



Caerphilly  
County  
Borough  
Council's  
Annual  
Performance  
Report  
2014/15  
Summary

November 2015

Mae'r ddogfen hon ar gael yn Gymraeg, ac mewn ieithoedd a fformatau eraill ar gais.  
This document is available in Welsh, and in other languages and formats on request.

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## Introduction by the Leader

Council Leader:

Cllr. Keith Reynolds



I am pleased to present a summary of our Performance for 2014/15. This year we received a positive report from the Wales Audit Office and one which is testament to the hard work that has been carried out by the Council over the past two years. We do recognise there are still a few shortcomings and we will work hard to focus on these going forward”.

Our picture compared to the rest of Wales was mixed, using the Welsh Government 43 measures that cover areas such as, Social Services, Education and the Environment. Across Wales for 2014/15 Caerphilly had 12 measures ranked in the ‘upper quartile’ of councils, including five which were the best in Wales mainly in social care. 18 of our measures ranked in the ‘middle quartile’ with 12 measures in the ‘lower quartile’ compared with other authorities.

As far as achieving our priorities we are clearly pleased that the council has delivered on 4 of its 6 Improvement Objectives for 2014/15, and 2 are partly achieved, with fuller details available in the summary and full plan.

I would like to thank everyone who is involved in making our services better for the public and I look forward to seeing the positive results we want to achieve in the future.

A handwritten signature in black ink that reads "K. V. Reynolds". The signature is written in a cursive style with a large loop at the end of the name.

The full report is available at <http://www.caerphilly.gov.uk/My-Council/Strategies,-plans-and-policies/Improvement-Plan> or from Council Offices and libraries.

## Meet the Members of our Cabinet



Cllr Keith Reynolds  
Leader of the Council



Cllr David Poole  
Cabinet member for Housing



Cllr Robin Woodyatt  
Cabinet member for Social Services



Cllr Ken James  
Cabinet member for Regeneration, Planning and Sustainability



Cllr David Hardacre  
Cabinet member for Performance and Property



Cllr Christine Forehead  
Cabinet member for Human Resources and Governance/  
Business Manager



Cllr Tom Williams  
Cabinet member for Highways, Transportation and Engineering



Cllr Nigel George  
Cabinet member for Community and Leisure Services



Cllr Barbara Jones  
Deputy Leader and Cabinet member for Corporate Services

The Council comprises of 73 elected Councillors who have a wide variety of roles including agreeing the Council's policy framework, Council Tax and budget. Each Councillor is elected to represent a specific area (Electoral Ward) and normally serve a four year term of office. A Councillor has a number of roles and responsibilities and they need to balance the needs and interests of their local community, political party or group and the priorities of the wider County Borough. Councillors are community leaders and their duties typically include; holding surgeries to meet with their constituents, supporting local organisations (e.g. schools, businesses and charities), campaigning on local issues, developing links with all parts of the community and being a community leader. To find your Council representative please go to the Caerphilly County Borough Council website, where you can find and contact your Councillor.

## Our Financial Summary 2014/15

The Authority plans and approves its budgets on a 3 year medium-term financial planning cycle, which gives consideration to historical trends and spending patterns, national and local initiatives and access to multiple funding sources, some of which change year-on-year.

Our main principles to date have been to safeguard services we provide, jobs and to provide improvements to our communities, its people, our infrastructure and surrounding countryside, whilst ensuring a prudent approach to financial decisions. In recent years, we have faced financial constraints that have, in some services, changed the way we do things (sometimes referred to as planned savings and disinvestments).

The financial outlook continues to be bleak and on top of significant savings already delivered in recent years, the Council has been working hard in recent months to identify further savings of £26m to enable balanced budgets to be delivered for the 2016/17 and 2017/18 financial years. Unfortunately, recent announcements by the UK Government on public expenditure suggest that the financial situation may worsen which will require even more savings to be found.

The Council's Cabinet will receive a report in October 2015 outlining draft savings proposals for the 2016/17 financial year. These proposals will then be subject to a period of consultation ending in January 2016, with firm budget proposals being put to Council in

February 2016. The Authority manages two main categories of finances i.e. **revenue** (every-day running costs for services) and **capital** (specific costs for updating and maintaining key assets and implementing major new projects).

The table opposite provides a summary of revenue budgets and revenue expenditure for the period 2013/14 to 2015/16.

Expenditure (£m)	2013/14		2014/15		2015/16
	Budget	Spend	Budget	Spend	Budget
<b>Corporate Services</b>	<b>70.26</b>	<b>56.98</b>	<b>68.26</b>	<b>57.57</b>	<b>66.14</b>
<b>Education</b>	<b>128.23</b>	<b>128.90</b>	<b>127.30</b>	<b>125.92</b>	<b>127.42</b>
<b>Community Services</b>	<b>60.37</b>	<b>59.94</b>	<b>58.16</b>	<b>57.31</b>	<b>54.74</b>
<b>Social Services</b>	<b>78.61</b>	<b>76.74</b>	<b>78.31</b>	<b>74.59</b>	<b>77.32</b>
<b>Total Net (£m)</b>	<b>337.47</b>	<b>322.56</b>	<b>332.03</b>	<b>315.39</b>	<b>325.62</b>

The table below summarises the key cost pressures and investments that were included in the 2014/15 revenue budget.

Service Area	Amount	Description
All	£3.8m	Whole Authority cost pressures including inflationary increases and revenue support for the Council's Capital Programme
Social Services	£1.0m	Additional funding to meet the increasing demand for services.
Corporate Services	£0.1m	Welfare Reform Implementation Costs

Capital (£m)	2012/13		2013/14		2014/15
	Budget	Spend	Budget	Spend	Budget
Education	25.81	10.86	22.51	7.05	1.42
Highways	12.04	9.14	10.96	6.54	4.83
Housing Stock (Public)	21.59	14.32	14.65	14.65	27.50
Private Housing Grants	4.03	4.03	3.85	3.73	2.47
Social Services	1.08	0.46	1.23	1.10	0.30
Community & Leisure	1.42	0.72	4.37	2.05	0.94
Other	18.26	14.77	22.94	18.02	3.50
<b>Total (£m)</b>	<b>84.23</b>	<b>54.30</b>	<b>80.51</b>	<b>53.14</b>	<b>40.96</b>

As part of our Medium-Term Financial Plan (MTFP) we had already achieved savings in advance of the 2013/14 financial year totalling £5.213m. This enabled a balanced budget to be delivered for 2013/14 with no requirement for further savings made during the year.

**Capital Expenditure** varies year-on-year and budgets are allocated from specific funding sources.

This table provides a summary of capital budgets and capital expenditure for the period 2012/13 to 2014/15: -

The 2013/14 capital under-spend of £27.37m is due in the main to delays in progressing schemes. This was similar to the situation at the end of 2012/13. The under-spend will be carried forward into the 2014/15 financial year to ensure that schemes can be completed.

**Further details of Council finances are available on our website: [Add address of Caerphilly Finances](#)**

## Listening to our Customers



Over the last 2 years the most significant growth in internet usage has been in the use of tablet devices, particularly amongst older users. Our website has now been redesigned so that it works better on tablet devices and smart phones and over half our website visits are now on tablets and mobile devices.

During 2014 there were 12 million hits on our websites including 8.6 million on the main CCBC site and 1.2 million on the Leisure Lifestyle site. Visits to our website have grown by 40% since 2011. In UK \* wide benchmarking of local government websites our website has been in the top 10 for customer satisfaction for the last 5 years and was the 4th best in the UK for information and service finding. We still receive much contact by phone with over 1.9 million calls last year, 82% of which were answered within 20 seconds.

As part of the Medium Term Financial Plan Councillors have recognised the importance of local offices where customers can deal with the council in-person. As a result they have decided to retain the Council's local presence of Customer Service Centres and Libraries. However, to reduce costs opening times will be reduced and the Blackwood Customer Service Centre will move into Blackwood Library to match the services provided in Caerphilly, Bargoed and Risca town centres.

