got better or stayed the same in their neighbourhood | 65% | | |
| Local Public Confidence Survey: % respondents that agree the Police and Council are dealing with anti-social behaviour and crime issues IO (Changed to bi-ennial Household Survey in 2011) | 51% | 53% | 58% |
| % Inspections of high risk premises for Trading Standards, and Environmental Health | 100% | 100% | 100% |
| Number of Neighbourhood Policing Team neighbourhoods with community crime fighter resident | 33 | 33 | 33 |

Priority 4 - To make Caerphilly a safer place to live and work

Improvement Objective 7- Agencies and partners work together to safeguard children and young people

Progress Update for 2011/12

Over the 3 years we have had this priority, we believe overall, that we have been successful as we have made good progress in improving the way that agencies and partners work together to safeguard children and young people through the development of our Team Around the Child and Team Around the Family models of partnership working

We recognised that there are many services provided to children, young people and families that are not all joined up and that often a child that is experiencing difficulties in one area (such as school), may be known to other agencies (for example, police or health).

Working together and sharing joint intelligence in safeguarding children is crucial to correct and timely help. This means taking a preventative approach to helping children, young people and families earlier before their situation or problems escalate into more costly statutory support. This was the reason we introduced the 'Team around the Child'. Following a review we decided to expand the support by placing emphasis on the importance of considering the whole family when responding to emerging needs and this is now called 'Team around the Family' (TAF). Key milestones were;

2011/12 we piloted a model called Team Around the Child (TAC) in the Ty Sign area of Caerphilly County Borough.

In May 2011, we reviewed the TAC pilot and the findings were used to develop the principle further into a Team Around the Family (TAF) model.

In November 2011 we established a team responsible for the successful development and delivery of the TAF model in Caerphilly County Borough. This included awareness raising, encouraging people to use the scheme, how to refer and support lead professionals in making the scheme a success.

The TAF was officially launched in January 2012 with 110 referrals being taken from across the county borough.

TAF referrals are increasing and we expect to see a significant number of families receiving multi agency support in 2012/13.

A Child and Family Support Service and Immediate Response Team have also been established.

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|--|--|
| <p>Agencies work together to safeguard children and young people by;</p> <p>Review & develop key documentation for all professionals to use including: Referral pathway/Referral form/ Assessment form/ Review form.</p> <p>Children and Young People's Partnership to secure funding for project</p> <p>Awareness raising of the Team Around the Family model</p> <p>Learning, Education and Inclusion Services Staff are trained and engaged in the TAC approach.</p> <p>Pilot a Team Around the Child model in the identified area (Ty Sign, Risca)</p> <p>All Schools will have a designated Looked after Child (LAC) and Child Protection (CP) officer who will be compliant with training requirements and will have access to TAF and the Child Protection Policy.</p> <p>Evaluate the success of TAC pilot and produce a summary report.</p> <p>Consider options for the implementation TAF across the County Borough.</p> <p>Develop implementation plan for rolling out</p> | <p>Key documentation for the TAF model has been developed.</p> <p>The Children and Young Peoples Partnership have received Families First funding, and a proportion of which will go towards developing the Team Around the Family model</p> <p>The TAF team through attendance at management meetings, team meetings, individual agencies and schools has delivered awareness rising sessions. Presentations have been delivered and handbooks for professionals and families produced.</p> <p>All Primary and Secondary head teachers have been briefed and the TAF team, continue to raise awareness across a range of services.</p> <p>The TAC pilot is complete and has been evaluated. Using the findings from the evaluation, the model was rolled out across the borough as the Team Around the Family rather than the child.</p> <p>All schools now have a designated LAC and CP officer and the local authority provides all schools with a model child protection policy with a robust Child Protection training programme.</p> <p>The evaluation of the TAC model has been completed and a report on the findings has been produced and shared with the Children and Young People's Partnership. The findings from the evaluation were used in the development of the TAF model.</p> <p>An options appraisal was completed where different options for implementing the TAF model were considered as part of the evaluation.</p> |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|---|---|
| <p>the TAF model across the borough and fully implement Team Around the Family (TAF) model by 2013.</p> <p>Provide a rolling programme of multi agency safeguarding training</p> <p>Address the recommendations from the Safeguarding review and set up a management board with Children's services and education.</p> <p>All schools understand and have access to TAF support, as schools are key referrers of potential users of the services.</p> <p>Develop and deliver Multi Agency Practitioner forums to raise awareness of specific issues and initiatives with agencies who come into contact with children and young people.</p> <p>Evaluate all training events and multi agency practitioner forums.</p> <p>Facilitate consultation with parents and carers and young people to raise awareness and inform the work of the safeguarding board.</p> | <p>The TAF implementation plan was completed in 2011/12 for all areas of the borough in January 2012.</p> <p>The multi agency training programme was fully delivered in 2011/12 at all levels.</p> <p>A joint decision was made to hold off on implementation the recommendations from the review pending the merger of Caerphilly's and Blaenau Gwent Social Services Departments</p> <p>TAF awareness rising presentations have been delivered at Primary Head Teacher meetings, where the TAF handbook has been distributed to all schools as well as meetings with Primary School Head teachers on an individual basis.</p> <p>In 2011/12 practitioner forums were delivered and attended by almost 400 practitioners from all sectors.</p> <p>Follow up evaluation is currently taking place for level 3 safe guarding training and findings will be delivered to the Local Safeguarding Children's Board in 2012/13. Evaluation forms are routinely completed at the end of each course. The regional training group uses the feedback to inform development of courses then reviews evaluation forms.</p> <p>In June 2011 a consultation event was held involving 50 children from primary and secondary schools and a group of Looked After Children. The event followed up on the reported outcomes of the June 2010 event and asked children and young people how and when they wanted key safeguarding information presented to them by professionals. The Caerphilly Safeguarding Children Board (CSCB) promotions & communications sub group has began planning the 2012 event, which will look at how well children, and young people feel listened to.</p> |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|--|--|
| <p>Information sharing and consent issues are integrated into all CSCB level 2 training</p> <p>Implement the Family Support Strategy, including integrated family support services.</p> <p>The Family Support Strategy is understood and integrated into LEI services development plans.</p> <p>Getting multi agency commitment and ownership from all professionals working to meet the needs of children and young people, including a clear-shared understanding of the processes and their benefits and;</p> <p>Providing Clear lines of accountability for practitioners so all are aware of what needs to be done and by whom.</p> <p>Establish one Team Around the Family multi-agency panel in the North, South and East of the Borough.</p> | <p>The CSCB training has now been merged with Local Safeguarding Children Board groups in the Gwent area to form a regional training group. Information sharing is an integrated part of all levels of training.</p> <p>An immediate response team (IRT) has been established. The aim of this team is to be involved at the point of crisis. It is hoped that by being proactive at the point of crisis, the situation can be prevented from escalating. A Child and Family Support Service has also been commissioned, which includes the delivery of supervised contact service, support for victims and perpetrators of domestic abuse, support for young people at risk of sexual exploitation, and tailored one to one work for parents and children.</p> <p>The Family Support Strategy has been launched and the action plan is being developed. The Family Support Priority Outcome Group (a sub group of the Children and Young Peoples Partnership), will formerly coordinate the delivery of the action plan. Parents have been consulted on the family Support Strategy and parents from the Parent Network are designing a parents guide for family support.</p> <p>A Team Around the Family (TAF) co-ordination team is in place to ensure momentum is maintained, partners are engaged, and staff and services are supported to deliver the Team Around the Family model.</p> <p>Working processes have been established, which clearly state the roles and responsibilities of the the TAF Officers and Lead Professionals. These working processes are in the TAF handbook for professionals.</p> <p>A TAF multi agency panel has been established which considers referrals from the North, South and East of the County Borough.</p> |

| How we measured our progress | 2009/10 Actual | 2010/11 Actual | 2011/12 Actual |
|--|-------------------|-------------------------------------|---|
| How much did we do? | | | |
| The total number of open cases of children in need IO | 1157 | 902 | 1047 |
| Number of children on the child protection register IO | 205 | 219 | 248 |
| The total number of open cases of children looked after IO | 333 | 331.5 | 329 |
| Number of TAF Multi Agency Panels held IO | N/A | 9 | 23 |
| Number of families referred to TAF IO | N/A | 12 families (15 children) | 110 |
| Number of families allocated a lead professional IO | N/A | 5 | 30 |
| Number of families who have received a TAF assessment. IO | N/A | 1 | 18 |
| Number of families whose TAF plan has been reviewed. IO | N/A | 0 | 7 |
| Number of cases closed IO | N/A | 0 | 14 |
| How well did we do? | | | |
| % Referrers reporting that the TAF process is useful and effective IO | N/A | 1/1 100% | 100% |
| % Lead professionals reporting that the TAF process is useful and effective IO | N/A | 40% or 2/5 felt the benefits | 100% (3/3) |
| % TAF members of the panel reporting that the TAF process is useful and effective IO | N/A | 100%*2 | 66.6% (2/3) |
| % Children and young people that felt listened to during the TAF process IO | N/A | 1/1 100% | To be evaluated in 2012/13 |
| % Parents /carers that felt listened to during the TAF process IO | N/A | 2/2 100% | 100% |
| Average number of working days from allocation of lead professional to completion of assessment IO | N/A | 20 Working days | 24.5 |
| Is anyone better off? | | | |
| % Referrers who feel TAF has made a difference to the family IO | N/A | Too early in the pilot to say | Referrers felt it was to early to say |
| % Lead professionals who feel TAF has made a difference to the family IO | N/A | 40% 2/5 felt the benefits | 66.6% |
| % Children and young people who feel TAF has made a positive difference to them IO | N/A | 1/1 100% | To be evaluated in 2012/13 |

| How we measured our progress | 2009/10 Actual | 2010/11 Actual | 2011/12 Actual |
|--|-------------------|-------------------|-------------------|
| % Parents/carers who feel TAF has made a positive difference to them IO | N/A | 100% (2/2) | 100% |

*² 2010/11 actual represented a very small sample. The target for 2011/12 has been set lower than 2010/11 actual, because a larger sample/survey will be conducted in 2011/12.

Priority 6 - To reduce our carbon footprint and to operate more sustainably

Improvement Objective 8 – Reduce our carbon footprint and improve our sustainability

Progress Update for 2011/12

Over the 3 years we have had this priority, we believe that overall, we have been successful because of some of our key achievements listed below:

- The delivery of educational and training events to our staff, school pupils, housing tenants, rural businesses and farms, on energy usage, climate change issues and sustainable transport.
- A Climate Change Commitment 'pledge' scheme (individuals and businesses), with over 4,000 pledges being registered.
- A car-share scheme for our staff (0 to 321 registered persons)
- A cycle-to-work scheme for our staff (0 to 221 registered persons)

We have increased:

- The number of our council homes with an improved energy efficiency rating (by an additional 48 homes)
- The number of properties in our borough making use of Solar Energy technology (by 635 properties).
- The number of schools achieving the Eco Schools programme 'Green Flag' award (from 41 to 53 schools)

We have also:

- Made a total 'annual savings' (reduction) in Carbon emissions from our council buildings stock of over 700 tonnes of CO₂ per year, through investments in energy technology control measures.
- Secured a further £404k for additional solar panel schemes, which should further reduce our CO₂ emission by another 53 tonnes per year and make financial savings of over £31k per year.
- Built 2 brand new state-of-the-art energy efficient schools, Greenhill Primary (see details also reported against Priority No 10) and St James Primary.
- Started building a third school, Cwm Ifor Primary, which will also boast the benefits of modern technologies and is scheduled to be completed in 2012.
- Continued to implement 'part night lighting' (street lights) along non-residential roads in the borough, reducing our emissions.
- Worked closely with Public Transport providers (road & rail) to ensure the availability of timely transportation and suitable routes are maintained.
- Reviewed the way we operate and manage our fleet of approximately 500 vehicles, ranging from small vans to the more specialised heavy vehicles such as, Refuse Collection Vehicles, to minimise operational and maintenance costs and reducing fuel consumption and emissions.

A lot of energy efficiency projects have already been completed and cannot be replicated for example all schools have been fully insulated which is low cost with a high carbon saving factor, however now we have achieved a lot of 'quick wins' we are investigating and implementing alternative technologies which are more expensive and can be more difficult to install.

It should be noted however, that managing carbon emissions and addressing sustainability issues, are not something that can be done once and often take time to notice the benefits. Therefore, our work on this subject will continue well beyond 2012 and will be guided for example, by our own Carbon Reduction Strategy (2009) and that of the Welsh Governments Climate Change Strategy for Wales (2010).

Supplementing this priority, much other work has been delivered in accordance with the Authorities **Sustainable Development Strategy**, throughout 2011/12. Further reading can be obtained in our Sustainable Development and Living Environment – Annual Report 2011/12 on the following web link:

[http://your.caerphilly.gov.uk/sustainable Annual Report 11-12](http://your.caerphilly.gov.uk/sustainable%20Annual%20Report%2011-12)

Eco School raises the flag for green thinking

St Gwladys Primary School in Bargoed, is the first in Caerphilly county borough to get a platinum Eco flag award. These prestigious awards are part of the Eco-Schools programme, which is an international initiative that encourages pupils to engage with environmental and sustainable development issues. Pupils take key roles in decision-making and participation in order to reduce the environmental impact of their school. Only 29 schools in Wales hold this level of eco award.

St Gwladys eco school journey started in March 2000, meaning they have been involved in reducing their environmental impact through the Eco Schools programme for 12 years, which is an amazing achievement. In achieving the platinum award they have tackled and shown improvement in all eight eco school topic areas; waste minimisation, litter, healthy living, school grounds, transport, global citizenship, energy and water. The local community has played their part too, responding positively to such initiatives as Trolley Dash and Waste Not Wednesday.



The knowledgeable, articulate and committed school eco committee led an outstanding Eco School assessment highlighting the Schools eco portfolio, which showed the process perfectly to the assessors. Assessor Matthew Bunt said: *"The excellent whole school approach demonstrated through many different strands with the Eco Schools message shared in many diverse and exciting ways. There are always innovative Eco Projects in place at St Gwladys."*

Head Teacher, Kathryn Evans praised the dedication and hard work of the children, who were led by Eco Co-ordinator, Paula Salmon. She said: *"It is very heartening to see the commitment of young people in tackling pressing global concerns in a practical way at local level. Their determination and enthusiasm has been remarkable and we are all very proud of them."*

What difference have we made in 2011/12?

In 2011/12 we said we would:

Reduce CO2 emissions from our buildings and street lighting by;

Good Housekeeping: We will continue to raise awareness and provide training on good practice methods, such as switching lights off, and ensuring proper time settings on controls. These are no-cost and low-cost approaches, which result in energy savings **IO**

Invest to save: The authority will continue to look to replicate the good savings already achieved by installing energy saving technology such as insulation to prevent heat loss and control equipment such as movement detectors on lighting or voltage optimisation equipment. **IO**

What did we achieve in 2011/12?

During the year: 27 energy audits have been completed and presented to building managers. Staff at Risca Comprehensive received training on key elements of carbon strategy. Governor training was offered at St Cenydd and Heolddu comprehensive. Building Energy Management System (BEMS) training has taken place at Hendre, Cwm Aber and Cwm Gwyddon schools. Air conditioning inspection reports were distributed and staff awareness session held. 73 Display Energy Certificates (DEC) were issued in the year.

A number of high-energy use buildings have been identified (STROMA action plan) and meetings have been held with the building Managers to look at ways of improving their energy efficiencies.

Ad-hoc advice is constantly being provided e.g. Lewis Girls school regarding electric heaters in demountable buildings and Rhymney Comprehensive schools where the Building Manager will seek energy advice on energy improvement methods. An external contractor was used to determine energy improvement techniques for one of our head offices although some actions will take time to implement.

In 2011/12 the Local Authority Energy Fund (LAEF) scheme contributed its largest financial investment since it was established. LAEF implemented 18 projects totalling £211,665 and saved 230 tonnes of carbon. Some of our key projects have been:

- Pontllanfraith Leisure Centre: pitch floodlights.
- Woodfieldside: lighting upgrades.
- Street lighting upgrades.
- Rhymney Comprehensive School: Power Perfector.
- St Cenydd Comprehensive School: pipe insulation.
- Plasyfelin Primary school: insulation valve and flange.

Photovoltaic (PV) schemes are being implemented in a range of places such as Trinity Fields, Ysgol Ifor Bach and St James primary school to a combined value of £217k.

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|--|---|
| <p>Asset management: The authority will continue to seek to reduce buildings energy consumption by, maximising occupancy of key buildings and ensuring that buildings are well insulated and energy efficient. IO</p> <p>Renewable Technology: The authority has a number of renewable technology projects in place and will look to replicate renewable technology projects where there are opportunities to do so and where finances allow. IO</p> | <p>All schemes are designed to reduce future carbon emissions. Ongoing work includes investigating lighting upgrades and controls at 13 primary schools and 5 comprehensive schools.</p> <p>Greenhill Primary School achieved an Energy Performance Certificate (EPC) rated A+ with a score of zero. St James primary school will have an EPC rating of B and has also achieved a Building Research Establishment Environmental Assessment Method (BREEAM) excellent standard. Drenwydd museum and Ynys Hywel centre were both demolished cutting energy consumption.</p> <p>The asset management capital works programme has allocated £180k for improvement works in conjunction with the carbon group investment capital, for heat recovery systems at Caerphilly and Risca leisure centres. Implementation is due in 2012/13.</p> <p>To assist in the Carbon Reduction Strategy (CRS) £404k has been obtained for implementing schemes at: TY Penallta (20kWp rated size) installation in May 2012. Trinity Fields school (25kWp), Ysgol Ifor Bach: (35kWp) and St James children's unit (35 kWp) are all now fully installed and operational.</p> <p>A hydroelectric power scheme has been considered for Cwm Carn visitor centre and a 6-month monitoring programme for stream flow rates has been established.</p> |
| <p>Reducing the impact of fuel poverty on householders in Caerphilly County Borough Council, taking advantage of successful funding bids to tackle properties in specific areas of the borough by;</p> <p>To save energy, we will use methods such as external wall insulation and renewable technologies like solar panels and heat pumps IO</p> | <p>Solar Thermal Systems have been installed (Rudry) and an Air Source Heat Pump was installed (Pentry Gwyn Road-Rudry) as pilot projects to be monitored. The changed energy usage will be monitored and the results will inform a programme titled 'Renewable Heat</p> |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|---|--|
| <p>Identify a number of properties in areas of deprivation to receive cavity and loft insulation (free of charge to the home owner/tenant) to help reduce fuel bills. IO</p> <p>Run programmes to replace inefficient boilers with condensing boilers. We will also increase the number of renewable energy installations, such as, Solar Hot Water Systems and Photovoltaic systems. IO</p> <p>Actively seek funding to enable us to undertake energy efficiency improvements to properties in the county borough, such as, working with the Heads of the Valleys programme to address homes off the mains gas network. We will also use the Rural Development Fund to work with rural communities, to tackle climate change issues and promote sustainability IO</p> | <p>Incentives' which may assist future funding opportunities for further works. External wall insulation (local authority) = 1141 to date. External wall insulation (all tenures) = 1252 to date.</p> <p>To date, we have identified and completed: Loft insulation equal to or greater than 200mm (local authority) = 5,192 (up 270 on last/previous year). Loft insulation (all tenures) 8,171 (up 331 on last yr). Cavity wall insulation (all tenures) = 11,255 (up 886 on last year).</p> <p>In 2011/12, a comprehensive database was completed, identifying 3500 properties with in-efficient open flue back boilers/fires. Starting this year and for the next 5 years, a programme was scheduled to replace 700 units per year with efficient condensing appliances.</p> <p>There were two energy saving projects undertaken within Caerphilly county borough council. The first project was in partnership with United Welsh Housing Association, which undertook external wall insulation to 91 properties in Rhymney, consisting of 57 council properties and 34 private properties. In addition, 19 council properties at Ty Coch, Rhymney received solar panels.</p> <p>The second project was in partnership with Charter Housing Association who undertook an Arbed project in the village of Markham. In addition to Charter Housing properties that received external wall insulation and photovoltaic panels, 81 private sector properties received external wall insulation. At Mountain View , Markham 19 council properties received external wall insulation. The cost of the external wall insulation element was £163,000 of which a shortfall of £46,957 came from the Council.</p> |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|---|--|
| <p>Raising awareness of climate change issues with our staff and residents of the country borough to enable them to reduce their greenhouse gas emissions by;</p> <p>Promoting the uptake of the Climate Change Commitment with individuals, businesses and organisations IO</p> <p>Planting a further 2 climate change woodlands, as a practical measure to off-set CO2 emissions IO</p> <p>Working with our schools to ensure that more of them achieve Green Flag status under the Eco Schools programme IO</p> <p>Expanding the 'Energisers' programme and working with our housing partners to help residents to reduce their carbon emissions IO</p> <p>Through our Rural Development Plan (RDP) Programme, work closely with farms and the rural community to address climate change issues and to promote sustainability IO</p> | <p>The original Climate Change Commitment pledge scheme was modified to be more publicly accessible. 3,953 individuals and 50 organisations signed a pledge to partake and take some action.</p> <p>Four Climate Change Woodlands were planted during 2011/12 with indigenous species of trees, hedgerow, shrubs and plants namely: The Sir Harold Finch Memorial Park Climate Change Woodland, Darran Valley Climate Change Woodland Restoration Project, Fochriw and Deri Schools' Climate Change Woodland and Plas Mawr Community Centre.</p> <p>School pupils from across Caerphilly county borough have been brushing up on their green credentials, with 58% of our schools having now achieved the Eco School Green Flag Award. The challenge now is to encourage every school in the county borough to achieve the prestigious Eco School Green Flag Award, and to embed education for sustainable development and global citizenship throughout the school curriculum</p> <p>On 16th March 2012, in Caerphilly town hall, the 'Energiser' programme was launched with a guest celebrity Derek Brockway, a BBC Wales TV Weather presenter to 'Energise' local residents to take control of their community's energy use and to help encourage them to 'do their bit' to tackle climate change. 14 volunteers were recruited from the session. Since then 4 volunteers have undertaken taster/ basic energy advice training and a further 4 have visited key green projects in the area. Their role is to support to new tenants who may experience difficulty in managing heating systems, benefit advice support and possible involvement in emerging community projects.</p> <p>In 2011/12, 28 farms/rural businesses received support, advice, guidance and further information about their facilities, circumstances and possible opportunities to address energy use and carbon management from our RDP Sustainable Energy Team.</p> |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|--|--|
| | <p>To help to develop the RDP Sustainable Energy Project, a consultation was carried out in August 2011, to identify key issues affecting farmers in the borough. The results showed that the majority of farmers reside in pre-1900 hard-to-treat properties that are off the mains gas network. It also showed that 58% of farmers believed that they spent more than 10% of their income on fuel bills, which places them in the fuel poverty category, and that 68% of farmers were unaware that they could be eligible for financial assistance to make their home more energy efficient. Only 4% of farm households were on mains gas.</p> |
| <p>Reducing the impact of our travel and transport to reduce carbon emissions;</p> <p>Take positive steps to encourage sustainable/alternative modes of transport as set out in the Travel Plan. IO</p> <p>Promote the 'cycle to work' and 'car share' schemes, encouraging staff to travel more sustainably. We will update the Action plan to deliver the Authority's Travel Plan. IO</p> <p>Improve the use of our fleet vehicles by using vehicles that are right for the job. Manage routes better to minimise travelling and make sure the vehicles are maintained and serviced to the correct standards. IO</p> | <p>Throughout 2011/12, we held 13 sustainable transport events to raise awareness of the issues and impact of current transportation use and inform of alternative options. Key tasks included work on our staff travel survey and its results, further promoting a staff car share scheme, providing showers, lockers, cycle shelters and pool bikes for staff to use during work and leisure time.</p> <p>National Bike Week encouraged staff to leave their cars at home and cycle to work. In recognition of achievements to date, the Council was awarded the Welsh Government / South East Wales Transport Association (SEWTA) backed All Wales Travel Plan Award at Gold Level. A scheme introduced to recognise best practice in sustainable travel planning</p> <p>Over the past year, we received delivery of 20 new 4.6 tonne tipper trucks, 3 new refuse trucks, and 3 new gritter lorries, all of which comply with the highest standard for Euro Emissions, including the use of 'start-stop' technologies to reduce fuel consumption.</p> <p>Also, on our refuse trucks, we are currently testing some new fuel efficiency and management technology devices. We implemented a new fuel monitoring system to help the authority better manage and control fleet fuel use. This will highlight poor performing vehicles, helping us identify and manage our use of vehicles and vehicle replacement programme.</p> |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|---|---|
| Provide support to all our services to ensure that they are considering energy efficiency, waste minimisation, sustainable transport and resource efficiency issues IO | <p>During 2011/12 an independent 'Green Fleet Review' was commissioned and a findings report (completed March 2012) was presented back to the authority. This identified recommendations for considering how we may improve business activities and efficiencies.</p> <p>During 2011/12, we had 5 key officers, with dedicated and supporting roles to deal with all aspects of support. We also have a team of 4 Energy Officers who monitor, manage and analyse energy (fuel) costs, energy consumption rates, emissions, undertake site surveys and energy audits.</p> |

| How we measured our progress | 2009/10 Actual | 2010/11 Actual | 2011/12 Actual |
|---|------------------|----------------|----------------|
| How much did we do? | | | |
| The number of organisations that have signed the Climate Change Commitment (pledge) IO | Launch Sept 2010 | 11 | 50 |
| The number of individuals that have signed the Climate Change Commitment (pledge) IO | Launch Sept 2010 | 566 | 3953 |
| The number of our staff on the "cycle to work scheme" IO | Launch June 2010 | 104 | 221 |
| The number of education for sustainable development training sessions with schools IO | 13 | 128 | 102 |
| Number of staff on our "Car share database" IO | | 293 | 321 |
| Number of sustainable travel events held IO | | 10 | 13 |
| Number of Climate Change Woodlands created IO | | 1 | 4 |
| Number of farms and rural businesses advised on sustainable energy issues IO | | | 28 |
| How well did we do it? | | | |
| Annual average carbon emission savings (<u>tonnes of carbon dioxide</u>) from our council buildings IO | 176 | 301.28 | 230 |

| How we measured our progress | 2009/10 Actual | 2010/11 Actual | 2011/12 Actual |
|--|-------------------|-------------------|-------------------------|
| The percentage of our staff that travel to work in a car on their own IO | 70.3% | 70.3% | Next Survey due 2012/13 |
| Number of Solar energy efficiency measures installed (Borough wide stock) IO | | 260 | 635 |
| Number of Council Homes with an Energy SAP rating >65 IO | | 10,465 | 10,513 |
| Is anyone better off? | | | |
| The average level of understanding of SD by our staff (as assessed on a scale of 1-4) IO | 2.5 | 2.5 | Next Survey due 2012/13 |
| The percentage of schools with the highest (Green Flag) award under the Eco Schools programme IO | 45% | 51.6% | 58% (53 schools) |

Priority 7 - To increase the range of employment opportunities for local residents

Improvement Objective 3 – Sustain the range of employment opportunities for residents

Progress Update for 2011/12

Over the past 3 years, the work we have completed against this priority has been successful, creating significantly positive outcomes, despite the general and local economy experiencing a double-dip recession. Some of our key achievements in this period have been:

- The set up of 16 local community job clubs.
- Engaged an extra 4,981 people onto programmes designed to help people into work and enhance their career/lifestyle prospects.
- Set up a Training and Education Forum to better focus local service support, matching local provision to local needs.
- Provided 162 trainee/apprenticeship posts to local people within the Council.
- Through grant funding and business support, we have helped create 381 jobs and safeguarded 2,681 jobs.
- Reduced the number of Employment Support Allowance (ESA) claimants by over 3,075.
- Supported over 77 new business start-ups in the borough.
- Launched a digital business network for businesses operating in the Rhymney and Bargoed town area, called GO2 My Town, which publicises and enhances business awareness on the internet.
- We have also started work to create a digital business network for 5 other towns/business areas.
- Since 2011, the council has introduced Targeted Recruitment & Training (TR&T) clauses into all new major contracts.
- Helped start a retail development programme at Bargoed, with the opportunity to create 15 new apprenticeship level posts.
- Engaged with Morrisons stores as part of the Bargoed retail development, which could potentially bring up to 270 jobs opportunities for local people.

One of our planned programmes: Number of adults participating in a Basic Skills in the Workplace (BSitW) Project, was due to start in April 2011. Unfortunately, this has been delayed due to late finalisation of the funding contract with the DfES and further service provider discussions with the Welsh Government (WG). Early 2012, WG carried out a large number of changes to the overall project and contract, changing its emphasis and it's branding. The project is now called Essential Skills in the Workplace (ESitW) and we are now hopefully in a position to carry on with this work into 2012/13.

The effects of the recession, has an adverse impact on employment, economic inactivity and job creation and a number of current national funding programmes helping people back to work has ended. It is not yet clear whether there will be any new initiatives to replace them. Some of the past schemes have clearly benefited some people, but the overall impact of the recession has highlighted more difficulties faced by people in unemployment and a greater need to seek further help or support. This poses the Council with greater challenges to deliver future improvements over and above the level of services that has been sustained to date.