Satisfaction with the Customer Service Centres and the Contact Centre has consistently been above 90%. The December 2014 survey showed 95% of visitors to Customer Service Centres satisfied or very satisfied with the service provided in the centre, 92% were satisfied with the overall service provided (including back office actions and service delivery) and 86% thought that the waiting time was acceptable. 92% of customers were satisfied or very satisfied with the Contact Centre service.

\* Source SOCITM (The Society of IT Management) called *Better Connected* April 2015

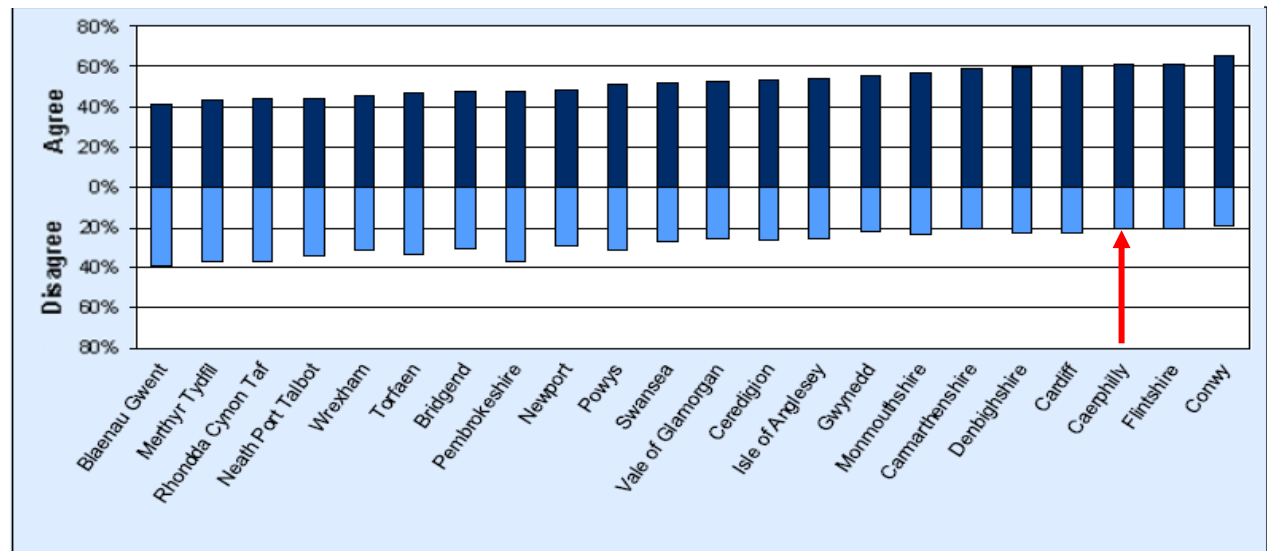
## National Survey for Wales

The National Survey for Wales is a face-to-face survey of people across Wales run by the Welsh Government. Each year over 14,000 people aged 16 and over are asked for their opinions on a wide range of issues affecting them and their local area. Respondents are selected at random to ensure the results are representative. The most recent survey was April 2014 – March 2015 and extracts are shown opposite. The full details are available from the Welsh Government website.

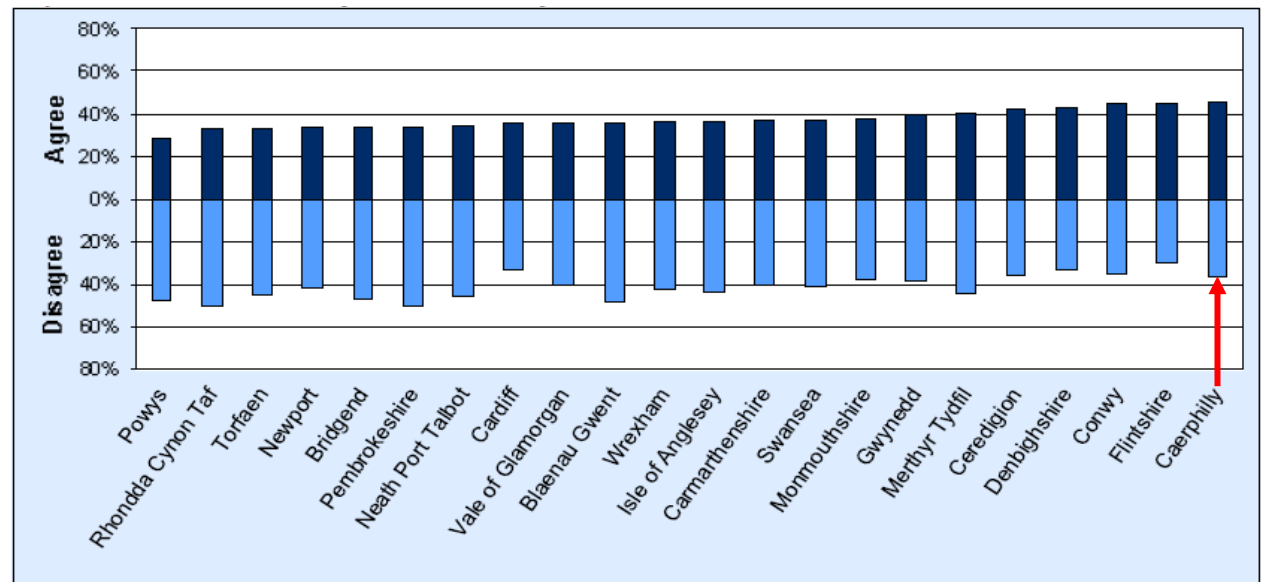
Of the whole survey 53% of respondents agreed that their council provides high quality services, a lower proportion than in 2012-13 and 2013-14 when in both years, 57% agreed with the statement across Wales, however the Caerphilly figure stayed above this year's Welsh average at 61% (although this was down on last year's figure of 66%).

In 2014-15, a new question was included on whether people agree or disagree that their council 'does all it can to improve my local area'. The proportion agreeing that their council does all it can to improve the local area varied from 29% in Powys to 45% in Caerphilly.

Proportion of people who agree or disagree that their council provides high quality services, by local authority.



Proportion of people who agree or disagree that their council does all it can to improve the local area, by local authority.





**The following sections of our summary gives the reader an overview of how our directorates performed in 2014/15.**

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Chris Burns  
Interim Chief Executive

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Nicole Scammell  
Acting Director  
Corporate Services

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Christina Harry  
Director Education  
and Community  
Services

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Dave Street  
Director Social  
Services

# 1. Directorate Chief Executive

## Statement of Overall Performance for 2014/15

The Chief Executive service covers **Regeneration and Planning Services** and **Housing Services**.

We have been busy this year applying for funding to improve a range of environmental aspects, for example we submitted an application for Rural Development Programme funding up to 2021 and this Partnership proposal with Blaenau Gwent Council should result in some £2.6m of funding being made available to improve Rights of Way and land management in a number of projects, including tackling invasive plant species. Works have been undertaken such as introductions of plants and bugs to benefit our uplands and pollinate further plant life.

Parc Cwm Darran retained Green Flag Status (The **Green Flag Award** is the benchmark national standard for parks and green spaces in the United Kingdom to recognise and reward green spaces that met high standards) and we have undertaken or supported a wide variety of some 50 events, throughout the borough, including walking, biodiversity and seasonal events at countryside locations. The effects from the introduction of car parking charges at country parks is being monitored, however, it is providing an income stream for the Authority.

A study has been undertaken to identify climate change impacts across all of the Authority's 18 services. Our education for **Sustainable Development** work has led to 71% of our schools (64 of 90) achieving Green Flag status under the Eco Schools scheme. Sixteen schools have achieved a Platinum Award by maintaining their Green Flag status for at least 8 years.

We noticed a definite improvement in investment and potential investment levels in the County Borough and all funding for grants has been fully used during the year and targets for creating and safeguarding jobs and the number of social enterprises created were all exceeded. However it was disappointing that Welsh Government refused to support an extension to the EU funded Local Investment Fund scheme which helped us to exceed those targets.

Unfortunately our Information Communication and Technology support and help to ICT companies stopped in October 2014 as we were no longer able to provide a service and the Go2 project (an online hub to direct internet users to shops in a range of valley towns) had to be closed as there is no longer a team to offer these services.