An Example of Success:

Funding Boost ensures Caerphilly firm expands operations

A Caerphilly company – Hobbs Valve Ltd, experiencing considerable demand for its products from the oil and gas, petrochemical and marine industries is expanding and growing its business with support from the Economic Growth Fund. At the end of 2011 the Welsh Government released a £15 million Wales Economic Growth Fund which was launched as a short-term, fast-track fund for businesses, providing immediate access to non-repayable capital funding, starting at £100,000 for investments that looked to create and retain jobs.



The £190,000 boost that Hobbs Valve Ltd received from the Fund has enabled them to acquire a fully equipped machine shop on Caerphilly's Trecenydd Industrial Estate, doubling the size of its existing premises on the same estate. The company, which produces a range of highly specialist patented industrial pipeline valves, can now increase the amount of machining carried out on the premises, providing Hobbs Valve with greater control over the quality and delivery times of their products. As a result of this investment Hobbs Valve has already created 10 new jobs, bringing their staff numbers up to 36 in total.

The Chairman Alun Hobbs, who founded the business seven years ago, described the funding as massively important for the company and ensured that the investment came to Wales as the company were considering opening another facility in India. Mr Hobbs explained:

"All our manufacturing is in-house but the machining element was sub-contracted and some suppliers were struggling to keep up with demand, cost, quality and delivery time. It now means we have better control over these elements. It is a massive expansion for us and grant assistance from the Welsh Government helped us to stay in Wales and provides us with a platform for further growth."

"We are experiencing considerable demand for our products but the size of our premises was constraining growth – we were literally running out of space so this investment was very timely. Our increased capacity means we can service larger orders and grow more rapidly."

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|---|--|
| Support micro, small and medium sized businesses to maintain the number of jobs we can create through the provision of grants and the specialist advice given to business by; Providing grants to Small and Medium Enterprises (SME) in our County Borough of up to £10,000 for capital equipment, marketing, ICT and building works and grants for rural businesses of up to £30,000 IO | Our Business Enterprise Support Team (BEST) continues to provide grant aid and IT support and guidance for local businesses. As a result of these grants and other support, there were 72 new jobs created and 1451 jobs safeguarded during 2011/12. |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|--|--|
| <p>Streamlining and improving our payment settlement processes will continue, as this ensures all (and particularly small and medium size businesses) are paid as quickly as possible, which helps the local economy. IO</p> <p>We have agreed to include clauses on Targeted Recruitment and Training into public sector contracts totalling over £1 million. This will help drive the use of local labour and stabilise the local economy. IO</p> | <p>We strive to improve the speed and accuracy for processing payments to the businesses we work with, supporting their cash flow and the local economy. So far we have seen gradual improvements as follows: 2007/08 = 21days average. 2009/10 = 17 days 2011/12 = 13.9 days</p> <p>Following a report to our cabinet in 2010/11, it was agreed that all future large contracts should include Targeted Recruitment and Training (TR&T) clauses from 2011. For example: A TR& T clause has now been included with the first contracts about to be implemented for the Bargoed area re-developments, which may create around 15 jobs as a result (for the duration of the contract). This is now part of standard procedure for procuring large-scale projects.</p> |
| <p>Help increase employment opportunities by working in partnership with programmes that help provide adults and young people with the necessary skills and education to obtain employment by;</p> <p>Seeking new and innovative ways to engage people onto employment support programmes, with particular regard to the 6 adult learning programmes: IO</p> <ul style="list-style-type: none"> - Genesis 2 - Bridges into Work - Working Skills for Adults - Basic Skills in the Workplace - JobMatch (until 30 September 2011) - Other mainstream support, such as Work Programme and Work Choices. <p>The Council is also developing a new apprenticeship scheme to provide 100 work experience and skills development opportunities for local people IO</p> | <p>By the end of 2011/12, there were over 4,900 people engaged on the Genesis 2, Bridges into Work and Working Skills for Adults programmes. 'Work Programme' and 'Work Choices' are nationwide mainstream programmes of support, delivered locally by Working Links and Jobfit .</p> <p>Another programme called 'Jobmatch' that concluded in September 2011, supported over 1000 Caerphilly county borough residents into employment over the course of the project (of which, lone parents and females were the primary targeted group).</p> <p>The apprenticeship scheme was introduced in 2011 and 162 people have benefited from this during the year, well in excess of the 50 forecasted.</p> <p>We are working with Caerphilly Business Forum to</p> |


What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|---|--|
| <p>The longer- term outcome we hope is a reduction in the number of people claiming benefits although we recognise that central government policy plays a key part in this and we can only influence this.</p> | <p>establish an effective means of supporting local businesses wishing to take on young people. This should become operational during 2012-13.</p> <p>Due to the ongoing recession, the number of claimants remains high, with around 6,000 local people claiming Jobseekers Allowance and approximately 13,000 on disability/long term illness related benefits. This demonstrates the continued importance of activities to support these people.</p> |
| <p>Reduce the likelihood of duplication, via the Skills Education and Employment (SEE) Group and Education and Training Forum, by;</p> <p>Ensuring that the services provided are targeted at individuals with specific barriers including those who are at risk of, or who have recently been made redundant, the over 50s, those not in employment, education or training and Incapacity Benefit/Employment Support Allowance claimants</p> <p>Heads of the Valleys (HOV) Employment Consortium, is currently investigating future opportunities and co-ordination of support at a regional level IO</p> | <p>A Training and Education Forum is now well established and includes members from most education and training providers active in the County Borough. This Forum is working well with colleagues in Community Regeneration in order to produce an Employment and Skills Strategy, which will include the identification of priority skills needs for local employers in key sectors.</p> <p>We have also started work to ensure local people become aware of and hopefully benefit from, the construction and operations of the new retail site currently being developed in Bargoed town.</p> |
| <p>Hold a range of events to showcase examples of good practice addressing worklessness by;</p> <p>Although this action is affected by a lack of resources and funding, the Council will continue to support jobs fairs for schools and colleges, working with Jobcentre Plus (JCP) and the private sector, to ensure they continue to be successful</p> | <p>A number of smaller job fairs and employment events are held during each year, often led by the Council and partners supported by Job Centre Plus such as a fair held in Caerphilly in the Autumn of 2011 in conjunction with JCP. We have run 3 fairs to show opportunities, impact on people and refer into employment/want to work/leading to apprentice opportunities.</p> |

What difference have we made in 2011/12?



| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|---|---|
| <p>Develop bespoke local solutions designed to address worklessness in, for example New Tredegar and Aber Valley to provide a comprehensive employment advisory service to local people seeking work by;</p> <p>Work clubs are being established in Communities First (CF) areas, supported by CF staff. The staff are undergoing training in job search and CV writing to support clients. Local education and training classes are also delivered at local venues funded through training budgets IO</p> <p>Establish drop in sessions with partners from Careers Wales, Want 2 Work and JobMatch in local CF offices IO</p> <p>We want to continue to work with a number of community partnerships to develop bespoke local solutions designed to address worklessness. For example New Tredegar and Aber Valley, where partnerships have worked alongside Want 2 Work and JobMatch programmes as well as other key agencies, to provide a comprehensive employment advisory service to local people seeking work IO</p> <p>In 2011/12, local work clubs will also be established through the Community Regeneration Team to provide local tailored employment support IO</p> | <p>Weekly work clubs now run in 16 community venues across the Communities First Areas of the borough. With support from partners including Communities 2.0, Want to Work, QWEST, Bridges into Work. Much work is ongoing to ensure that appropriate support continues to be made available to unemployed people in the area.</p> <p>Funding to continue support of all work clubs has been included in the application to the Welsh Government (WG) for the next phase of Communities First (CF). Through the work clubs (which offer drop-in-sessions), training has been offered to residents in IT, Essential Skills, CV writing and Interview Skills.</p> <p>Communities First & Business Enterprise Support Teams are working with Morrisons (stores) to provide training, with the intention to enable residents to apply for new jobs (e.g. when the new store opens in Bargoed in 2013).</p> <p>Employment Support Programmes are now established in the North of the County Borough (the area of the highest economic inactivity). Such as: Sport that works, a joint initiative with Newport City Council (funded by the DWP). Sport that works has also secured 3 people into employment in 2011/12.</p> <p>Foundation work has also been completed to establish a number of other employment support programmes such as, the Councils 'passport' (apprenticeship) programme.</p> |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|--|---|
| <p>Maintain our commitment to developing local supply chains through developing *Digital Business Eco systems (DBE's) and promoting the role of the ** Supplier Champion which helps small business's to be able to tender for Council contracts by:</p> <p>Project ENDURE will be working with businesses in the Upper Rhymney region to create a Digital Business Network. All businesses will be connected to a portal, which will raise their visibility, start them trading online and encourage local purchasing. This will eventually lead to an increase in trade and the creation of employment </p> <p><i>* Digital Business Eco systems, are web-based portals, whereby, businesses can raise their profile, promote their business, register their business interest with local authorities and be able to tender for contracts on-line. (E.g. Plaza & Xchange Wales)</i></p> <p><i>** Supplier Champion, was a programme initiated in 2006 where the local authority started working closer with local businesses in the use of digital procurement processes, seeking volunteers, who were prepared to help, assist and support other businesses with using digital portals.</i></p> | <p>A project called GO2 has now been established and was successfully launched, promoting businesses in the Rhymney and Bargoed area. This project has created a web portal (accessible to the public) which gives the following benefits:</p> <ul style="list-style-type: none"> - Access to information about 450+ local businesses in the area. - Promotional opportunities of services and products for those businesses. - Enhanced business awareness and engagement of local and wider communities. - Information that may draw in increased footfall to our local town - Increased income generation to the authority (re: hosting the web service). <p>The next phase of this project (2012/13), is to provide the same facility for 5 other towns in the County Borough, namely: Risca, Newbridge, Blackwood, Caerphilly, Ystrad Mynach.</p> |
| <p>Establish new Education and Training Forum, with members from public, private and voluntary sectors by;</p> <p>The remit of the group is to ensure joined up provision of training and support to all local people.</p> | <p>The Training and Education Forum is now well established and includes members from most education and training providers and other relevant organisations active in the County Borough.</p> |
| <p>We can provide funding for emerging, existing and established 'Social Enterprises'*** across the county borough by;</p> <p>We have employed a Social Economy Development Officer, to assist this sector and a grant scheme of over £900k, which will operate for five years to 2015 to</p> | <p>During 2011/12, three new social enterprises have been established, plus eight existing enterprises were also financially assisted. This created 17.6 jobs. A series of case studies has been prepared to</p> |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|---|--|
| <p>support existing and develop new social enterprises</p> <p>A social enterprise network has been set up across six authorities, to increase the opportunity for existing and new social enterprises</p> <p>Gwent Association of Voluntary Organisations, (GAVO) JobMatch, the Citizens Advice Bureau (CAB) and other partners promote the value of volunteering to an individual and the community</p> <p><i>‘Social Enterprises’** are about developing the voluntary sector, so they are able to generate income from trading activities into sustainable businesses. In both promoting social enterprise and volunteering, the Authority will be able to help increase the diversity of the economy and the amount of paid and unpaid employment.</i></p> | <p>further promote the social economy in Caerphilly County Borough.</p> <p>There are 3 existing social enterprises working in partnership with the Wales co-operative to develop a consortium, to bid for large contracts throughout Caerphilly.</p> <p>A database has been established of the new and existing Social Enterprises within our own borough and as each Local Authority (LA) establishes its own network, the intention is to begin and possibly establish a 6 counties network. As part of this work, in March 2012, we launched an Enterprising People In Caerphilly (EPIC) network, which received approximately 80 attendees. A further event is scheduled for the Autumn of 2012.</p> <p>It remains difficult to secure adequate employment opportunities for all unemployed people. Therefore, volunteering is now more important than ever to give people the chance to improve their skills and experience. Volunteering opportunities are provided through the work clubs, linking opportunities through partners, such as QWEST and Groundwork Caerphilly.</p> <p>The authority, in partnership with GAVO also recognises the value of volunteering within the borough and now hosts an annual achievements award.</p> |

| How we measured our progress | 2009/10 Actual | 2010/11 Actual | 2011/12 Actual |
|--|-------------------|-------------------|-------------------|
| How much did we do? | | | |
| *1 Number of adults participating in the Genesis 2 project  | 648 | 917 | 1,110 |
| *1 Number of adults participating in the Bridges into Work project  | 560 | 1,760 | 2,657 |

| How we measured our progress | 2009/10 Actual | 2010/11 Actual | 2011/12 Actual |
|---|--------------------------|-----------------------------|--------------------------|
| *1 Number of adults participating in the Working Skills for Adults project IO | Project started Feb 2010 | 554 | 1,214 |
| Number of adults participating in the Basic Skills in the Workplace Project IO | N/A | Project Starting April 2011 | Delayed until April 2012 |
| Number of enquiries to our Business Development service *2 | 1,694 | 3,210 | Deleted for 11/12 |
| Number of enquiries to our business development service converted into successful projects IO | 878 | 2,625 | Deleted for 11/12 |
| Number of offers of financial assistance to local companies from: IO | 106 | 125 | 167 |
| a) Business Enterprise Support (BES) | | | |
| Number of business start-ups supported in the Authority IO | 18 | 21 | 34 |
| a) Business Enterprise Support (BES) | | | |
| Number of offers of financial assistance to local companies from: | | | 11 |
| b) Rural Development Plan (RDP) | | | |
| Number of business start-ups supported in the Authority by | | | 4 |
| b) Rural Development Plan (RDP) | | | |
| How well did we do it? | | | |
| Time taken to pay invoices to local small and medium size businesses IO | 17 days | 13.94 days | 13.92 |
| Number of town centres engaged in GO2 (Digital Retail Directory) | | | 2 |
| *3 Employment Support Allowance (ESA) Number of Claimants IO | As at Feb 10 16,045 | As at Feb 11 13,350 | As at Nov 11 12,970 |
| Is anyone better off? | | | |
| Number of jobs created by (LIF) grants schemes IO | 200 | 109 | 72 |
| Number of jobs safeguarded (by grant schemes) IO | 434 | 796 | 1,451 |
| Number of Apprenticeship opportunities filled | | | 162 |
| % Of business start ups still trading after one year IO | 87 | 86 | 87 |

*1 Actuals are cumulative year on year.

*2 As client satisfaction is no longer carried out, the number of enquires to be converted to satisfaction was no longer useful information.

*³ From November 2008 ESA claimants and Incapacity Benefit Claimants are counted together.

Priority 11 – To improve the skills level for children and young people

Improvement Objective 4 - Improve the skills level for children and young people IO

Progress Update for 2011/12

Over the 3 years we have had this priority, we believe overall we have been successful.