Two youth employment officers were funded by **Communities First** to support young people aged 16-24 to access volunteering, training, Jobs Growth Wales opportunities and employment. From April 2014 to March 2015, 429 young people have been supported. Of these, 101 have secured placements and 105 people entered employment. We employed two digital inclusion officers to help people gain essential basic IT skills and 641 people were supported to get online and learn basic IT. The team have supported 257 people to gain employment related qualifications and 171 people into work.

In tourism and events we held a number of new events and delivered some old favourites, which drew thousands of people together from in and outside the Borough, including the Caerphilly Food Festival, Caerphilly 10k Run, Blackwood Beach Party (June), Welsh Model show at Llancaiach (July) and the Big Cheese weekend (July). In August the Council opened a major new exhibition at the Winding House Museum and Heritage Centre to mark 100 years of the commencement of the First World War. 'Our Duty to Bear' was well received and continued to attract new visitors and audiences. Blackwood Miners Institute held a number of new and exciting performances, which saw a rise in visitor and audience numbers. The Council's core events programme generates a gross economic impact of £2.2m for the economy of the Borough sustaining up to 50 jobs and are staged with the support and partnership of external organisations to generate activity and footfall in our town centres.

The town centre events help to increase larger numbers of visitors in our town centres and added 3% extra to our yearly visitor figures for Caerphilly town. Tourism now brings in £113m (a 6% increase from 2013) with 1.71m visitors during the year (an increase of 2.6%). The number of visitors to Llancaiach Fawr, Winding House Museum, Cwmcarn and Visit Caerphilly was 546,622 nearly 17.5% above target.

Our industrial units still have high occupancy levels, particularly compared to the private sector. Overall, 93.4% of all our industrial units and offices were occupied, which was slightly down on target, however we hope new marketing and promotion and new offers will help address this decline. There was recognition of the infrastructure improvements made to Bargoed and the project was awarded "highly commended" by the Institution of Civil Engineers (ICE) Wales. In partnership with the "Memo" Trustees and the allocation of over £1.6m in EU funding helped to reinvigorate these nationally important buildings and re-establish them as a central hub for social, heritage and learning activities within the community.

Although during 2014/15 retail tenancies were agreed with Greggs and Subway, negotiations are ongoing with a number of national retailers. However, confirming any private sector commitment to the unoccupied units continues to be difficult in the current economic climate.

Within our Planning Services the number of additional affordable housing units provided during the year as a percentage of all additional housing units rose from 42% in 2013/14 to 47% in 2014/15 partly due to an improvement in economic conditions.

## Housing

This year the % of tenants satisfied with the Housing Allocations and Letting Service was 90.16% and satisfaction with overall Rent Services (rating good/very good) was 89.89%. Tenant satisfaction with general condition of the property was 75.66% and with their new home was 73.12%. Tenancy Support Officers provide advice to households to help them reduce their expenditure; this will include assessments and help with utilities such as water savings.

In 2014/15:

- The number of council tenants affected by welfare reforms that were visited in their own homes and provided with advice and support to minimise the impact of the changes was 2,309 and the number of council tenants referred for money and debt advice as a direct result of face to face support on the impact of welfare reforms was 187.
- We were able to help tenants with support to generate financial savings (due to the affect of welfare reform) of £283,152.

We improved access to services and support for those in need, better accommodating face to face or home visit support and have been showcased as an example of best practice by the Citizens Advice Bureau (CAB) for the support offered to our tenants in relation to welfare reform.

We put in place a new way to deliver a service for our elderly persons within our sheltered housing schemes and by providing a floating support service to other elderly persons residing in Council housing within the communities.

The Housing (Wales) Act introduced new legislation for homelessness with an increased focus on homeless prevention and the requirement for Local Authorities in Wales to provide support and advice to all those threatened with homelessness. The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months was 91% in 2014/15 (329 people out of 362).

We reduced our dependence on the use of Bed and Breakfast accommodation for homelessness purposes in partnership with the development of a new 18 unit supported facility. We were successful in securing £1.6m of social housing grant funding to assist with a smaller properties scheme involving twenty two, 1 and 2 bed properties to assist those households affected by welfare reform. Our ongoing mortgage rescue programme assisted 5 families to remain in their homes following the threat of repossession. We assisted 250 homeowners to undertake essential repairs and improvements via the Council's grant, group repair and loan programmes. The Housing (Wales) Act introduced legislation applicable to the Private Rented Sector, whereby landlords will now be required to register and where necessary, undertake training to ensure they are fit and proper persons to let properties and manage tenancies within Wales.

Our Local Housing Market Assessment was completed last year, this was a significant piece of research to establish housing demand and needs within our borough, including the type, size and location of properties. This information will help us plan for providing new homes.

The **Housing Repairs** Team completed approximately 34,000 repairs last year to the Council's housing stock, with 96% of these being carried out by appointment at a date and time that was convenient to our tenants. An increased number of customer satisfaction surveys were conducted which revealed that 98% of tenants were satisfied with the level of service received.

We brought 1,000 empty properties back into use and as part of our CCBC apprenticeships we added a further 5 apprentices in 2014/15 (to the 7 in 13-14) to provide training opportunities for young people with the prospect of securing permanent employment. A new Handy Person Scheme has been introduced which is available to all tenants above the age of 60 years and to those with a disability. This service also assists tenants with DIY tasks within the home.

We maintained the level of 'enquiry to approval times for **Public Sector Housing Adaptations**' for two consecutive years at 67 days. This is where we help people adapt their house to deal with a range of issues such as disability. However, we faced challenges to maintain high levels of tenant satisfaction with the general condition of their properties/new homes and we experienced an increase in issues when dealing with rent arrears compared to 2013/14, so we will look at improving this for the coming year.

In **Private Sector Housing** we maintained our period of waiting time from enquiry to when we approve a Disabled Facilities Grants (DFG), at 156 days for two years running, however the average number of days taken to complete the work went from 292 to 302 days. Our files show that during 2014/15 we undertook several of the more complex adaptations and also some that required more than one adaptation to assist the client. We also had less complex cases to complete this year that were quicker to turn around. We are actively undertaking a review of our practices in an effort to reduce our waiting times.

## 2. Directorate of Corporate Services

### Statement of Overall Performance for 2014/15

The Directorate of Corporate Services has a number of services, both frontline services to the public, such as Customer Services, Housing Benefits and areas that provide support to others from Finance and Information Communications and Technology (ICT) to looking after property and Human Resources for people support. We have up to 552 employees across the Directorate helping to support citizens in a wide range of ways.

We worked hard to promote the work undertaken by the Authority including for 2014/15 extensive engagement with the Public about the Budget proposals for 2015/16. In addition, We launched a new up to date public friendly website and hope this will make it easier (and more cost effective) for citizens to get information about the Authority's services.

To improve access to further information we began webcasting Council meetings towards the end of the financial year and since the live launch we have had 807 views in total. We had a follow up to the Corporate Governance inspection by the Wales Audit Office in January 2015. They recognised the good progress made by the Authority in improving its governance arrangements with a small number of outstanding proposals due to be completed by the end of 2015.

We are carrying out a full review of Scrutiny arrangements (this is meetings where Councillors can hold the decision makers to account) to improve on the way this works.

A key challenge now and in the coming years is the need to continue to provide financial information and lead in respect of the challenges to the Medium Term Financial Plan (MTFP) and reduction to the Authority's Capital Programme. The period of austerity continues so further savings will be required for the next 4 to 5 years. These savings will impact on how we provide our services. The financial outturn position for the Authority for 2014/15 showed all Directorate areas spending within budget, in addition a balanced budget was set by Council in February for 2015/16. Hence, we have a sound basis to proceed with what will be a much more challenging period.

During 2014/15, we made progress on building a £20m Welsh medium campus at St Ilan for pupils aged 3 to 18 years of age. This school is scheduled to open on time and within budget. There are a number of challenges moving forward as there is a need to reduce the Authority's assets as the cost of running and maintaining these number of assets is not sustainable. We are developing a programme to streamline our buildings beginning with the Council decision to close our offices at Pontllanfraith House making better use of our building assets.

We have developed and put in place a range of new policies, specifically relating to managing the workforce down to deliver the savings required to balance the budget. Costs associated with redundancy and severance costs as reported by the Wales Audit Office were the lowest amongst Welsh Local Authorities, but there is more work required to continue to manage the workforce down. It is thought that over 230 posts will need to be saved in the next 2 years.

A range of services have worked together to help deliver the Authority's £200m Welsh Housing Quality Standard Programme. Workers have been equipped with advanced mobile devices to enable them to spend more time out of the office providing customer based services. There has been a big increase in local contractors applying for business electronically and successfully securing contracts. 37 local contracts were awarded at an estimated value of £25m, whilst also creating social and economic benefits across the Borough. More recently we have supported the development of a consortia which has seen four local small contractors working together in order to secure work.

We have had a busy year with our equalities and welsh language work and further information is available from [www.caerphilly.gov.uk/equalities](http://www.caerphilly.gov.uk/equalities).



# 3. Directorate of Education & Community Services

## Director's Statement of Overall Performance for 2014/15



This Directorate is made up of a diverse range of services, which impact upon the lives of all of our citizens, whether that is educating our children within the 92 schools or maintaining the parks or ensuring the roads are kept in a safe condition. This year the Directorate has performed well with many of our services reporting overall improvements. However, areas which we need to focus upon in future years to ensure we improve at a more rapid pace, include: education attainment, children under 11 swimming levels and our recycling performance.

Looking at Education, we have improved attendance within primary and secondary schools year on year, however we are not improving as quickly as the rest of Wales. In 2013/14 at secondary level we achieved 92%, whereas the Welsh average was 92.6%.

There has been no permanent exclusions in primary schools for two consecutive years, and at secondary the positive downward trend that has taken place for the last 8 years has been maintained. At both primary and secondary there has been a decrease in the number of fixed term exclusions as well as a reduction in the number of days lost due to exclusions.

For attainment, there has been an increase across all Key Stages in Maths, Welsh and English and positively the % gap between the % of boys and % of girls achieving the Core Subject Indicator (CSI) which includes English/Welsh, Maths and Science has reduced considerably from 8% to 4% at Key Stage 4 (15-16 years of age). Pupils achieving the Level 2+ Threshold (the old 5 GCSE's A\*- C including English/Welsh and Mathematics) improved by 1.3%, with an ambitious target for further improvement set for 2014/15.

At Key Stage 4 performance is adequate and key indicators are ranked between 17<sup>th</sup> in Wales (Level 1 threshold) and 21<sup>st</sup> (Level 2 threshold and Capped Points Score). Although the performance is improving, the rate of improvement means that the position of the Authority within Wales is being maintained. Performance in the earlier years (Foundation Phase) is good, continuing to be above the Welsh average for all indicators.



At Key Stage 2 (10 to 11 years of age), in English / Welsh, performance in speaking and listening and reading are above the national averages, but writing is slightly below. At Key Stage 3 (12 to 13 years of age), speaking and listening, reading and writing results are lower than those nationally, and secondary schools are being challenged to show improvements in this area. Other services we provide to help young persons well-being were judged as good by Estyn. High quality Child Protection training is mandatory for all service areas working with children and young people and there is good support for learners in understanding how to keep them safe.

Estyn highlighted the need to reduce surplus places within our schools, with a particular focus on secondary schools. For the Primary Schools sector, there has been a reduction in surplus places of 5.1 percentage points over a 3 year period from 19.02% in 2012/13 to 13.92% in 2014/15. In the Secondary School sector, surplus places remained the same as 2012/13 and 2013/14, at 18.62%. In 2014/15 the figure increased to 22.76%, however this is due to the opening of a new Welsh Medium Secondary School site, which is undertaking a phased enrolment.

The number of learners achieving Basic Skills qualifications through Adult Community Learning has increased from 259 in 2012/13 to 344 in 2014/15 and in Youth Services the number of young people engaged has fluctuated over the last 3 year period, which is reflective of the types of projects that have been delivered by the service. In 2012/13, participation peaked at 8,376, which calculates to 42% of the 11-19 year old population engaging with the service, in 2013/14 this reduced to 34% and in 2014/15 . There has been a drive to increase the number of accredited outcomes for young people, following the Estyn inspection in 2012.

In 2014/15 Caerphilly's Library Service achieved 8 of the 9 Welsh Public Library Standards, compared to 6 in March 2013. Welsh Government credited this as commendable progress of a significant and sustained nature, achieved through careful planning and the implementation of a development plan closely allied to the requirements of the Standards Framework. For the purpose of comparing performances with that of other Welsh public library authorities, the average number of Standards being met by all authorities in 2014/15 was 6.5, the highest number achieved was 9, and the lowest 4. Caerphilly's performance is above average when compared with others in Wales.

Our **Waste Collection Services** in Caerphilly continue to deliver high levels of performance but we recognise that it will be difficult for us to maintain current service levels with reducing budgets and ever more stringent targets to attain. In previous years Caerphilly has maintained its position in the best performing quartile for municipal waste reused or recycled. However, in 2014/15 whilst we exceeded our statutory targets for recycling (52%) with a performance of 54.58% this was lower than 2013/14 which was 57.61% slipping from 5th to 15th in the All Wales Averages. We have large amounts of recycling waste which is contaminated so we cannot use it, so we are mounting a wide ranging campaign to educate the public. Fly tipping cleared within 5 working days slipped slightly from 99% to 94% due to technical problems that have now been resolved. Positively Street Cleansing has moved up the all Wales Ranking from 10th to 9th still performing at 98%.

The National Survey for Wales is a face-to-face survey of people across Wales. Each year over 14,000 people aged 16 and over are asked for their opinions on a wide range of issues affecting them and their local area. Respondents are selected at random to ensure the results are representative. Overall, 82% of people were satisfied with the recycling collection service provided by their council. This varied from 69% in Torfaen to 88% in Caerphilly which was the highest level achieved by any Welsh Local Authority.

Performance of the **Parks & Bereavement Service** is good overall which is recognised by a number of external bodies, stakeholders and service users. Three Parks are recognised as places of excellence by Green Flag assessors and awarded Green Flag status. Five playgrounds retained RoSPA (The Royal Society for the Prevention of Accidents) Play Safety Awards in 2014/15. The service holds a Bronze award for its Charter for the Bereaved which is promoted by the Institute of Cemetery and Crematorium Management.

The **Sport & Leisure Service** is performing well against national, regional and corporate performance measures with improvements year on year. The Local Authority Services Performance 2013-14 highlights a significant challenge to impact upon the health and wellbeing of Caerphilly residents. Caerphilly is in the worst performing quartile in Wales for the percentage of overweight adults and in the worst performing quartile for 'active adults' (adults taking part in activity 5 times or more a week). Making an impact on these figures will require a partnership approach across a number of service providers in Caerphilly. An extract from The Welsh Health Survey (every two years) shows: the

percentage of overweight adults in Caerphilly was 64% in 2012, and 62% in 2014. The All Wales Average between 2003 and 2014 has increased from 54% to 58%. Adults who reported being physically active on 5 or more days in the past week in Caerphilly: 29% (2010), 28% (2012) and 27% (2014). The All Wales Average between 2003 and 2014 has increased from 28% to 30%.



Our **Engineering and Transport Services** have had a busy year completing the following works:

- Bargoed Town Centre Regeneration, Waterproofing to the Trinant Viaduct, Relining works on Monmouthshire & Brecon Canal
- Design for two key highway improvement schemes progressed namely - A467/A472 Crumlin junction and the A468/A469 Pwll-y-pant junction in the Caerphilly Basin. We expanded the Rhymney Park and Ride by 25 spaces to a total of 50 spaces.

Our highway network is the largest and most used asset that we own and is valued at around £1.75 billion. Consequently the operation and maintenance of such a large and ageing asset continues to be extremely challenging. Poor weather conditions such as flooding, freezing and snow have a significant impact on the service area. Much of our work is reactive and extremely difficult to plan. Due to budget difficulties there has been a drive to minimise the effects that limited budgets can have by using more preservation techniques. In 2014/15, 6.7% of the principal road network was re-surfaced. There was 98km of carriageway resurfaced in 2014/15 compared to 76km in 2013/14. There were also 7,324 potholes filled last year compared to 9,293 the previous year. Our percentage of roads in poor condition was 7%, this is an improvement on last year and places us above the All Wales Average of 11.9%

Whilst we await the outcomes of the Household Survey for 2015, results from the most recent Household Survey indicate an upward trend in the public's view of our highways. Considering the challenges faced it is evident that performance continues to be good in this area. There has been a significant step change in public views between 2011 and 2013 relating to winter maintenance (up 23%), condition of road surfaces (up 15%), condition of pavement surfaces (up 11%) and drainage (up 9%) along with other improvements made in signs and road markings and highway management.