- Caerphilly Primary Schools have made good progress in improving the performance of our learners at the end of Key Stage 2, (up to age 11 years) however we still need to improve our learners' skills levels further.
- Evidence shows that performance has improved from 75% of Caerphilly pupils achieving the expected level in English in 2007, to 82% in 2011, 1% below the national average.
- Mathematics performance has improved from 79% to 85% during the same period.
- In 2011 only 0.4% of Caerphilly pupils left without a qualification, compared with the Wales rate of 0.6%.
- Over 4 years we have made significant progress in ensuring that more of our Year 11 schools leavers gain a recognised qualification and do not become classified as NEET (Not in Education, Employment or Training) when they leave school. In 2011 4.5% of our learners were NEET as opposed to 4.4% nationally.
- Caerphilly Learning Coaches provides enhanced personal support for targeted groups of young people aged 14-19 years. This enables them to access a wider curriculum, prevent them becoming "NEET", by developing strategies to keep them in education or training and improve their employability (See example page 84).
- Evidence from reading tests (July 2011) shows that we have larger numbers of learners who are behind their chronological reading age and a proportion did not reach a reading age, which enabled them to be successful in secondary school.

As part of our commitment to improving outcomes for young people we established a small unit to support 14-19 Education as a priority area. The work of the unit was planned as a fixed term initiative to establish effective educational partnerships between schools, Further Education colleges, work based learning providers and others. Whilst these have been established and both the range of qualifications available and the outcomes achieved have increased over this time, there is still continued support to be provided. This will be provided as part of a new regional Education Achievement Service.

In September 2012, our Education Service merged with other South East Wales Authorities to create a new Education Achievement Service. We will work with colleagues in the newly formed service and neighbouring authorities to ensure support for the skills strategy moves to a new regional service.

Caerphilly CBC has recently been inspected by Estyn. This was an inspection of Local Authority Education Services for Children and Young People. Outcomes from the inspection and recommendations for further action are due to be published late in 2012. Subsequent Local Authority plans will need to take account of any recommendations made.

An Example of Learning Coaches: Caerphilly PreVENT

KA has recently secured an apprenticeship at the Council having received support from the learning coach team. He had previously been permanently excluded from mainstream education since Year 9. He attended our Summer School having not sat any GCSE's. KA completed the summer school achieving vocational certificates in Health & Safety and Emergency First Aid before starting a work placement with the Authority's Building Maintenance Department. KA impressed the Service Manager a great deal with his commitment and enthusiasm. The Service Manager has offered KA a work placement traineeship, and the opportunity to take further qualifications through college day release.

In KA's words; 'I have an ASBO and without the support of a learning coach I probably would have kept getting into trouble all the time. They have helped me loads. I probably would still be in trouble without them.'

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|---|--|
| <p>Reduce the number of young people 16/17 year olds not in employment, education or training (NEET) IO by; Provide learning coach support for individuals and groups identified as most in danger of becoming NEET and Implement a 'keeping in touch' strategy</p> <p>We will develop an implementation plan for Number to support the delivery of the Skills Strategy.</p> <p>We also want to promote a Local Authority approach to the teaching of reading and develop a programme to address the relative attainment of boys to girls.</p> <p>Working in partnership with a range of other public services we rolled out a model called Team Around the Family (TAF) education. IO</p> | <p>We have introduced and placed coaches across learning settings for this academic year supported by centrally trained and funded Learning Coaches so this activity is now completed. We have appointed a 'Keeping in Touch' coordinator and our NEET strategy is in place and this has helped contribute to the reduction in the number of young people who are not in employment, education or training.</p> <p>The Authority is awaiting publication (September 2012) of the Welsh Government's numeracy strategy before revising its own numeracy plan as part of the skills strategy. We will adopt the national numeracy test once it has been developed.</p> <p>All Caerphilly Foundation Phase settings have implemented the Foundation Phase Strategy. All clusters of schools have measures in place to support individual learner transition from learner phase to Key Stage 2. We have introduced a standardised reading test in Year 3 to measure progress. Introduction is therefore complete, but work to implement reading tests will continue next year</p> <p>The service went live in January 2012 and a more detailed update is provided on pages 59-64</p> |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|---|--|
| <p>A reduction in the number of young adults who leave without a qualification IO by ;</p> <p>This will be achieved by the previous work with 14-19 year olds and on our Skills Strategy Work and by appropriate EOTAS (Education other than at schools) provision using recommendations from the EOTAS audit and report.</p> | <p>Work has already been undertaken to provide appropriate educational pathways for all learners. The focus for the remainder of the year was providing all learners with the support necessary to take advantage of the programmes on offer and our performance has reduced steadily from 0.98% of our pupils leaving without a qualification in 2009 to 0.40% in 2011. This represents 23 of 2,346 and in future years it is our aim to reduce this number even further.</p> |
| <p>A reduction in the number of children and young people who are permanently excluded from primary and secondary schools IO by;</p> <p>Provide support for schools in the early identification of social, emotional and behavioural needs of all children and young people, through implementation of Social and Emotional Aspects of Learning' (SEAL) training and the Student Assistance Programme.</p> | <p>SEAL training and Student Assistance programme support delivery was started and completed by December 2011 in secondary schools and March 2012 in primary schools. This nationally recognised programme of training for teachers has improved levels of attendance and reducing levels of exclusions in our schools.</p> |
| <p>Improve the skills levels of all our learners through the aims laid out in the Caerphilly Skills strategy, to improve access to learning IO by;</p> <p>Deliver training to develop a shared understanding of teaching strategies for reading.</p> <p>Standardise assessment of reading ability</p> | <p>Training has been undertaken for all Year 3 teachers across the borough, in teaching reading effectively. The program continued in April 2012 and included all Key Stage 2 teachers</p> <p>All learners in years 2,4,6 and 7 were tested in June 2011. We analysed the data and detailed information was distributed to all schools. The information is being used to support effective transition, particularly between years 6 and 7 and Years 2 and 3, and to target support where there</p> |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|---|---|
| <p>Deliver training modules to teachers in Key Stage 2 and Key Stage 3</p> <p>Teachers plan, deliver and evaluate a series of lessons aimed at engaging and benefiting under-attaining boys</p> | <p>is the greatest need.</p> <p>A training programme began to deliver training for teachers in KS2 and KS3. Three 'Instructional Round' visits have been undertaken so far involving 60 staff. Communication of approaches and teaching tools amongst staff within participating schools took place between Nov 2011 and Jan 2012.</p> <p>The outcomes of strategies that were trialled as part of the Countering Boys Underachievement Programme have been fed back to a range of groups during a sharing of practice /outcomes day. Teachers have further implemented these strategies to motivate, engaging boys, although we will not know the impact on standards until Summer 2012.</p> |

| How we measured our progress | 2009 Actual Academic Year | 2010 Actual Academic year | 2011 Actual Academic Year |
|---|------------------------------------|------------------------------------|------------------------------------|
| How much did we do? | | | |
| Increase and enhance curriculum offer to post 14 children and young people (including vocational studies) * Completed, we comply with the local government measure of 30 | 27 courses | 30 courses | 30 courses |
| % of 16/17 year olds participating in full time education, training or employment IO | 95% | 89.3% | 92.5% |
| How well did we do? | | | |
| % of Pupils not in employment, education or training (NEETs) IO | 5% | 6% | 4.5% |
| % of pupils leaving full-time education without an approved qualification IO | 0.98% | 0.90% | 0.40% |
| Is anyone better off? | | | |
| % of young people achieving the Level 3 threshold (a volume of qualifications at Level 3 equivalent to the volume of 2 A levels) IO | 97% | 95% | 99% |
| % of young people aged 16 achieving Level 2 threshold including English/Welsh and mathematics (5 A* to C GCSE equivalent) IO | | 45.0% | 43.3% |

| How we measured our progress | 2009 Actual Academic Year | 2010 Actual Academic year | 2011 Actual Academic Year |
|---|------------------------------------|------------------------------------|------------------------------------|
| % of young people aged 16 achieving Level 2 threshold (5 A* to C GCSE equivalent) IO | 56% | 61% | 62.50% |
| % Of young people achieving the Level 1 threshold (5 A*-G) | 88% | 90% | 90% |
| The number of pupils permanently excluded during the year per 1000 pupils from: IO a) Primary Schools b) Secondary schools | 0.20 1.3 | 0.00 1.17 | 0.25 1.10 |
| The percentage of school days lost due to fixed-term exclusions during the year, in: IO a) Primary school b) Secondary schools | 0.019% 0.12% | 0.03% 0.13% | 0.03% 0.14% |
| Attainment Indicators (all IO) | Actual 2009 | Actual 2010 | Actual 2011 |
| The % of pupils achieving L4+ at end of KS2 assessments for English | 79% | 81% | 82.20% |
| The % of pupils achieving L4+ at end of KS2 assessments for Welsh | 80.5% | 80% | 86.30% |
| The % of pupils achieving L4+ at end of KS2 assessments for Mathematics | 82.30% | 84% | 84.60% |
| The % of pupils achieving L5+ at end of KS3 assessments for English | 65.5% | 66% | 70.90% |
| The % of pupils achieving L5+ at end of KS3 assessments for Welsh | 66.2% | 74% | 75.90% |
| The % of pupils achieving L5+ at end of KS3 assessments for Mathematics | 69.7% | 71% | 74.30% |
| The % of pupils achieving the Level 2 Threshold Including English / Welsh and Mathematics in external examinations | 40.30% | 45% | 43.30% |
| The % of pupils achieving the Core Subject indicator (CSI) at end of KS2 – gender gap. | -13.40 | -11% | -9.12%* |
| The % of pupils achieving the Core Subject indicator (CSI) at end of KS3 – gender gap. | -8.90 | -10% | -5.10%* |
| The % of pupils achieving the Core Subject indicator (CSI) at end of KS4 – gender gap. | - 8% | -6% | -4%* |

NB: the minus sign (-) represents the difference between girls and boys performance, the bigger the percentage gap the wider the gap between the 2 genders (where boys perform less well than girls).

Where the (-) data shows a reduction, this indicates that the gap is being narrowed and this is what we are working to achieve.

Priority 12 – To raise awareness to the benefits of a healthy and active lifestyle

Improvement Objective 5 – Promote the benefits of a healthy and active lifestyle

Progress Update for 2011/12

The long-term outcome for this priority is to improve Caerphilly's poor health profile. We recognise that we are unable to do this alone and that we must work with our partners in Health to identify and deliver on priority areas of work if we are to succeed in making a real difference to the health profile of our county borough. The most recent data, available to us, suggests that Caerphilly's health profile, whilst still concerning, has shown some improvement over the 3 years of this Plan. We believe we are starting to make a difference by promoting the benefits of a healthy and active lifestyle;

- Participation levels in sport and active recreation among children and young people has increased and we are now above the national average for some sectors.
- 87% of Primary School children (years 3 to 6) in Caerphilly county borough that take part in sport at a club outside of school is 87%, which is the best in this category.
- For Secondary School pupils (years 7 to 11) 29% took part in extra curricular and club activity twice a week or more in Caerphilly, which was again the best in this category amongst respondents.
- For the second year running we saw an increase in the number of people visiting our Leisure Centres. Visitor numbers rose by 33,296 (2010/11) to 1,148,638 in 2011/12.
- Caerphilly ranks as the 9th worst for the All Cause Mortality rates. Our previous position for this indicator was 5th worst, so we have got better.
- Life expectancy has increased for males (76.1 years) and females (80.8 years) from 74.9 years and 79.3 years respectively.
- Caerphilly is ranked 7th and 8th worst for death rates from all forms of cancer, for males and females respectively. Our previous ranking was 3rd worst in Wales for both sexes.
- However, we are still rated as the worst (highest ranked) in Wales for our obesity levels and ranked 6th worst in Wales for the proportion of our local population who are overweight.


What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|---|---|
| <p>Caerphilly has an attractive and accessible natural built environment that encourages all groups in society to choose to be more active IO by;</p> <p>Progress the Come Outside project in the Aberbargoed and Bargoed areas</p> <p>Maintain the Green Flag National Standard in 3 of our parks (Waunfawr Park, Crosskeys; Morgan Jones Park, Caerphilly and Wern Woodland Park, Nelson)</p> <p>Continue to improve our outdoor sports facilities and encourage use of these facilities</p> | <p>A project plan has been written, agreed and resourced for the Come Outside project. The community needs in the Aberbargoed and Bargoed areas have been identified and the operational phase of the project has begun. In its first year, 45-guided walks were organised, which greatly exceeded the annual target of 6. This is due mainly to higher than expected levels of engagement and participation from local walking groups in the community.</p> <p>The Green Flag award, which is the national standard for parks and open green spaces in England and Wales has achieved again for 2011 for the 3 parks – Morgan Jones, Caerphilly; Waunfawr Park, Risca and The Wern Woodland Park, Nelson.</p> <p>A tennis development plan has now been established and will be implemented during 2012/13. We are also working on plans for a new sports complex for Ystrad Mynach.</p> |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|--|---|
| <p>Children and Young People in Caerphilly live healthy and active lives and become healthy active adults IO by;</p> <p>Increase the range, level and frequency of participation in Out of School Hours Learning (OSHL) and extra curricular participation in sports and physical activities</p> <p>Launch the Children's University to reward engagement in a range of OSHL</p> <p>Implement a new school swimming programme</p> <p>Support schools to achieve the national quality mark in areas that contribute towards well-being</p> | <p>The school year 2011/12 saw excellent results for Dragon Sports. There were 10,496 Dragon Sport registrations (Dragon Sport is an initiative where we work in partnership with Sport Wales and the National Governing Bodies of Sport to increase participation levels of pupils aged 7 to 11 years). This is an increase of 424 on 2010/11 and 2,296 (28%) registrations on 2009/10. Also in 2011/12 57% of school pupils aged 11-16 years attended 5x60 activities with 39% attending 5 times or more. This is an improvement on 2010/11 performances.</p> <p>We launched the Children's University in 2011/12, which aims to provide exciting and innovative learning activities and experiences outside school hours to children aged 7 to 14 years. We started in Caerphilly CBC with 17 schools signing up in the initial phase. During 2011/12 we had over 500 occurrences of children and young people taking part, which includes sports and physical activities. In 2012/13 we will encourage even more schools to join the programme.</p> <p>During 2011/12 we developed and implemented a new intensive swimming programme for schools. 47 out of 68 schools have signed up to the intensive swimming lessons. This programme has been successful in providing a consistent, high quality approach to learn to swim activities in the school environment. The programme will continue into 2012/13 to encourage even more schools to become involved.</p> <p>In 2011/12 Markham Primary School achieved the National Quality Award. The process required a significant investment of school time in order to receive the reward, which celebrates excellence. In the 2011/12 academic year a further school, Bedwas High School also achieved the award.</p> |