Street lighting was further improved during 2014/15 when a further £74,093 funding was obtained which helped us to install a further 1,000 energy efficient lamps adding to the 2,000 installed over previous years. Customer satisfaction levels for street lighting were recorded at 89%. We are continuing to replace our older less efficient lights with new LED lights in our replacement programme in 2014/15.

Transportation progress this year includes a major retendering for home to school/college transport contracts which will result in an annual financial saving of approximately £400,000 and investment in new vehicles for Social Services transport which reduced vehicle maintenance costs by approximately £70,000. More people used the subsidised local bus network this year, in contrast with national trends, with the Sunday network in particular experiencing almost 50% growth since 2011, achieved through reviewing the network and a comprehensive marketing and publicity strategy. Bus route changes across the county borough have been implemented following a 27% reduction in funding from Welsh Government, however the impact on passengers has been minimal so far.

## 4. Directorate of Social Services

### Statement of Overall Performance for 2013/14

Caerphilly County Borough Council's Social Services are here to help all residents who find difficulty in sustaining an acceptable quality of living due to mental and physical conditions suffered by themselves or loved-ones. We work in partnership with Health Services, the Police and many other key organisations to improve the quality of life of our citizens, whether Adults or Children. These partnerships are vital components in the provision of high quality Social Services, because they provide the secondary support and expertise that are often required by clients of Social Services. We are here to help people, keep them safe, independent and ensure that they get the best out of life.



**Children's Services** provides a range of services for children, young people, and their families, in partnership with many other agencies and voluntary organisations. Our overall aim is to support and protect children within their families, wherever that is possible without risk of harm to them. This year we have reconfigured a model called Team Around the Family (which is a group of multi agency professionals who help young people and their families) and merged this with 'Supporting Family Change' projects. They are now both managed by a single manager and this means that support workers within the team are now able to be allocated as lead professionals and provide one to one support to families. The new team is called 'Supporting Family Change'.

In June 2014 we merged the Adult Services Duty Information Team and the Children's Services Contact and Referral team to form one main point of contact for Social Services which makes contact for people easier to use our service. In September 2014, a proposal was put forward that would see the creation of an Integrated Service for Disabled Children and Young People. Since this time, plans have been put in place to co-locate the Children with Disability Team in the Children's Centre by end of the calendar year in order to enhance access to services and the exchange of information and skills across professional boundaries. There is a need to invest in the IT infrastructure in order to support the Team's move but the long term benefits will more than outweigh the immediate costs. Building on the success of the Integrated Service for Children with Additional Needs (ISCAN), it is proposed to develop a single point of contact/one stop shop for families, parents and carers which will have strong links to the Family Information Service, Contact and Referral Service and Families First Services. All referrals for disability services will be considered by ISCAN in order to reduce duplication and ensure effective use of resources.

**Adult Services** provide a wide range of specialist services to members of the community over eighteen who experience difficulties on a day-to-day basis due to problems ranging from physical or sensory disability to drug and alcohol misuse. We work in partnership with adults, carers and key organisations to organise the most appropriate care-package to enable some of the most vulnerable members of our community to live as independently as possible through provision of residential, day-care and home care services.

Within Adult Services the review of the Gwent Frailty Programme has confirmed the direction of travel and focus on prevention of admission to hospital via rapid intervention from both Health and Social Care services. As a result a pilot commenced early in 2014 regarding the development of an Elderly Frail Unit (EFU) at Ysbyty Ystrad Fawr Hospital for rapid intervention by the Community Resource Team (CRT) staff. Following a review of the pilot, an EFU was established and is running successfully.

The pilot Mental Health Initiative 'Listen, Engage, Act and Participate' (LEAP) in the north of the county borough was developed to test new ways of working with people with mental health needs. A multi-agency team has been established with a principle of working with individuals in a different way, focusing on what is important to them. It is now in the second phase of the pilot, the first phase was successful and we are now on phase two. On completion of phase two, a final evaluation report will inform the future shape of Adult Mental Health. Whilst too early to tell, we believe that the LEAP initiative will help us to better understand the kind and type of services and skills that will be needed to deliver future mental health services.

Some key performance data for the year 2014/15 is that the rate of delayed transfers of care (per 1000 population aged 75 years or over) for social care reasons which is where people are unable to be discharged from hospital was 4.54 improving on last year from 11.99 bringing us down from 22<sup>nd</sup> to 13<sup>th</sup> in Wales. The rate of older people we supported in the community reduced to 109 (higher is judged as better) however this is seen as positive from a Caerphilly perspective as our service is focusing on the sign posting of people to community based services and increasing the use of frailty services. In Children Services the % of young people formerly looked after who are in education or employment slipped from 60% to 55% but the score of the exam results of our Looked After Children increased from 238 to 322 in 2014/15.

<b>2014/15 year on year Performance Improvement by area compared to 2013/14</b>							
	<b>No.</b>	<b>Improved</b>		<b>Deteriorated</b>		<b>Maintained</b>	
<b>Social Services</b>	<b>18</b>	<b>4/18</b>	<b>22%</b>	<b>12/18</b>	<b>67%</b>	<b>2/18</b>	<b>11%</b>
Adult	7	2/7	29%	5/7	71%		
Children	11	2/11	18%	7/11	64%	2/11	18%

## Public Protection

Our **Registration Service** continues to meet or exceed national targets with the General Registration Office congratulating the service on the performance and standards achieved during 2014/15. Customer satisfaction with the service remains extremely high with 100% of customers stating that they received a very good level of service and 94% stating it was excellent. The project to digitise the indexes for Births, Deaths and Marriages from 1837 onwards continued during the year with the Birth and Marriage indexes now complete and Deaths as far as 1910. This reduces back office time in locating historic certificates and enables customers to search indexes via our website.

**Trading Standards Service**, dealt with 1,793 requests for in-depth consumer advice during 2014/15. Consumer complaints are categorised by trade sector with home improvements and second-hand cars continuing, by far, to be the main source of complaints. The total value of all goods and services complained about for the financial year was £1,769,054. Over 40 formal actions (prosecutions, simple cautions and Fixed Penalty Notices) were taken last year. Targets for test purchases for underage sales of alcohol and other products were met in 2014/15. Trading Standards' teams completed 100% of high risk inspections for food standards and animal health during the year.

In **Licensing** approximately 1,500 licence applications are received a year, during 2014/15 the service experienced an unprecedented increase in demand for Hackney Carriage licence applications from applicants outside of the County due to a recent test case. This led to some complaints about waiting times for appointments. A number of changes were introduced to application requirements, policies and procedures, to address the situation. The service licences hackney carriage and private hire drivers, vehicles and operators to ensure provision of safe, reliable, comfortable clean public transport for the fare paying public. To promote the Council's objectives and obligations in respect of public safety a number of policy changes have been introduced including a Knowledge Test, revised Vehicle Standards, and updated Medical Fitness requirements.

Our **Catering Services** have remained 100% compliant with Welsh Government's Appetite for Life scheme and regulations regarding healthy eating in schools. In the last year primary and secondary paid school meal numbers have increased slightly, however we are still working towards our free school meal uptake target. We have implemented a campaign to promote free school meals, which has served to increase the number claiming.

Within our **Environmental Health Team** 100% of all programmed inspections of high-risk food businesses to assess food hygiene and safety and 100% of high risk health and safety inspections were completed during 2014/15. The continued implementation of the Food Hygiene Rating Scheme (FHRS) and the mandatory display of hygiene ratings has delivered further improvements in food hygiene standards. Of the 1,503 food establishments trading in 2014/15, 1,423 were broadly compliant with food hygiene standards which gave a performance of 95% (up on last year at 92%) and just above the all wales average of 94%. 2014 also saw the extension of the FHRS to include business to business trade premises e.g. manufacturers. Under new statutory duties that protect the public and the environment for the future, prosecutions were also taken against 3 unregistered tattooists/body piercers

**Enforcement Officers** have been actively ensuring compliance with dog fouling, littering, and fly-tipping legislation with 44 fixed penalty notices issued for dog fouling and 268 issued for littering. There were also 10 prosecutions for dog fouling and littering and 10 prosecutions for fly-tipping offences during the year. The team have also worked with Caerphilly Junior Forum on a poster campaign to deter dog fouling.

During 2014/15 the **Health Improvement Team** continued to lead the local response to Health Challenge Wales and Change 4 Life as well as delivering the Healthy Schools programme. Work involves initiatives around the most prevalent health challenges including, smoking, obesity, physical activity, and substance misuse. We are leading the way in recruiting and training community health champions.

The **Emergency Planning Team** have led and coordinated business continuity planning arrangements across the Council to ensure that the impact upon critical Council services in the event of a business disruption is minimised.

The Wales Audit Office report, “Delivering with less – the impact on Environmental Health Services and citizens”, concluded that the Council is delivering most of its Environmental Health services at the highest levels but due to cuts in resources and mixed views on the quality of current services, the Council will find it difficult to take on new statutory duties that protect the public and the environment in the future.

**Summary of how we performed against our 2014/15 priorities  
(called Improvement Objectives)**



## Our Objective - Ensure children and young people who are looked after are supported to achieve their full potential (IO1)

- We said we would: Carry on recruiting enough foster carers to meet the needs of our Looked After Children and aim to improve the education attainment levels of all Looked After Children. We wanted to reduce our reliance on Independent Fostering Agency placements and improve the speed of adoptive placements for children to be matched and placed with adoptive families. Better engagement with young people leaving care to give them the best opportunities and improve the range of accommodation options for young people leaving care and those facing homelessness.
- Our overall assessment - **Successful** we have made positive progress in supporting our children and young people over the last 12 months

### What did we do well?

The fostering team continues to actively recruit potential foster carers and over the three year period that we have had this as an Improvement Objective we have recruited 33 new carers which significantly exceeds the original target of 25. South East Wales Adoption Service (SEWAS) has been fully operational since April 2014 and working practices are now well embedded. We have successfully placed 12 children for adoption during 2014/15 which exceeded the original target of 3. Over a 3 year period, 53 children have been adopted.

Overall academic attainment has increased with the average external qualifications points score rising from 238 in 2013/14 to 322 for the current year.

The Sixteen Plus Team, working closely with Housing and Supporting People continue to identify and develop a wide range of accommodation options for young people leaving care and homeless 16/17 year olds. Performance to date confirms that 100% of young people known to Children's Services are placed in appropriate accommodation that meets their identified needs.

## What did not go so well and where do we want to do better?

Performance will need to be maintained in the context of potential cuts in the service. The Implementation of the revised Foster Care Recruitment Strategy will continue to be monitored closely to ensure enough numbers of carers are approved to meet the demand.

## What was the outcome

- Numbers of Looked After Children have reduced and stabilised.
- Numbers of children on the Child Protection Register continue to be stable.
- Recruitment of foster carers over the period of this Improvement Objective has exceeded the target set.
- South East Wales Adoption Service (SEWAS) has been fully operational throughout the year and through effective joint working a small number of children who had been waiting for adoptive placements, have all been successfully placed.
- 94% of LAC have a Personal Education Plan in place within 20 days of starting school, this performance has been maintained from 2013/14

This Objective is now part of day to day business. The actions and outcomes have been successful, therefore this Objective is closed and will not be carried forward for 2015/16.



*Closed*

## Our Objective – Improve job opportunities by implementing the Council’s Passport Scheme (IO2)

We wanted to continue putting in place the Caerphilly Passport Programme which is aimed at helping 16-24 year olds within the Caerphilly borough into employment by accessing work experience and training opportunities. This would also support the Council in dealing with the future challenge of its own potential skills gaps across the organisation. We wanted to help partners and private sector partners who tell us that they have job opportunities but cannot find people with the right skills and knowledge to join their businesses

Our overall assessment - **Successful**

### What did we do well and what was the outcome?

The success of the programme can be measured by a total of 80% of young people completing their Tier 2 placement (Jobs Growth Wales paid placement) achieving a positive outcome.

As at 31 March 2015, 249 young people followed the whole model and 199 of these gained a successful outcome. 83 are working with external organisations, 112 are within Caerphilly Council and 4 have returned to education.

Also during the year we met/exceeded our targets:

- We said we would create at least 150 work experiences during the year and during 2014/15 we created 154.
- We created 25 apprenticeships opportunities.
- We planned to create 40 employment opportunities and we created 51 during the year.

Overall, 100 % of participants now feel they are more work ready from being part of the Passport Programme.

### What did not go so well and where do we want to do better?

In December 2014 funding for the scheme from both the European Social Fund (ESF) and Jobs Growth Wales came to an end so it was not possible to offer the scheme for the final quarter of the year.

However, we still met and exceeded our annual targets for 2014/15.

There are no areas in the sense of poor performance where we need to do better. However, as noted above funding for the scheme ended in December 2014 and we need to explore the possibilities of regional opportunities for setting up and sharing the success of this programme in the future.

For now we have completed and closed this objective. The funding has ended so we cannot carry it forward to 2015/16.



*Closed*

## Our Objective – Develop an effective and accessible Youth Service that supports the personal and social development of young people (IO3)

We said we would:

Undertake a thorough review of the Youth Service to look at where we had good practice and where we needed to improve. Following the review we will look to put in place ways to improve the service. We want to deliver a wide range of formal and non-formal learning and accreditation opportunities across all youth services by working together with other services delivering to this age group and improve the number of young people being engaged in learning opportunities.

We have judged this Improvement Objective to be **Successful**, because:

All actions were completed and overall, our performance indicators are achieving the targets we set. The only exception relates to a national indicator measuring the pupils who leave school without an approved external qualification. The Education Achievement Service (EAS) has undertaken the role of working with all secondary schools to improve performance, which includes this measure.

Effective youth work practice can build the capacity and resilience of young people, through non-formal and informal learning, which supports personal and social development, Youth Services help young people to develop the skills and qualities they will need in adulthood.

### What did we do well?

The improvements that have taken place between 2013 and 2015 have provided a strong foundation from which to continue developing effective youth work practices. This is an important area of work for the Authority, and a joined up approach in supporting young people to reach their potential has been recognised as an area for ongoing development. We increased our number of visits with younger people from 64,033 in 2013/14 to 71,541 in 2014/15, which is an increase from 8.2 average visits per registered user in 2013/14 to 11.3 in 2014/15.

## What did not go so well and where do we want to do better?

There are no significant areas that need improvement with regard to this objective other than the work to improve the number of pupils who stay engaged in learning opportunities and we recognise that the national indicator measuring the pupils who leave school without an approved external qualification, training or work based learning increased slightly from 0.4% to 1%. This figure is calculated from 22 people who left without a qualification from a cohort of 2,152.

## What was the outcome?

Although this objective has been met (the strategy has been implemented) elements of this work will also be captured as part of the new suite of Improvement Objectives, one of which focuses on improving outcomes for all learners, particularly those vulnerable to under achievement, this means the work will continue in other areas.

The percentage of 16 year olds who are not in education, employment or training (NEET) in October 2014 reduced to 3.5% and this was a 0.9% reduction on the previous year of 4.4%. Lower is better with this piece of data and this indicates we are helping to reduce the number of young people who are classed as NEET. The All Wales average however is 3.1% so although this particular objective has been met we still have more to do to improve on this important issue as part of our day to day business.



*Closed*

## Our Objective – Improve awareness, access, variety and community and sporting facilities in our borough (IO4)

Our vision is to get more people, more active, more often, so we said we would:

Get more people more aware of what leisure facilities and programmes of activity were available for them, and build new sporting facilities to cater for all sections of the community. We would maintain facilities to an excellent standard and people would have a choice of good quality facilities and programmes to suit their individual needs. Ultimately the number of people visiting our sports and leisure facilities would increase.