What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|--|--|
| <p>Establish 'Joint Use' agreements between all schools and leisure centres where facilities are shared.</p> <p>Introduce a revised WG Free swim initiative programme to offer more attractive opportunities for children to increase their participation outside of school hours</p> <p>Implement food kiosks in five secondary schools using Appetite for Life grant funding</p> <p>Develop a training programme for all school-based staff about the Appetite for Life guidance up-dates and presentation skills</p> <p>Introduce a new servery at Heolddu Secondary school using Appetite for Life grant funding</p> <p>Introduce new Appetite for Life Compliant menu's into 77 primary schools and 6 secondary schools</p> | <p>All 'Joint Use' agreements have been established with the appropriate schools, 2 have been completely signed off and the remaining 6 are awaiting signatures. We have also put into place a process for reviewing and monitoring the success of these agreements.</p> <p>Since June 2011 4,621 children have taken part in the Free Swim Friday initiative and our data shows that our Free Swim sessions during the schools holiday periods are also increasing with 25,584 during 2011/12.</p> <p>Pre-ordering kiosks have now been fitted into 5 secondary schools within our original timescales. The schools include; Heolddu, Oakdale, St Cenydd, Bedwas and Pontllanfraith comprehensive schools.</p> <p>The training programme for school staff around the Appetite for Life was fully completed and delivered in September 2011</p> <p>The new servery at Heolddu Secondary School was completed during the summer holidays 2011.</p> <p>An Appetite for Life menu was completed and training provided to school staff across all 77 Primary schools within timescales. Bedwas and Pontllanfraith Secondary schools have now implemented Appetite for Life menus. The remaining 4 secondary schools are all in the process of implementing a new compliant menu.</p> |
| <p>All adults in Caerphilly are more active, more often  by;</p> <p>Provide a range of 'doorstep' opportunities to enable everyone to choose to become more physically active</p> | <p>Working in partnership with Communities First and Street Games (Street Games promotes doorstep/informal sport activities delivered close to the home in disadvantaged communities at the right time, the right place, the right price and the right style to engage young people to join in). We have increased the number of sport activities we</p> |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|--|--|
| Introduce a revised WG Free swim initiative programme to offer more attractive opportunities for older people to increase their participation in swimming activities | delivered under this scheme in 2011/12 from 4 to 7. Further new projects have been identified and action plans for training and equipment have been developed. An area for development will be to recruit, train and retain volunteers to support this scheme going forward. |
| Develop a 'Loyalty Scheme' for Smartcard users that rewards positive behaviour | 3,605 adults have taken part in the Free Swim Friday initiative since June 2011. The number of people aged 60 years and over participating in the Free Swim sessions was less than expected due to the temporary closure of one of our Leisure Centres at Cefn Fforest. We are delighted to that Cefn Fforest Leisure Centre has now re-opened and we will closely monitor the impact of having all of our swimming pools available for use by the general public. |
| Promote the Healthy Options Awards Scheme amongst food businesses | We have designed a loyalty scheme for our Smartcard users that rewards and incentivises positive and active lifestyle behaviour and we hope to implement this in the year to come. Initiatives like 'Challenge 25' where people are encouraged to achieve 25 sessions at their leisure centre during a 6-week period have also been implemented to promote increased physical activity. |
| Develop and Implement a Community Well-being Toolkit | 19 food businesses in Caerphilly county borough currently hold the healthy options award. Our target for 2011/12 was to achieve 10 premises with the award. |
| Develop and implement initiatives to promote sensible alcohol consumption | The Community Well-being Toolkit remains delayed due to capacity issues. We anticipate the project will be completed by late Summer 2012. |
| | 'Alcohol & Work' Training sessions have been incorporated into the corporate training calendar for CCBC and is available to all managers and front line supervisors. To date, more than 150 managers have received the training. Plans are in place to roll out the key messages from the training at 'Toolbox Talks' for staff, through Health & Safety & Well-being Ambassadors. |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|---|--|
| <p>Continue to provide support to communities for healthy living activities</p> <p>Promote the health and well-being of CCBC employees</p> <p>Address the wider determinants of health through targeted safety campaigns and initiatives</p> | <p>Work continues apace in delivering community well-being activities across the county borough including:</p> <ul style="list-style-type: none"> - Allotment projects - Bike recycling project - Ante natal road shows - Sultans Challenge event - Change4Life events - Community Health Champions <p>We are working towards obtaining a Corporate Health Standard award. Since December a great deal of work had been completed in the following areas:</p> <ul style="list-style-type: none"> - Development of Employee Well-being Strategy - Launching of a website - Introduction of a Well-being at Work newsletter - Collation of Corporate Health Standard evidence across the authority - Establishing a planned approach to delivering events and activities <p>We held 2 Child Car Seat Safety events during 2011/12, where 123 seats were tested. Over 50% of the seats tested were not fitted properly. Electric Blanket testing events were held in September where of the 69 blankets tested almost 60% failed and were replaced. Regular free checks produce high failure rates and result in potentially dangerous products being removed.</p> |
| <p>Everyone in Caerphilly participates in sport  by;</p> <p>Deliver the More Able and Talented (MAT) programme to identify and support those with specific talents and skills</p> | <p>During 2011/12 we delivered a More Able and Talented (MAT) programme for year 5 and 6 pupils, which helps identify and support those children with potential sporting talent. This has been very successful and we will continue to repeat this programme annually to ensure that children are identified and signposted to appropriate sporting opportunities as young as possible, to give them every chance of realising their potential.</p> |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|---|---|
| Target action at known areas of low participation and intervene at transition points where participation is known to decline | We have introduced the Young Ambassadors scheme, which actively promotes sports and volunteering across the county borough. It is linked to the London 2012 Olympics. This scheme encourages year 5 and year 12 pupils to get involved in transition activities. At present we have 2 platinum, 6 gold, 28 silver and 66 bronze Ambassadors promoting sport across our Authority. This is a project that will continue as a legacy after London 2012. |
| Deliver training and support throughout the leadership pathway | This year we appointed a Leadership Co-ordinator to help support the leadership pathway across the County Borough. As a result a large number of leaders have been trained within schools across our area. |
| Improve the quality of external providers through using the Accredited Providers scheme | We have 3 external providers who meet the accredited providers criteria who are continuing to deliver across our schools and community programme. All accredited coaches are continuing to undertake a mentoring programme to improve the quality of their delivery. |
| Install improved Astro Turf Pitches at Newbridge, Risca and Pontllanfraith Leisure Centres | In 2011/12 we completed the installation of Astro Turf pitches at Newbridge, Risca and Pontllanfraith Leisure Centres. These newly upgraded facilities are proving to be very popular. |
| Publish the Creating an Active Caerphilly plan IO by; Finalise the Creating an Active Caerphilly Plan and develop an action plan for delivery which includes agreed priorities and performance measures | The Creating an Active Caerphilly plan has been finalised. Work is on-going with our key partners to determine priorities for the action plans and responsibilities for measuring performance. |

| How we measured our progress | 2009/10 Result | 2010/11 Result | 2011/12 Result |
|---|------------------|-----------------|-----------------|
| How much did we do? | | | |
| Number of settings in the Healthy Early Years scheme IO | 9 | 22 | 32 |
| % Schools actively engaged in the Healthy Schools programme IO | 100% | 100% | 100% |
| % Schools actively engaged at each phase of the Healthy Schools programme | Phase 3+ 62% | Phase 3+ 79% | Phase 3+ 86% |
| % Schools having developed and implemented food and fitness policies IO | 40% | 84% | 90% |
| Number of leaders/volunteers trained to work with Sports Caerphilly IO | 1,203 | 1,451 | 1,364 |
| % Schools implementing marketing strategies around the Appetite of Life programme IO | 100% | 100% | 100% |
| % Schools offering nutritionally balanced menus | 100% | 100% | 100% |
| Overall take up of school meals across primary schools IO | 43.32% | 41.04% | 36.03% |
| Number of hits on the Health Challenge Caerphilly Website IO | 3,887 | 4,806 | 5,448 |
| % Smartcard holders IO | 35% | 44% | 51% |
| Number of Smartcard holders IO | 57,903 | 75,568 | 87,963 |
| Free Swims – Adults IO | 37,338 | 37,927 | 40,788 |
| Free Swims – Children's IO | 13,766 | 20,377 | 25,584 |
| How well did we do? | | | |
| Customer satisfaction – what do users/visitors to our leisure centres think about the service they receive? IO | 90% | 89% | 91% |
| % Visitors to our country parks who stated they enjoyed their visit IO | New for 10/11 | 71% 1 survey | 88% |

| How we measured our progress | 2009/10 Result | 2010/11 Result | 2011/12 Result |
|---|----------------|----------------|----------------|
| % Total length of rights of way which are easy to use by the public IO | 73% | 84.62% | 78% |
| % Highways and land inspected of a high or acceptable standard of cleanliness (STS005b) IO | 93.87% | 94.25% | 96.03% |
| % Schools achieving National Quality Award for Healthy Schools IO | 0% | 0% | 1% |
| % Schools achieving Activemark IO | N/A | 14% | 26.97% |
| % Schools achieving 85% and above in their catering quality audit | 95.5% | 95% | 96% |
| Number of businesses qualifying for a Healthy Options Award IO | 7 | 10 | 19 |
| Is anyone better off? | | | |
| Numbers of people visiting our leisure centres and indoor sports facilities per 1,000 population (LCS002) | 6,350.37 | 6,456.88 | 6,634.77 |
| Numbers of people visiting our leisure centres and indoor sports facilities | 1,106,870 | 1,115,342 | 1,148,638 |
| Number of people taking part in Sports Caerphilly activities (multiple visits) | 61,264 | 66,686 | 82,644 |
| Number of people taking part in Sports Caerphilly activities (single visits) IO | 107,133 | 177,707 | 221,485 |
| Number of people attending the referral to exercise programme | 647 | 1,015 | 1,166 |

Priority 13 – All adults who are in the social care system are able to lead a full, active and independent life

Improvement Objective 6 - Adults who are in the social care system are able to lead a full, active and independent life

Progress Update for 2011/12

We regard this priority as successful because we are achieving our outcome, which is to ensure that all adults are able to lead a full, active and independent life and the majority of our performance indicators are showing an improving trend over the last 3 years.

- In 2011/12, we supported approximately 92% of adults in the community and were ranked 3rd highest in Wales.
- In 2011/12, the rate of older people helped to live at home per 1000 population aged 65 or over was 143.96, which was ranked 1st in Wales. This figure has slightly decreased compared to 2009/10 figure of 152.92.
- In 2011/12 the percentage of assessments started on time was 80.10% (7086 assessments started on time out of 8846), this figure has improved compared to 65.40% in 2009/10.
- The number of adults waiting for an assessment outside of the timescale (28 days) has reduced from 277 in 2009-10 to 65 in 2010/11, but increased in 2011/12 to 127 due to an increase of 574 assessments and the lack of capacity in this area. This is being monitored on a regular basis by senior management in order to reduce the number of adults waiting for an assessment.
- The Gwent Frailty Service commenced in April 2011 and is now fully operational. Some of the early successes show that the team had 227 referrals in the first month, and of those people who are accessing the Frailty service, 60% of users (approx 780 people) leave with no ongoing care needs. These are tremendous achievements and are actively contributing towards keeping people independent and able to live in their own homes for longer.
- The Protection of Vulnerable Adults Team has continued to develop by working closely with the Caerphilly locality office of the Aneurin Bevan Health Board (ABHB) to appoint a Senior Nurse for Continuing Health Care and Safeguarding. As a result the percentage of adult protection referrals completed where the risk has been managed was 90% in 2011/12 compared to 87% in 2009/10.
- However, the rate of delayed transfers of care for social care reasons per 1000 population aged 75 or over was 8.02 and ranked in the lower quartile in Wales, however this has improved compared to the 2009/10 figure of 9.77

Helping Client's manage their finance

Our Client Finance and Property team are responsible for managing money on behalf of clients that have lost capacity to do so for themselves. Their involvement has made a huge difference in the lives of their clients.

In the words of Pauline, a client of the service; *“As soon as you intervened it was good then. My whole life has changed. You’ve done all you can for me.”*

Pauline’s Social Worker Anne-Marie James said; *“Involvement of the team has contributed significantly to her overall health and well-being. Certainly enabled Pauline to move to more appropriate accommodation befitting her needs. It’s certainly removed that on-going anxiety that Pauline had juggling finances, we wouldn’t have been able to achieve that without having that support and management of finances from Caerphilly’s team”.*

Gwent Frailty

The Gwent Frailty programme is an opportunity to prevent people who previously would have gone into hospital for treatment going to hospital. Those people are now able to receive a similar, if not a higher quality of service, in their own homes.