We have judged this Improvement Objective to be **Partially Successful**, because good progress has been made against all the actions overall. Our progress during 2014/15 shows that improvement has been made to our facilities and to increasing levels of participation. However, we recognise that more is required within current resource constraints. While service budgets are under pressure, significant grant aid money has been secured to help support service and community initiatives. This grant funding has resulted in enhanced facilities and improved provision for disadvantaged groups.

### What did we do well?

This year our regional collaboration as part of Active Gwent has been particularly successful in helping us to grow our 'Thriving Clubs'. This scheme provides support to increase membership of Community Clubs across our County Borough. This has resulted in a significant increase in the number of members participating and improvements in the quality of provision at Community Clubs level. Some clubs have seen their membership triple in numbers. One example is Rhymney Valley Athletic Club that was on the brink of closure with only 10 members previously to now having over 100 registered members training and competing on a weekly basis. The 'Thriving Clubs' scheme will now need to be expanded. It is hoped this will help to contribute to improving the participation in sport clubs over the longer term.

We invested in a new spinning studio and updated changing rooms at Heolddu Leisure Centre, a new fitness and health suite at Risca Leisure centre and a new gym at Newbridge. The opening of the new Centre for Sporting Excellence has provided a unique opportunity to identify and support the next generation of elite sportsmen and women. We want every player to have the opportunity and support to play for Wales. A range of programmes are in place to ensure we achieve this and this is being supported by Cardiff City, the Dragons and other National Governing Bodies. We are using new social media techniques to improve our communication messages to residents. We have over 1,500 followers on Twitter and 1,600 Facebook friends. Our innovative methods are being used to continually promote the benefits of an active lifestyle to our target audience.

## What did not go so well and where do we want to do better?

The % of children age 11 years who are able to swim 25 metres only achieved 53%, when we set ourselves a target of 63.5% for the year. This is well under the national target and less than our performance in the previous year (2013/14). We recognise that we need to make improvements to our aquatic provision and significant changes are being introduced in an effort to improve current under performance. The introduction of this new approach will ensure that in the near future every child will be able to swim when they leave primary school.

The main area to focus on improvement is swimming, particularly the school swimming and lesson programme.

We have introduced new initiatives that will have positive results over the longer term. This year has seen the phased introduction of our new intensive lesson programme. Pupils are now swimming at years 3 and 4 to ensure they start learning at an earlier age. All lessons are being delivered by qualified swim teachers and the lesson delivery plan is consistent across all centres, within both schools lessons and the leisure centre swimming programmes. So far this programme has been very successful at 5 of our 6 pools with the average % of children 11 years of age running at 63% for these 5 pools. Our focus will be on significant improvement and targeted support where required to help all 6 pools improve their performance during 2015/16.

## What was the outcome?

The number of customers using our Leisure Centres is at an all time high with direct debit membership of regular users at record levels. Our customer retention is at it's highest ever level and has increased from 3.2 months to 9.2 months. This compares very favourably with the industry average for keeping its customers. Our regional collaboration called 'Thriving Clubs' has helped increase people taking more sport by joining local Community Clubs.

There will be some difficult decisions required over coming years regarding how we can provide sports and leisure services. The Sport & Leisure Services facilities strategy will ensure consistency and clarity of approach and provide an evidence base for good decision making going forward, however due to the uncertainty of finances we have decided not to continue with this objective into 2015/16.

*Closed*

## Our Objective – Investing in Council homes to transform lives and communities (IO5)

Everyone in Wales should have the opportunity to live in a good quality home within a safe and secure community. To help achieve this, the physical standard and condition of existing housing must be maintained and improved to the Welsh Housing Quality Standard (WHQS). The WHQS is a minimum standard for homes and we aim to ensure all Council homes meet WHQS, which will improve the quality of life for the people who live in those homes. We will develop long-term arrangements, which will help sustain local jobs, offer skills development and training opportunities and deliver wider community benefits. This is a long term project running to 2020.

These ambitions can only be achieved with the entire Council and tenants and other key stakeholders working together and we are confident that with their support, this programme will transform Council homes, the lives of our citizens and our communities.

We have decided for 2014/15, that this objective is **Partly Successful**, because the original planned programme for this objective has faced major slippage resulting in revised targets to reflect the delays in contracts commencing.

### What did we do well?

The most progress made has been on the internal works programme. The standard of workmanship is consistently very good and tenant satisfaction with the completed works remains high. The in-house team commenced external works in the Lower Rhymney Valley but during the year resources were deployed to Rowan Place, Rhymney. As a result only 88 properties were completed externally. The in-house team is the main contractor for the major refurbishment work at Rowan Place, Rhymney. Welsh Government has approved grant funding of £1m Vibrant and Viable Places towards Hafod Deg and environmental works at Rowan Place. The WHQS budget for Rowan Place is £4.2m. This is now a major project in its own right. Work commenced on 15<sup>th</sup> October and will be phased over 2 years. 22 properties in Rowan Place have been completed internally. The internal works contractors all commenced late in the financial year. The three contractors completed 171 properties.



## What did not go so well and where do we want to do better?

Due to the slippage a revised programme of 1,683 properties was agreed but the result was 700 (42% of the revised programme). The capital programme had a budget of £28.8m but the slippage resulted in an under-spend of £13.5m. The main reasons for the slippage are the delays in starting the internal works contracts; the decision to retender the external works contracts in the Upper Rhymney Valley; the curtailment of the small lots programme in the Eastern Valleys to a more manageable number of contracts; and surveying issues that have slowed the external works in the Lower Rhymney Valley; together with the deployment of the in house work force to Rowan Place, Rhymney. In reality this will require an acceleration of the programme to ensure we can still achieve this by the fixed deadline of March 2020. This has a number of ramifications but in particular the staff resources to manage the volume of work against the timescale. The WHQS Project Board is mindful of the growing pressures on the programme. Action has been taken to strengthen the senior management and there has been a reconfiguration of the project teams with greater clarity of accountabilities.

Additional staff resources in all critical areas are under review but will be dependent on the ability of the Housing Revenue Account to absorb the additional cost. The forward investment plan between 2015/16 and 2019/20 has been reviewed and there are some changes to the community sequence particularly affecting the external works. To ensure the programme can be fully delivered by 2020 will require an average rate of 80 completions a week across both internal and external works. Some additional measures are also being undertaken including:-

- The external works to 200 blocks of flats in the Lower Rhymney Valley will be managed by the Private Sector Housing Team.
- The Sheltered Housing Schemes will be outsourced to a suitable multi-disciplinary consultancy to manage the WHQS improvement works.

## What was the outcome?

We have made progress on the internal works programme, which includes new or upgraded kitchens and bathrooms and other adaptations. The standard of workmanship is consistently very good and tenant satisfaction with the completed works remains high with internal works at 90%. Due to the slippage in the programme we are carrying this objective forward into 2015/16.

*To be continued ...*

## Our Objective – Improve the availability of private and public sector housing to reduce the number of residents who may become homeless (IO6)

We planned to introduce a person centred approach to the Housing Options and Homelessness Advice Service in which customers will be involved with one caseworker who will assess their housing need and their ability to either maintain an existing tenancy or access alternative suitable, affordable and sustainable accommodation and wherever possible, prevent homelessness

We have decided this improvement objective is **partly successful** for 2014/15

Traditionally, those approaching the Council for help and advice relating to homelessness or potential homelessness have been households and individuals considered more vulnerable or with greater needs than the average household. However, due to the many and varied external pressures for example unemployment, home owners in negative equity, higher levels of household debt, ease of access to credit and high interest loans, we now find that a range of households find themselves at risk of losing their home. The stresses brought on by such external factors also have wider effects, e.g. relationship breakdown and increased levels of domestic abuse. Housing and health are intrinsically linked to the quality of housing provided, as does a household's ability to reside in a settled home. We class this objective as partly successful because while we did well in many areas our key initiative to introduce a 'social letting agency' was delayed.

### What did we do well?

The Housing Advice and Homelessness Teams have been re-structured and re-located to provide a whole person centred casework service. Specialist support has been introduced to the team, which dealt with 128 new requests for support from households at risk of becoming homeless.

Our national indicator 'percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months' we had a result of 91% for 2014/15. Of the total 362 potentially homeless households this year 329 were prevented from homelessness and 33 were not, compared to 235 homeless preventions in 2013/14 out of a total 259 potential households. We have taken on 3 homeless prevention officers this year and are encouraging landlords & housing providers to advise the Authority when they are taking enforcement action, giving the Authority time to work with tenants to prevent homelessness. The number of additional affordable housing units we were able to provide during the year (as a percentage of all additional housing units) was 47% which was an improvement on last year's 42%.

## What did not go so well and where do we want to do better?

We need to revise pre-release prison protocol to empower prisoners to plan for their accommodation needs on release from prison. This is being progressed at a national level.

We need to increase the level of affordable accommodation available through the development of a social lettings agency. Welsh Government grant funding will assist to progress this, with a more cost effective option being, to use the service of an existing social lettings agency.

A disability facility grant (DFG) helps towards the cost of providing adaptations and facilities into homes to enable the disabled person to continue to live at home. The average time it took to process our disability facilities grant rose a little at 302 days (292 days last year) and a study of the case files indicates this is because we undertook several of the more complex adaptations and also some that required more than one adaptation, to assist the client, within a single grant approval. We also completed fewer of the less complex cases that are quicker to turn around. So we are actively undertaking a review of our practices when processing DFG's to reduce our waiting times.

## What was the outcome?

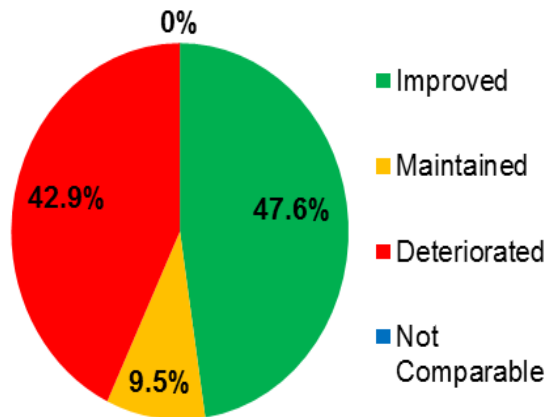
We have improved the advice and assistance we have given to people to help prevent homelessness. We were delayed setting up the social lettings agency but have now put in place a common register shared with other housing providers such as housing associations and private landlords to give people more access to a range of homes. New legislation requires us to change the way we provide services so while homelessness remains a priority we will not continue with this as a corporate priority as it now forms part of work we have to do anyway.

*The above represents a summary - full details of the performance of our Improvement Objectives can be found on [www.ccbc.co.uk](http://www.ccbc.co.uk) in the Councils Performance Report Appendix A – Improvement Objectives 2014/2015.*

***Closed***

## Summary of how we performed nationally in 2014/15

Summary of 2014/15 CCBC Performance



Source: Data Unit Wales 'How did we do..' data comparison sheet 2015 v5

It is important for the Welsh Government to understand how well local authorities are performing. In order to do this they use 2 sets of National Performance Measures; the National Strategic Indicators (NSI) and the Public Accountability Measures (PAM). The 43 measures cover the main areas of Government Policy, Social Services, Education and the Environment. The chart shows how we performed against 42 of those measures in 2014/15, where performance improved, fell or stayed the same when compared to the previous year.

The percentage of all potentially homeless households prevented for at least six months (ref HHA013) is not being calculated the same way across Wales, it cannot be compared across the 22 Welsh Authorities and is not included in the 4 quarters listed in the table below.

The percentage of sickness days lost per FTE (ref CHR002) is not included in the CCBC table of 2014/15 performance because it was new for 2014/15.

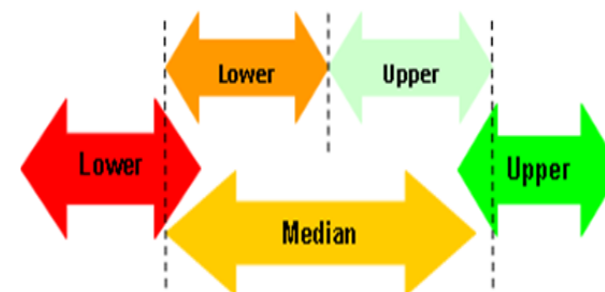
	How did we perform when comparing 2014/15 to 2013/14?			How did we perform compared to Wales in the 4 quarters?				How did we perform against our Targets?			
	Improved	Deteriorated	Maintained	Upper	Upper Middle	Lower Middle	Lower	Met Target	Missed Target	No target set	
Chief Executive	3	1			1	1	1	2	1	1	
Corporate Services							1		1		
Education & Community Services	12	5	2	4	5	4	6	10	9		
Social Services	5	12	2	8	3	4	4	12	7		
	Source: Data Unit Wales – How did we do..' data comparisons sheet 2015								Source: Internal		

## Our position compared across Wales

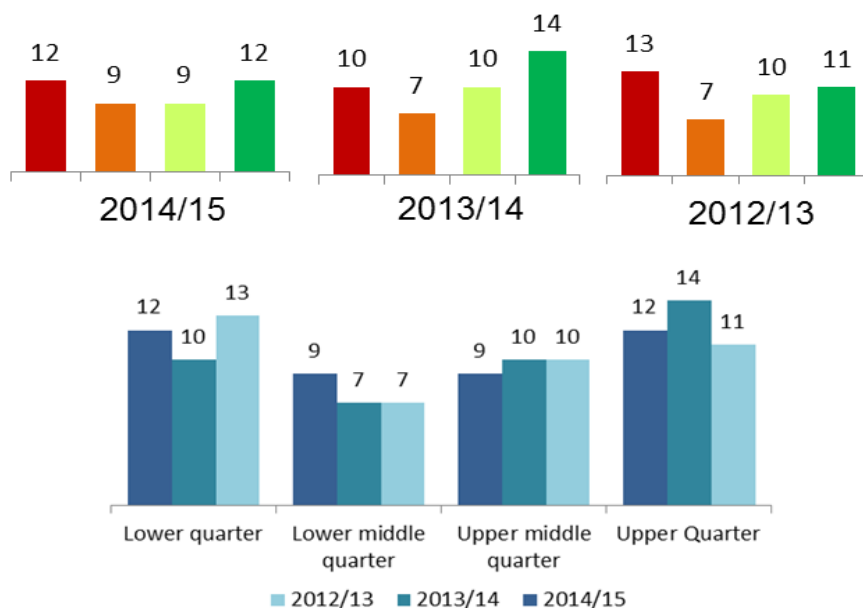
When the Welsh Government and Data Unit Wales analyse, report and rank performance data for the 22 local authorities in Wales, they often compare them against each other using quarters. This means that the data for each of the 22 local authorities has simply been split into 4 quarters to show where each local authority sits compared to the rest of Wales.

Quoting who is in the upper quarter, upper middle quarter, lower middle quarter and lower quarter. Sometimes the upper middle and lower middle quarters are combined to show the median. Where this happens authorities are compared using 3 quartiles, Lower, Median and Upper.

Quarter key:



### 3yr trend for the number of measures in the 4 quarters



5 of our national measures, have moved up 1 position, 3 from the lower quarter in Wales up to the lower middle quarter and 2 have moved from the upper middle to the upper quarter. The majority of our national measures (25) have maintained their quarter positioning over the last year, with 9 of those remaining in the top quarter in Wales, although 1 fell from the top quarter to the bottom quarter and 2 fell from the top quarter to the lower middle quarter. The remaining 6 have dropped down one quarter position in Wales.

***All the National Performance Measures referenced can be found with their full descriptions in the performance tables in the Directorate sections of the full Annual Performance Report which can be found at [www.caerphilly.gov.uk](http://www.caerphilly.gov.uk) My-Council/Strategies,-plans-and-policies/Improvement-Plan/Performance-Report.***

## How to contact us

We welcome your views and opinions on the content of our performance summary, so that we can continue to provide meaningful information that helps us make sure we tell you about the things that are important to you, and what you want to know about. Below are the different ways that you can contact us.



### For further information contact:



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**This document is also available in different languages and formats upon request.**