Alfred Stannard, a recipient of the Gwent Frailty service said, *“Here I was surrounded by help and the things they supplied to wash your back and all that sort of thing was out of this world. It made a tremendous difference. They were all so very encouraging. They would come in and look at you and say you’re looking better and it makes a difference. I couldn’t move and getting up was a trial, but now I can get about and do things because of what they’ve done. They teach you to start again. I’d like them to know that their work was successful, helpful and appreciated. I can honestly say I enjoyed having them.”*

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|---|--|
| <p>Improve the Timeliness and Quality of Assessments of the clients needs IO by; We will improve the quality and standards of how we assess adults in the social care system by carrying out more quality assurance of case files and providing staff with regular supervision for support and development.</p> <p>We will continue to improve the timeliness of assessments including Continuing Health Care assessments (CHC), by identifying the triggers for CHC and arranging timely multi-disciplinary meetings, which involves CCBC and Health.</p> | <p>Case file auditing has continued throughout 2011-12, which has identified some good practice in the assessment process, as well as areas for improvement. There are plans in place to refocus the case file audit process, to encourage more peer auditing by practitioners to share good practice. We have introduced new processes that include more qualitative data to improve the quality of assessments.</p> <p>The introduction of the locality CHC panel meeting in 2011-12, which includes staff from ABHB has improved the timeliness of the whole process and the identification of triggers for CHC. CCBC has continued to attend the CHC Locality Panel with ABHB. A capacity issue within Community Nursing</p> |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|---|---|
| <p>We will accurately record and capture the unmet need via the assessments and care plans, to inform future planning of service provision.</p> <p>We will pilot a post-assessment survey to relevant service users following their assessment to gauge the quality of the assessment and identify any unmet need.</p> | <p>Services continues to cause delays in the process and on individual cases.</p> <p>A more robust mechanism was developed to capture unmet need of service users and to inform commissioning for future planning of services. The current assessment forms have been merged with the Care Programme Approach documentation to develop a single Assessment/Care Programme Approach tool. This has eliminated duplication by enabling Community Psychiatric Nurses and Social Workers alike to identify needs through one assessment process.</p> <p>A survey was undertaken in October 2011 with service users following a social services assessment. The purpose of the survey was to analyse the quality of the assessments and to identify any unmet need. 80% of respondents stated that they received the outcome expected from their assessment. Overall, the analysis indicated a 91% positive response from respondents.</p> |
| <p>Reduce Inequities in Mental Health by;</p> <p>We will introduce an integrated service model in partnership with health services and continue to ensure that every service user has a thorough assessment of their need, an appropriate care plan to meet that need and is aware how to access assistance in a crisis.</p> <p>Provide mental health services at an earlier stage for individuals who are experiencing mental health problems to reduce the risk of further decline in their mental health.</p> | <p>Caerphilly CBC and Aneurin Bevan Health Board (ABHB) have been consulted on a draft service model, which will be implemented across Gwent and South Powys in line with the service terms and conditions as set by the Welsh Government. The final model was presented to the Partnership Board in May 2012. The integrated Mental Health strategy for Gwent and South Powys, will include the involvement of service users and carers, was completed in 2011-12, consulted on, and agreed by the Partnership Board.</p> <p>A project manager was appointed to lead and coordinate the next phase of the service integration in partnership with the health service, and a project team established to redesign mental health services within the county borough in line with the draft strategy and the policy implementation guidance from the Welsh Government.</p> |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|--|---|
| <p>Provide care and treatment plans for those receiving Community Mental Health Services (secondary mental health care) and ensure those previously discharged from secondary mental health services have access to those services when they believe their mental health may be deteriorating.</p> <p>Provide services that are recovery based and improves opportunities to access employment, education, training, volunteering and meaningful activities.</p> | <p>Work began to identify suitable work placements for people with mental health problems. Additional support has been provided through the multi-agency partnership to train and develop workplace mentors as an additional support to the clients in the work placements.</p> <p>An agreement has been reached with ABHB and Caerphilly CBC, for the creation of work placements within each organisation, for people with mental health problems. Discussions took place with 3rd sector partner agencies in the development of more outcome focused care plans, to include employment, education and vocational training. As a result, this work has achieved a firm foundation for the development of a fully integrated mental health service.</p> |
| <p>Access to Adult Services by;</p> <p>All residents of the borough know how and where to access clear information, the assessment process and the possible services, and are treated with courtesy and respect</p> <p>We will develop, in partnership with Health Services, a new primary mental health care team working alongside G.P practices. We will ensure the public and every service user is aware how to access assistance for their mental health and has early access to a thorough assessment of their need.</p> | <p>During the period between 1st January 2011 and the 31st December 2011 there were 32,450 contacts recorded at ASDIT (Adult Services Duty Information Team), which is the first point of contact for members of the public. Of the contacts received 19,902 (62%) were dealt with via telephone. ASDIT answered 7,378 (37%) via voicemail. Of the 32,450 contacts recorded at ASDIT 16,833 (52%) were resolved at ASDIT and not progressed to the area teams.</p> <p>In January 2012 the First Access Team based in Caerphilly implemented a central referral point (CRP) Duty Desk system to provide a single point of access for Mental Health Professionals. Screening all new referrals to provide a consistent and speedy response. The First Access Review in conjunction with ABHB has been incorporated into the development of a Primary Care Mental Health Team to be implemented by October 2012.</p> |
| <p>Improve Outcomes for Service Users by;</p> <p>Continue to improve the reduction in</p> | <p>The number of adults waiting for an assessment</p> |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|---|---|
| <p>assessments awaiting start due to a full compliment of staff in all service areas and the re-structuring of services will speed up the allocation process.</p> <p>Pursue a fully integrated service for mental health and learning disability.</p> <p>Implementation of the Frailty Team and the secondment of Social Care staff to the team</p> <p>Review Hospital Discharge Team to improve Service User outcomes and reduce re-admissions to hospital</p> | <p>outside of the timescale of 28 days was 127, which is worst than the previous years figure of 65, due to an increase of 574 assessments and the lack of capacity in this area. Monthly performance management reports continue to be discussed with Senior Mangement in order to monitor and improve this area.</p> <p>Integrated Team Managers within Community Mental Health Team (CMHT) for Adult Mental Health commenced in June 2012. The Central Referral Point has also been established in Ysbyty Ystrad Fawr.</p> <p>The Frailty Programme commenced in April 2011. The Community Resource Team (CRT) Manager was appointed from within Caerphilly Social Services.</p> <p>Meetings have taken place to review the function of the Hospital Discharge team on the opening of Ysbyty Ystrad Fawr. A review of the effectiveness of these changes will be undertaken early in 2012. The review has been completed and an advert for the team manager post has been drafted.</p> |
| <p>Range & Quality of Services Provided by;</p> <p>Develop a commissioning strategy for Older People.</p> <p>Develop options to reconfigure In House Residential homes for Older People and Learning Disability.</p> <p>Implementation of Unscheduled Care Arrangements in line with Frailty Programme via Community Resource Team (CRT).</p> | <p>This has been delayed due to the integration of Commissioning Services across Caerphilly CBC and Blaenau Gwent CBC.</p> <p>In the September 2011 Health Social Care and Well-Being committee, members noted the current issues and developments that impact upon residential care for Older People within the County Borough, and concluded that the current home provision remains as the existing number.</p> <p>The Frailty Programme commenced 4th April 2011 and is fully operational. We seconded an additional 4 Social Workers to the team to deal with the urgent unscheduled social care elements within CRT, working closely with the nurses and medical team to prevent unnecessary admissions to hospital or residential care.</p> |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|--|---|
| <p>Work with Care and Social Services Inspectorate Wales (CSSIW) to develop appropriate standards and regulations for Supported Living.</p> | <p>CSSIW were contacted and conversations held, with the Lead Inspector to look at developing standards for supported living. It was then agreed that this needed to be on an 'All Wales' basis, however there is no current timescale to undertake this.</p> |
| <p>Safeguarding Vulnerable People by;</p> <p>We will use a preventative approach to the Protection of Vulnerable Adults (POVA) by working with Statutory, Independent and Voluntary agency partners. We will work together to improve the quality of the response to abuse referrals by co-ordinating the Protection of Vulnerable Adults process.</p> <p>Improving standards of practice and outcomes for service users to ensure that risks are reduced and managed following POVA intervention. Work with our partner agencies and care providers to improve the consistency and quality of POVA investigations.</p> <p>Promote a preventative approach through training and raising awareness using a variety of methods.</p> | <p>There was regular collaboration between the Service Manager for POVA and the ABHB locality senior nurse for POVA. Good liaison regarding collection of data between CCBC and ABHB administrative leads. A new joint funded POVA co-ordinator post commenced in December 2011, which assisted in this process.</p> <p>POVA co-ordinators attended care provider forum meetings on a quarterly basis. In May 2011, a workshop was held for all the providers to share good practice and discuss the lessons learnt from previous meetings.</p> <p>The POVA team continued to work in close partnership with external agencies, in order to benefit alleged victims of abuse, and to support, reduce risk and repeat referrals of alleged abuse with a view to protecting vulnerable adults from harm and abuse. 90.12% of adult protection referrals completed evidenced where the risk has been managed, 70.30% of POVA strategy meetings held within 7 working days of the alert. Furthermore, 90% of the POVA advice enquiries were completed within 7 working days of the advice given by the POVA team.</p> <p>We continued to prioritise awareness for both our staff and members of the public and held a World Elder Abuse Awareness Day (WEAAD) designated as a corporate event at its headquarters in Ty Penallta and at a public information event in Caerphilly town centre. Posters have been re-distributed to numerous establishments to include, GP Surgeries, Libraries, Community Centres, Leisure Centres and Post Offices. We continue to use News line to inform our residents of awareness events and provide information on how to report</p> |

What difference have we made in 2011/12?

| In 2011/12 we said we would: | What did we achieve in 2011/12? |
|--|--|
| Increase service user representation and feedback through direct engagement in the POVA process. | <p>abuse and receive support. A number of multi-agency training events were provided throughout 2011-12.</p> <p>We implemented recommendations from stage 2 complaints in relation to service user/ family involvement. The progress against these recommendations is discussed regularly in the POVA team meetings. The feedback from service user/representatives is recorded in the case conferences minutes.</p> |

| How we measured our progress | 2009/10 Actual | 2010/11 Actual | 2011/12 Actual |
|---|-----------------------------------|----------------|---------------------|
| How much did we do? | | | |
| The percentage of clients who are supported in the community during the year, who are: a) Aged 18-64 | 97.28% | 96.70% | Deleted for 2011/12 |
| The percentage of clients who are supported in the community during the year, who are: b) Aged 65+ | 89.73% | 89.86% | Deleted for 2011/12 |
| % Of adult clients supported in the community during the year. IO | Replaces the two indicators above | | 91.55% |
| The rate of older people (aged 65 or over): Helped to live at home per 1000 population aged 65 or over IO | 152.92 | 144.58 | 143.96 |
| Number of people awaiting personal care for more than 14 days. IO | New | 13 | 0 |
| Number of people waiting to access day care for more than 28 days. IO | New | 5 | 6 |
| The rate of older people (aged 65 or over): Whom the authority supports in care homes per 1000 population aged 65 or over. | 20.25 | 20.78 | 20.21 |
| The percentage of clients with a care plan at 31st March whose care plans should have been reviewed that were reviewed during the year. | 89.90% | 91.81% | 97.20% |
| The percentage of reviews started within the target start date. | 68.10% | 72.9% | 76.80% |

| How we measured our progress | 2009/10 Actual | 2010/11 Actual | 2011/12 Actual |
|--|-------------------|-------------------------|-------------------------|
| The percentage of Reviews undertaken on time - Mental Health services for younger adults. | 78.90% | 76.9% | 86.60% |
| How well did we do? | | | |
| Number of adults waiting for an assessment outside the timescale (28 days). IO | 277 | 62 | 127 |
| % Of assessments started on time. IO | 65.40% | 71.9% | 80.10% |
| % Of Mental Health assessments completed on time IO | 75.70% | 92% | 88.80% |
| Of those people waiting personal care for more than 14 days, the average number of days outside the timescale IO | | | 0 days |
| The rate of adult protection referrals received during the year per 1,000 population aged 18+ | 3.01 | 3.3 | 2.72 |
| Of the adult protection referrals completed during the year, the percentage that lead to an adult protection investigation. | 99% | 93.6% | (1) 55.10% |
| Of the adult protection referrals completed during the year, the percentage that were admitted or proved. | 38% | 43.9% | 44.60% |
| Of the adult protection referrals completed during the year, the percentage Of referrals completed where the risk has been managed | 87% | 91% | 90.12% |
| The rate per 10,000 adults (aged 18+) receiving a service in the community who receive a direct payment | 144.30 | 164.15 | (2) Deleted for 2011/12 |
| Increase in the number of people claiming support from the Independent Living Fund | 73 | (3) Deleted for 2010/11 | |
| % Contract Monitoring visits undertaken | 100 | (4) Deleted for 2010/11 | |

| How we measured our progress | 2009/10 Actual | 2010/11 Actual | 2011/12 Actual |
|---|-------------------|-------------------|-------------------|
| Is anyone better off? | | | |
| The Rate of delayed transfers of care for social care reasons per 1000 population aged 75 or over | 9.77 | 8.95 | 8.02 |
| Post assessment customer survey results. (% Service users who stated they were happy with the service) IO | | | 91% |
| The percentage of assessments that were service user focused, that clearly indicates the desired outcomes for the service user. IO | | | 85% |
| The percentage of assessments where the risks have been evaluated and managed. IO | | | 70% |

- (1) The performance for 2011-12 has been reduced due to a change in the POVA definition.
- (2) The direct payment scheme is currently under review.
- (3) The Independent Living Fund has currently suspended all applications.
- (4) Deleted due to the lack of benefit of collecting this data.



Other Performance Information



Outcome Agreement 2010-2013

The Council has a 3-year agreement with the Welsh Government (WG) that started in 2010. Our agreement is to improve in the ten key areas listed below as chosen from a list of WG national priorities. Summary details of the agreements and our progress in year 2 (2011/12) is set out below.

| No. | Agreement | Link to Priority | Second Year Assessment (11/12) Assessed as: |
|-----|---|------------------|---|
| 1 | Reduce inequities in health by: <ul style="list-style-type: none"> Developing (in partnership with Health Services), a new primary mental health care team working alongside G.P practices to integrate service Make best use of service users independence and provide opportunities for employment, education and training. | 13 | Partially Successful – we have made good progress with the action plan however of our evidence 3 pieces of performance data have performed less well than the year before. |
| 2 | Use a preventative approach to the Protection of Vulnerable Adults to improve the quality of the response to abuse referrals by co-ordinating the Protection of Vulnerable Adults (POVA) process. | 13 | Partially Successful - we made significant progress in completing our projects (88% action plan complete) however of our 9 measures 6 are below target and we hope to see this improve next year. |
| 3 | To help sustain and where possible increase employment opportunities. | 7 | Successful - We made good progress against our action plan and of our 12 measures 8 exceeded target, 2 did not as affected by the recession. |
| 4 | Children and young people who have emerging needs have these needs met as early as possible in the most appropriate way by taking a more preventative approach to help earlier on before the situation or problem escalates into more intense statutory support. | 4 | Successful – Good Progress was made and the pilot and has now been rolled out to the whole borough. Of the 22 measures 13 met or exceeded target, 5 missed target but improved on last year with 18 outcomes improving overall. |
| 5 | Education Attainment Improves, particularly for learners moving from Foundation Stage to Key Stage 2. <ul style="list-style-type: none"> Address the underperformance of boys Identify as early as possible the individuals and groups most at risk of becoming NEET (Not in Education, Employment or Training) and provide appropriate support | 10 | Successful - Good progress made across all actions and all targets met or exceeded except 1 but this improved significantly on last year. |

| No. | Agreement | Link to Priority | Second Year Assessment (11/12) Assessed as: |
|-----|--|------------------|---|
| 6 | <p>The Safer Caerphilly Community Safety Partnership (SCCSP) will work to:</p> <ul style="list-style-type: none"> • Further develop the anti-social behaviour 'Four Strike Process' • Increase services for victims/witnesses of anti-social behaviour • Raise awareness of services that are provided by the SCCSP and its partners to address anti-social behaviour | 4 | Successful - Although 2 measures did not meet the target the remaining 6 achieved the delivery of the action plan. |
| 7 | <p>Contribution to Climate Change Mitigation</p> <p>There are a range of programmes including working in partnership to introduce energy saving technologies in housing, schools and new builds.</p> | 6 | Successful - Progress for most of the parts that make up this agreement was good in 11/12 catching up on some delays earlier in the year. |
| 8 | CCBC and its partners will enhance the quality and enjoyment of the natural environment for residents of the county borough, through a series of programmes. | 6 | Successful - 6 out of our 8 targets were exceeded and all planned actions delivered. |
| 9 | To increase levels of regular participation in sport and active recreation and create an environment that supports and provides opportunities for enjoyable, safe and healthy activities. | 11 | Successful - Good results against a range of data for increased participation with some categories highest in Wales. |
| 10 | <p>More Efficient And Effective Procurement</p> <p>This is a series of collaborative projects that realise greater negotiating power resulting in greater savings and / or efficiencies than we could have otherwise achieved on our own.</p> | 1 | Successful: The four projects that make up this agreement have realised savings so far, making this agreement successful for 2011/2012. |

Collaboration

We have for many years realised the benefits of collaborative working with other local authorities and other public services throughout Wales, providing better services and choice our Citizens.

Collaborative working is a strong feature in central governments plans. We only enter into collaborative work when the business case shows it is the right thing to do in that we can improve the service and choice available to the public at little or no extra cost or make efficiency savings by sharing resources. Our collaborative working is extensive and below we list a few examples of some of the work we have carried with our partners as well as some longer-term joint working which supports our improvement plan.

Social Services sharing services

Blaenau Gwent and Caerphilly County Borough Council's are leading the way in Wales by working together to create a new integrated Social Services for Blaenau Gwent and Caerphilly county borough residents. Both Social Services Directorates have a long and successful history of working together and recognise the benefits that the development of an integrated service will bring.

The two councils hope that by sharing resources and expertise, they will build on their strengths and improve services for our local communities in the future. The programme's long-term aim is to deliver high quality, resident-focused Social Services to the residents of Blaenau Gwent and Caerphilly county boroughs and in the most effective, focused and efficient way.

It is expected that the integrated services across Blaenau Gwent and Caerphilly will lead to;

Improved outcomes for our citizens by:

- Sharing and learning what works in delivering our services, along with increasing capacity and promoting the sharing of knowledge and expertise amongst staff across both local authority areas.

Reduced costs of providing services by:

- Streamlining our management structures, as there will be a new Social Services Directorate with one management team and Director, which is aimed to be in place for the 1st April 2014.
- Offering services that individually would be too costly to provide, resulting in a wider range of services for citizens.

Better use of existing resources by:

- Redesigning services drawing on each authority's strengths and saving staff time from duplication of tasks across local authority areas.

Gwent Frailty Project

The Gwent Frailty Programme went live in April 2011 and is a joint partnership between Aneurin Bevan Health Board, Torfaen County Borough Council, Blaenau Gwent County Borough Council, Monmouthshire County Borough Council, Newport City Council and Caerphilly County Borough Council. The Programme has been put in place to deliver joined up services and aims to achieve support to people who are frail so that they can live 'happily independent' as long as it is safe for them to do so. The Programme aims to:

- Ensure people have access to the right person at the right time
- Focus on preventative care wherever possible, avoiding hospital admissions
- Reduce the length of time of a hospital stay when admission is necessary
- Reduce the need for complex care packages
- Avert crises by providing the right amount of care when needed
- Co-ordinate communication by providing a named person for all contact.

Since its launch in April 2011, the Programme has seen a number of successes such as:

- The Community Resource Team, which is working well together as one team with the sharing of skills and knowledge. This has subsequently improved the transition of care between different elements of the team.
- A Single Point of Access has been established in Cwmbran and provides a single number for professionals to refer to the resource team. The introduction of a 'Blackberry' has now allowed staff to take calls when "in the field" if needed.
- Work still continues to bring people home from hospital as soon as possible, to support this a rota of discharge liaison nurses have been arranged to visit A&E and the medical assessment units at hospitals each day to identify people who can be sent home with support rather than be admitted to a hospital ward.

Education Attainment Service

Nationally and locally progress with educational attainment has not been as fast as we would like. Government view is that the current systems in place, on an individual local authority basis, are unlikely to significantly change that position. This was highlighted by the secondary school banding information published by WG's Schools Standards Unit in December 2011, which revealed that the region has the highest proportion of schools in the lower bands compared with other regions across Wales. The South East Wales region faces a significant performance challenge, therefore transformation is necessary.

From September, Caerphilly will be part of the new Education Achievement Service (EAS) for South East Wales, which is made up of Blaenau Gwent,

Caerphilly, Newport, Monmouthshire and Torfaen local authorities. The EAS will work with governors, school leaders and staff to improve the learning experiences of children and young people and, through this, enhance their success in national examinations and opportunities for employment.

Each of the partners of the South East Wales Education Attainment Service (EAS) have been developing proposals to work together as part of the integrated service to support and challenge its schools effectively, enhance front line services and make the most of the available resources. Collaboration between the 5 local authorities will bring resilience to the service, amalgamate procedures and policies and share initiatives and benefits through South East Wales.

The key driver for the development of an integrated EAS is the potential to raise standards of attainment in the region's schools further and faster by pooling resources and working together. There is also a drive from the Welsh Government for the development of school improvement services on a collaborative basis.

The 5 local authorities partnering in the EAS have a shared commitment to ensure that by 2015 the creation of the EAS will achieve a significant improvement in educational attainment across the region.

Newport & IT

We have been working very closely with Newport City Council to host the Payroll and Human Resources IT functions for Newport. We have also offered Newport help and assistance to upgrade their human resources software called iTrent (the same version as Caerphilly currently use). We will be offering this service on an agreement basis and we are being reimbursed for the associated operational costs by Newport.

Caerphilly has set up a new "cloud computing" environment specifically to offer ICT services to other public sector organisations from their Tredomen Data Centre. This helps protect jobs and develop staff technical skills in new technologies such as "cloud computing". As we are actively marketing our Data Centre facilities, we are expecting other local authorities to take up our IT hosting services in future.

Heads of the Valley Food Project

In Wales we throw away over 410,000 tonnes of food and drink every year. Authorities throughout Wales have begun to collect food waste from our doorsteps. We now need to use the best technology to treat it.

The Heads of the Valleys Organics Project is a partnership between ourselves, Blaenau Gwent County Borough Council and Torfaen County Borough Council. We have joined forces to find a long-term solution to deal with the food and garden waste we collect from our residents and public buildings. The project aims to identify a suitable company, who we will form a

long-term contract with, to deal with the food and green waste from our three authorities. There is an opportunity for our Partnership to lead by example in managing our waste as a resource and demonstrating our commitment to creating greener valleys and better places to live and work.

Team Around the Family

Targeted family support services provided within Caerphilly county borough will operate on the concept of the Team around the Family (TAF) model. This approach recognises that a family has to be looked at as a whole. What adversely affects one person in the family could impact on other family members. The TAF approach describes a group of people working together to help a family through a period of difficulty and to achieve better outcomes. This group of people include professionals, community support services and extended family members. The concept of TAF emphasises the importance of families and professional agencies working together in partnership.

Employment Support Programmes

We are always seeking new and innovative ways to engage people onto one of our many employment support programmes. We work closely with both our public and private sector partners to help increase employment opportunities for our residents through partnering on programmes that help provide adults and young people with the necessary skills and education to obtain employment. To achieve this we are working with the following organisations:

Job Centre Plus
Careers Wales
Social Services
Women's Aid
Gofal Cymru
Citizen's Advice Bureau
Educ8
ACT
Dare Training
QWEST
GAVO
Flying Start
Family Information Service
Groundwork Caerphilly
Working Links

This is just a sample of some of our joint work, if you would like to know more please contact PMU@caerphilly.gov.uk

Reviewing our Services

- **How the Council assesses itself**

The Council has a wide range of ways in which it assesses its performance. Each Service has a Service Improvement Plan (SIP) detailing the improvement they want to make and uses performance data to check progress regularly. Each Improvement Objective has an action plan that is monitored at our Performance Management Scrutiny Panels, through Cabinet and Management teams. Our Audit committee monitor aspects of performance and we continue to lead the way with our use of PAN Wales performance software in monitoring performance. As well as a risk register each service completes an Annual Governance statement, detailing their financial compliance and emerging risks. Complaints and consultation also form part of our self-assessments. In addition to this the Council has a range of regulators providing external opinions of our compliance. The following section details some of that work and its findings.

- **Other types of Assessment**

Each year the Wales Audit Office (**WAO**) reviews Caerphilly County Borough Council to see if the organisation complies with financial and improvement legislation. The WAO act as the main auditor taking a wide range of information into account from other regulators such as CSSIW the regulator for Social services or ESTYN who regulate Education to gain a full picture of the Authority. They also carry out bespoke and national work throughout the year.

Wales Audit Office produce two reports, one at the start of the financial year called a 'Corporate Assessment' and this tests what arrangements the Council have in place to improve. The second one later in the year is to analyse how we have performed in the previous year. There is also comment on other specific and themed work and these results are also summarised into one overall final report called the **Annual Improvement Report**.

- **The Annual Improvement Report 2011/12**

The current Annual Improvement Report (at the time of publishing our Performance Report) was issued to the Council in February 2012 and is based on how the auditors believe the Council performed in the year 2011/12. The Main Conclusions from this were:

- The Council is continuing to implement its approach to delivering better outcomes and its actions are resulting in improvements in most areas; improving its published reports would clarify for citizens how well the Council is performing.
- The Council has maintained the same Improvement Objectives and is further developing arrangements to support their delivery.
- The Council's performance has improved in most priority areas

- The Council continues to support vulnerable people to maintain independence and services have improved in a number of key areas
- The Council is helping people to develop and has increased the range of services available to learners in Caerphilly against a background of high numbers of young people not in education, employment or training
- The Council's performance in helping to create and maintain the area as a safe, prosperous and pleasant place is mostly good. The Council is addressing weaknesses in how carbon reduction is measured
- The Council has developed a detailed approach to evaluating improvement in services but it does not always present a balanced view of its performance

The WAO then suggested some proposals for improvement as follows:

| New proposals: The Council should | Council Response and Update |
|--|---|
| P1 Improve Welsh language provision on the Council's website. | We acknowledge this as an area for improvement as the service has seen a big increase in demand. We have increased Welsh language capacity for example Face Book is now in both languages and new sections of the web are added in Welsh every month. Plans to introduce training and awareness of an upgrade to translation software is taking place. |
| P2 Complete outcome-based success measures for all objectives and ensure regular, clear reporting. | We believe this is completed. Objectives were reviewed and published for 2012/13 with clear outcomes. Scrutiny meetings (spring and autumn) were used to monitor progress. |
| P3 Improve self-assessment arrangements and performance reporting by: <ol style="list-style-type: none"> 1. Reporting clearly on whether the actions planned to deliver Improvement Objectives have been undertaken and whether targets for improvement have been achieved; 2. Establishing and reporting against outcome-focused measures of success for each Improvement Objective; 3. Presenting a balanced picture of how well the Council has performed in respect of each Improvement Objective, including reporting against all measures; 4. Including a clear self-evaluation in its Performance Report of whether it has met or is progressing satisfactorily towards each Improvement Objective; 5. Providing citizens with more comparative performance and | <p>We are grateful to the WAO for their suggestions for improvement and have developed an action plan to address some of these proposals. Where adopted they have been acted upon, for example;</p> <p>P3.4 Each Improvement Objective now clearly states in our June publication a simple key of red, amber or green to indicate progress. However for P.3.5 we do not believe benchmarking data will help our citizens to judge performance. Most of our evidence is local information and does not have national comparative data. Comparative data is helpful when everyone starts from the same point, in reality no authority does and all have so many differences, that bench marking data does not make true comparison possible for the citizens to judge performance. However, we are happy to provide and sign post data if citizens require it (see page 119 Stats Wales).</p> |

| | |
|--|---|
| <p>benchmarking data to enable them to better judge performance;</p> <ol style="list-style-type: none"> 6. Reporting progress against targets to citizens; 7. Report information on unit costs, activity costs, benchmarks and other financial performance measures to enhance the Council's Performance Report as well as help to identify further opportunities for savings; 8. Evaluate and report on the impact of reduced budgets on frontline services to identify and deal with risks that emerge from disinvestment decisions; and 9. Reporting its performance to the public in a document or documents, which help citizens to understand the Council's performance more easily. | <p>P3.6 Progress against targets is reported internally, however by the time we have yearly data to report we have an actual performance figure and we compare this with previous actual performance, we believe this is a more accurate method of comparing year on year improvement than the use of arbitrary targets. Future targets are reported with our May Priorities so the public can see what we are aiming for.</p> <p>Our action plan to address the proposals is monitored by our Audit committee.</p> |
|--|---|

The Wales Audit Office collate intelligence from all other inspectorate bodies to form a picture of the Authority and comment on a range of inspections within the Annual Improvement Report (AIR). The full AIR for Caerphilly County Borough Council and all other Authorities can be found at: www.wao.gov.uk

Other inspection and performance work carried out for the year 2011/12 are:

| |
|--|
| Themed study - Information Governance |
| Themed study - ICT Technology |
| Themed study - HR & Workforce Planning |
| Themed study - Medium Term Financial Planning |
| Themed study on service area, improvement objective or specific project Scrutiny, governance and accountability |
| Local Government all Wales study 2010-11 – Public engagement |
| Gwent Frailty Project |
| Medium term Financial Planning |
| Risk Assessment of Housing and Council Tax benefit |
| Audit of Improvement Plan 2012 & audit of our Outcome Agreements |

You can contact the Wales Audit Office by e-mailing them at info@wao.gov.uk or writing to WAO 24 Cathedral Road, Cardiff CF11 9LJ

In addition the Director of Social Services produces a report based on a detailed self - assessment on where Social Services' are performing well and where improvement could be made.

This is called the '**Director's Annual Report on the Effectiveness of Social Services**'. Details of the latest assessment can be found on our website and is available in a DVD format or a written report.

[http://www.caerphilly.gov.uk/Directors Annual Report](http://www.caerphilly.gov.uk/Directors%20Annual%20Report)

There was a full ESTYN inspection of the Local Education Authority in 2011/2012 and the findings will be made available towards the end of the year. The dates of our Education for Life Scrutiny are available on our website:

<http://www.caerphilly.gov.uk>

Finance Review 2011/12

During the last financial year the council spent over £312 million providing a range of key services. This page explains where this money came from and how it was spent

Where your money was spent?

Most of the council's money in 2011/12 was spent on our two major service areas – Education and Social Services. The boxes show exactly how the council spends your money across its service areas. The table below breaks down the major service area budgets to show in more detail where the money goes:

| | £m |
|---------------------|---------------|
| Education & Leisure | 131.70 |
| Social Services | 72.80 |
| Environment | 52.50 |
| Corporate Services | 12.80 |
| Miscellaneous | |
| Finance | 42.80 |
| Total | 312.60 |

Capital expenditure

As well as the spending on services outlined above the council has also invested resources in some major capital schemes. These include £10.6 million renovating council houses and £11.5 million on school buildings

Where does the money come from?

The central government Inland Revenue tax system funded most of the money used to provide your services in 2011/12. It came to us in the form of the revenue support grant (67.5%) and from business rates (12.8%). The remainder of the money needed to run services came directly through your local council tax (16.6%) and other grants (3.1%). Further details of the Financial Plan 2011-2012 and the Council Budget 2012-2013 are available on our webpage <http://www.caerphilly.gov.uk/Financial Plan and Budget>

| <i>Education and Leisure</i> | <i>Spend</i> |
|------------------------------|--------------|
| Individual Schools Budgets | £96.8m |
| Leisure Centres | £3.5m |
| Libraries | £3.3m |

| <i>Social Services</i> | <i>Spend</i> |
|------------------------|--------------|
| Children's Services | £19.3m |
| Adult Services | £46.5m |

| Other areas | Spend |
|------------------------------|--------|
| Roads Maintenance | £7.1m |
| Street Lighting | £2.2m |
| Schools Transport | £6.5m |
| Waste Management | £9.4m |
| Street Sweeping & Cleansing | £3.7m |
| Fire Service Levy | £8.5m |
| Loan Charges | £16.5m |
| School Buildings | £11.5m |
| Highways Improvements | £2.3m |
| Renovation of Council Houses | £10.6m |
| Private Housing Grants | £2.9m |

| Source | Spend |
|-------------------------|----------------|
| Revenue Support Grant | £210.9m |
| Share of business Rates | £40.0m |
| Council Tax | £52.1m |
| Other Grants | £9.6m |
| Total | £312.6m |

A Summary of our Performance across Caerphilly 2011/12

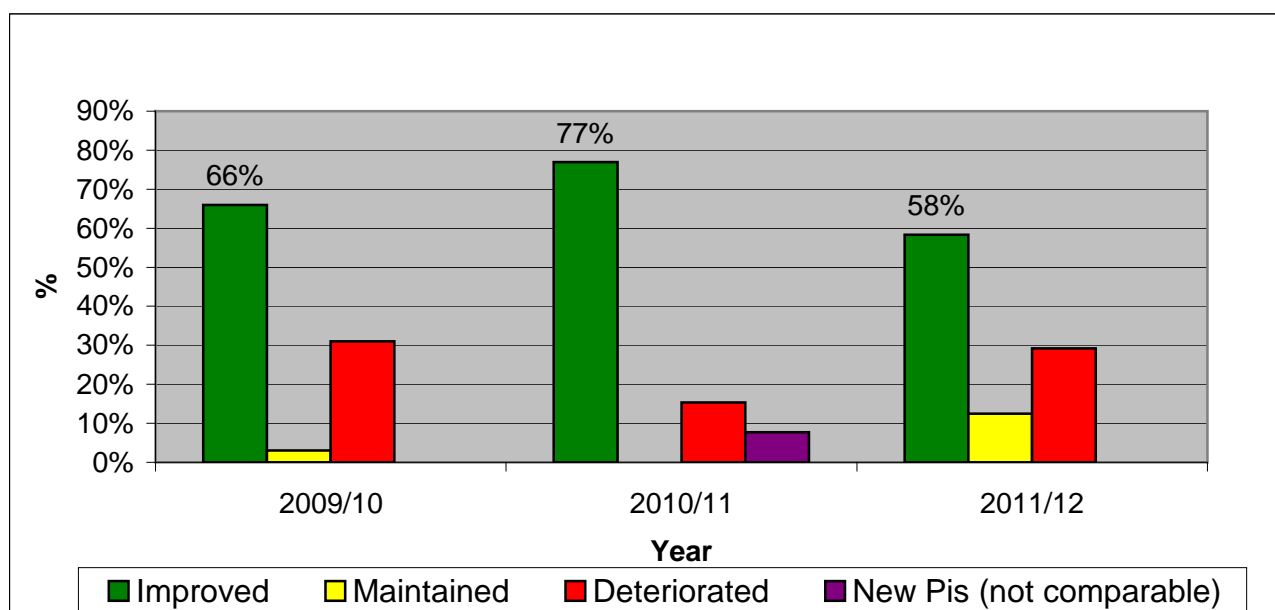
Every year the Council collects a wide range of performance data, which is reported to the Welsh Government. Not all of the data collected is published in this plan. Those indicators used to measure performance within the plan are chosen from a variety of measures, to measure areas such as:

- National Priorities
- Local Priorities
- Public Interest
- Accountability

All National performance data collected by the Welsh Councils is available on the Local Government Data Unit Website, www.dataunitwales.gov.uk and our citizens can compare our performance against other authorities here. Our performance is reported to scrutiny committees every 6 months and is available on the Councils website, www.caerphilly.gov.uk under the section Council and Democracy. Additionally we also report a large amount of data to other departments within Welsh Government and they display this data on their website www.statswales.gov.uk, for all 22 authorities so members of the public can get further information and make comparisons across Wales.

Summary of 2011/12 National Performance

All 22 Councils across Wales collect a set of National indicators called National Strategic Indicators and report them to the Welsh Government annually. There are 24 National Strategic Indicators in total and the following chart shows how Caerphilly has performed over the last 3 years.



The 24 National Strategic Indicators are broken down into six main themes;

- Education
- Social Care
- Housing
- Environment and Transport
- Planning and Regulatory services
- Leisure and Culture

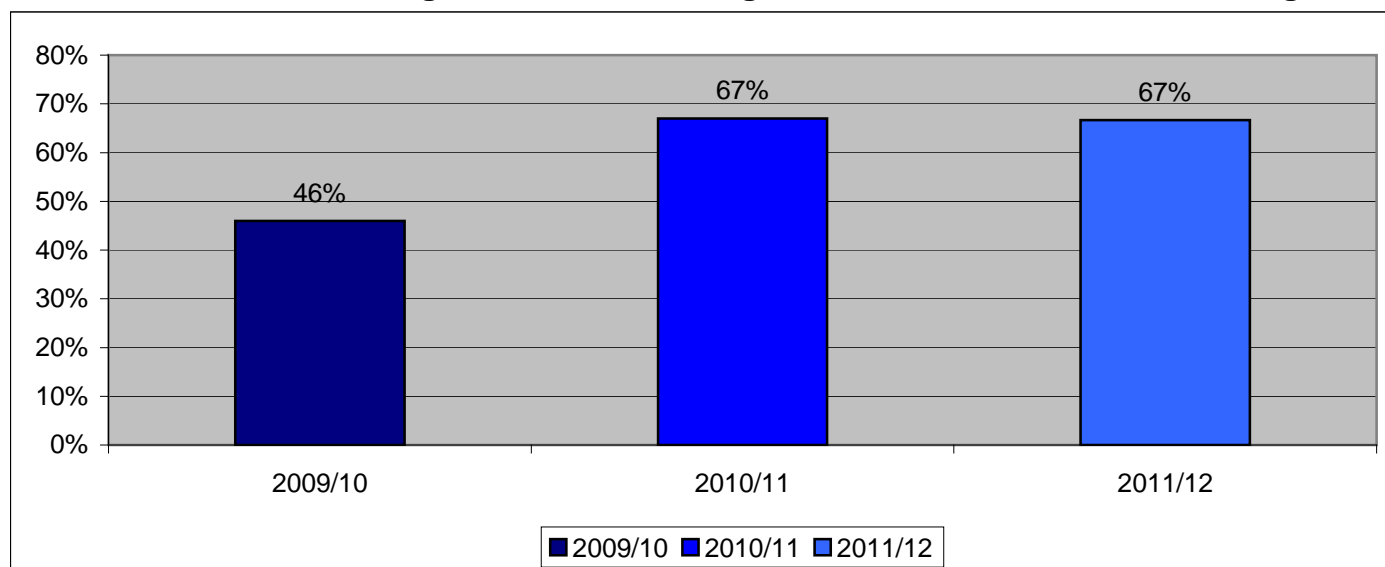
2010/11 performance saw a 11% increase across the indicators in the six main themes and although there is a decrease in performance this year many of these indicators are now at their highest possible performance given the current financial constraints. 14 indicators improved in 2011/12, 3 maintained their performance and 7 deteriorated.

80% of the Education indicators improved compared to the previous year 2010/11, 75% of Housing and 38% of Social Care improved, with 13% of social care national indicators staying at the same performance. 50% of the Environment and Transport Indicators improved and a 100% of the leisure and culture indicators improved.

National Performance

These 24 indicators are also used by Welsh Government to compare local authorities using the All Wales Average figure. The Welsh Government, using the data collected from all 22 authorities, calculates this. The following chart shows our performance in the National Strategic Indicators when compared to the All Wales Average. Despite some levels of achieved in 11/12 Caerphilly has sustained its comparative levels against the all Wales Average and is performing well nationally.

% of National Strategic Indicators meeting or better than the All Wales Average



This year 19 extra indicators called Public Accountability Measures (PAMS) were introduced. Next year, when we look at the overall picture, we will include this in our analysis for 2012/13.

National Strategic Indicator Table 2011/12

Education

| Indicator | Actual 2009/10 | Actual 2010/11 | Actual 2011/12 | All Wales Average 2011/12 |
|--|-------------------|-------------------|-------------------|---------------------------------|
| The percentage of all pupils (including those in local authority care) in any local authority maintained school, aged 15 as at the preceding 31 August who leave compulsory education, training or work based learning without an approved external qualification. EDU002i | 0.98% | 0.9% | 0.36% | 0.54% |
| The percentage of pupils in local authority care in any local authority maintained school, aged 15 as at the preceding 31 August who leave compulsory education, training or work based learning without an approved external qualification. EDU002ii | 0% | 0% | 0% | 3.48% |
| The average point score for pupils aged 15 at the preceding 31 August, in schools maintained by the local authority. EDU011 | 351.6 | 382.1 | 403.64 | 424.35 |
| Percentage of final statements of special needs issued within 26 weeks, including exceptions EDU015a | 74% | 77.8% | 95.77% | 73.3% |
| Percentage of final statements of special needs issued within 26 weeks, excluding exceptions EDU015b | 83.9% | 90.9% | 100% | 94.37% |
| The number of visits to local authority sport and leisure centres during the year per 1,000 population where the visitor will be participating in physical activity LCS002 | 6,420 | 6,457 | 6,634.77 | 8,760.86 |
| The number of visits to Public Libraries during the year, per 1,000 population LCL001b | 4,212 | 4,319 | 4,651.92 | 6,047.57 |

National Strategic Indicator Table 2011/12

Social Services

| Indicator | Actual 2009/10 | Actual 2010/11 | Actual 2011/12 | All Wales Average 2011/12 |
|---|-------------------|-------------------|-------------------|---------------------------------|
| The rate of delayed transfers of care for social care reasons per 1,000-population aged 75 or over. SCA001 | 9.77 | 8.95 | 8.02 | 5.03 |
| The rate of older people supported in the community per 1,000 population aged 65 or over at 31 March SCA002a | 152.92 | 144.58 | 143.96 | 78.60 |
| The rate of older people whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March SCA002b | 20.22 | 20.78 | 20.21 | 21.35 |
| The percentage of children looked after at 31 March who have experienced one or more changes of school, during a period or periods of being looked after, which were not due to transitional arrangements, in the 12 months to 31 March. SCC002 | 8.6% | 7.9% | 8.58% | 12.19% |
| The percentage of young people formerly looked after with whom the authority is in contact at the age of 19. SCA033a | 100% | 94.4% | 96.67% | 92.58% |
| The percentage of young people formerly looked after with whom the authority is in contact, who are known to be in suitable, non-emergency accommodation at the age of 19. SCC033b | 91.7% | 100% | 93.10% | 90.88% |
| The percentage of young people formerly looked after with whom the authority is in contact, who are known to be engaged in education, training or employment at the age of 19. SCC033c | 37.5% | 70.6% | 41.38% | 52.21% |
| The average external qualifications point score for 16 year old looked after children, in any local authority maintained learning setting. SCC037 | 133 | 230 | 182.59 | 193.14 |

National Strategic Indicator Table 2011/12

Environment

| Indicator | Actual 2009/10 | Actual 2010/11 | Actual 2011/12 | All Wales Average 2011/12 |
|--|-------------------|-------------------|-------------------|---------------------------------|
| The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months. HHA013 | 95% | 90.2% | 84.05% | 60.46% |
| The average number of calendar days taken to deliver a Disabled Facilities Grant. PSR002 | 396.8 | 390 | 331.13 | 326.03 |
| The percentage of Private Sector Dwellings that have been vacant for more than 6 months at 1 April that were returned to occupation during the year through direct action by the local authority. PSR004 | 3.1% | 4.11% | 4.63% | 4.62% |
| The percentage of municipal waste collected by local authorities sent to landfill. WMT004 | 52.74% | 46% | 39.67% | 44.73% |
| 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. WMT009 | - | 51.38% | 55.91% | 48.53% |
| The percentage of reported fly tipping incidents cleared within 5 working days. STS006 | 98.97% | 98.94% | 98.34% | 91.36% |
| The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year. PLA006 | 33% | 32.59% | 32.59% | 26.06% |
| Percentage reduction in carbon dioxide emissions in the non domestic public building stock. EEF002 | 33% | 3.18% | 3.18% | 4.20% |
| The percentage of adults aged 60 or over who hold a concessionary bus pass. THS007 | 87.8% | 90.06% | 87.85% | 82.63% |

Contact Details

We welcome your views on what information you would like to see and how you would like to see it reported.

Please contact me on the details below if you would like to give feedback on the document itself or if there is any information you think could be included for the future.

Should you want further information regarding the contents of this document please contact:

Ros Roberts – Performance Manager
Performance Management Unit
Caerphilly County Borough Council
Penallta House
Ystrad Mynach
Hengoed
CF82 7PG
Tel: 01443 864238
E-mail: roberr@Caerphilly.gov.uk

This document is also available in different languages and formats upon request. Further information can also be found on our website: www.Caerphilly.gov.uk/

Our Regulators Contact Details

All Council Services are regulated through a series of inspections. More information can be their reviews and inspections can be found at the following web addresses of the different regulators.

| | | |
|-----------------|--|--|
| All Services | Wales Audit Office (WAO) | WAO.gov.uk |
| | PricewaterhouseCoopers (PWC) | pwc.co.uk/ |
| Social Services | Care and Social Services Inspectorate for Wales (CSIW) | CSIW.Wales.gov.uk |
| Education | Estyn | Estyn.gov.uk |