

# Caerphilly County Borough Council Well-being Objectives 2017/18

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Man gwyrdach i fyw, gweithio ac ymweld



# Well-being Objective 1

## To help people make best use of their household income and manage their debt

### Why we chose this

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

Common causes of problem debt are job loss, illness and relationship breakdown. Many are vulnerable to falling into problem debt following such life events, as too few have the financial resilience to cope. We know for example that problem debt can impact on good mental health, relationships, education and general well-being. The past few years has seen an unprecedented increase in the use of food banks in Wales, with 35,919 people provide with food in 2012- 2013, increasing to 1,109,309 in 2015/16\* and low-income households can spend 16.6% of their income on food. Domestic energy prices have increased 62% since 2008, increasing 21% in the last two years. For those on low incomes, this is a dramatic increase on their energy bill and they are more likely to be on pre-paid meters, and can pay up to £253 more per year than those by direct debit.

The Step Change charity reports that Council Tax debt and arrears of water bills are amongst the most rapidly growing debt for their Welsh clients and the average client has just £10 left to put towards their debts after they have covered their household costs. For too many, debt has become a serious problem with almost three million people said to be in problem debt in Britain. We must integrate our work as the causes of poverty are complex and many, and are driven by external forces beyond our control such as wage levels or central government policy; however this objective aims to mitigate the effects. The effect of poverty hinders public services ability to improve quality of life. This means we have taken an involved and collaborative approach, where we have set up an Anti-Poverty Board. The board monitors our 'Tackling Poverty' strategy and includes members from a range of organisations. Our overall strategy is dependent on our partner such as Citizens Advice, local Food Banks, and Credit Unions in particular. For example between October 2013 and August 2014, CAB debt support clinics funded by Caerphilly Homes and the Supporting People programme referred 262 residents for debt support which led to the identification of £2.53m debt (average of £9,565 per person). In 2017/18 we visited council tenants in their home to provide support and advice and the savings generated as a direct result of face to face support was approximately £903,500. In this way we are working towards prevention of poverty, wherever possible.

\* Trussel Trust year end figures for 15/16 @ [trusseltrust.org.uk](http://trusseltrust.org.uk)

For the year 2017/18 the overall level of progress on this objective is judged to be **successful** because we have completed all of our actions and the majority of our performance measures have met or exceeded our targets.

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

This year we visited 1977 Council tenants affected by welfare reform changes and provided them with advice and support in their own homes. We supported over 3000 people to access benefits they are entitled to, this well above our target for the year. The value of financial savings generated for tenants as a direct result of face to face support was £903,508. We will continue to actively promote take up of Free School Meals, using established media channels and also working with schools and other partners. The information issued highlights the benefits to families and schools of eligible parents/carers completing Free School Meal applications.

The percentage uptake of Free School Meals in Primary and Secondary Schools remain similar to this time last year.

The Assisted Places scheme changed to target only children with developmental delays; this affected the number of placements able to be offered. This year 44 placements were taken up, which was lower than expected. Since September the scheme was extended to allow for children with behavioural concerns where parents are accessing parenting programmes or family support to help with consistency of messages. Flying Start has continued to successfully offer childcare placements enabling 620 eligible children taking up childcare places.

During 2017/18 we were an early implementer local authority for the Childcare Offer. To date 120 have signed up to deliver the offer and up until March 31<sup>st</sup> 374 children have accessed placements under the offer. Parental feedback has indicated this has made a significant difference to parents in low income working household.

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

### Actions

Title	Comment	RAG	Overall Status	% Complete
Ensuring all pupils eligible for Free School Meals (FSM) are in receipt of their entitlement	Information on FSM is sent out to Head teachers each year asking Heads in turn to send out to parents / guardians which gives details of the benefits of taking up a free school meals for the school and the child. Together with this we promote the service using social media and wherever possible at any events where promotion would be suitable i.e. parents evenings, events at the school etc.		Complete	100
Promote quality, accessible and affordable childcare provision to enable families to improve their income through accessing education, learning and employment	During 2017/18 we were an early implementer local authority for the Childcare Offer. To date 120 have signed up to deliver the offer and up until march 31st 374 children have accessed placements under the offer. Parental feedback has indicated this has made a significant difference to parents in low income working household.		Complete	100
Provide residents with information and advice on a range of social welfare issues to enable them to increase household income, manage debt and develop skills to improve their financial capability	During 2017/18 we visited 1977 Council tenants affected by welfare reform changes and provided them with advice and support in their own homes. We supported 1640 people to access additional benefits that they are entitled to this included PIP, attendance allowance and access to cheaper utility costs, this well above our target for the half year. The value of financial savings generated for tenants as a direct result of face to face support was £903,508. This has already exceeded the amount achieved for 2016/17 financial year and well above our target for this year.		Complete	100
Support Council tenants to reduce the impact of rising fuel costs. The impact of this advice will be captured during follow up visits with a selection of the tenants	During the year 444 tenants were visited in their homes and provided with key energy advice to assist in reducing fuel costs. The four tenancy support officers are all qualified to level 2 City and Guilds award in Fuel debt in the community. The community environmental officers based within the housing service have also received training to provide the same level of support.		Complete	100

### How much did we do?

Title	Actual	Target	Intervention	RAG	Result 12 months	Comment
1. Number of council tenants visited and provided advice regarding energy saving measures and energy use	444	200	120	Green	353	The number of tenants receiving energy advice at end of March 444 compared with 353 at the end of the same period the previous year
2a. Number of children benefiting from Flying Start Childcare provision	620	500	400	Green	526	
2b. Number of children accessing childcare places through Assisted Places Scheme	44	88	70	Red	137	The Assisted Places scheme changed to target only children with developmental delays; this affected the number of placements able to be offered.
3. The number of council tenants referred for money and debt advice as a direct result of face to face support on the impact of welfare reforms	51	40.00	15.00	Green	197	
4. Number of other residents referred to commissioned debt/financial support services	720	600	500	Green	617	
5. The number of council tenants affected by welfare reforms who were visited in their own homes and provided with advice and support to minimise the impact of the changes	1977	2000	1200	Orange	2183	Slightly below the annual target due to maternity leave of an officer and training of replacement. We have increased the TSO staff level to 5 in 2018 from 4 to try to assist with the number of tenants requiring support

### How well did we do it?

Title	Actual	Target	Intervention	RAG	Result 12 months	Comment
1a. % of eligible pupils taking up the opportunity to access Free School Meals - Primary (Qtly accum - Year to date)	73.37	70	67	Green	73	Primary free meals are 3% up on last period.
1b. % of eligible pupils taking up the opportunity to access Free Meals - Secondary (Qtly accum - Year to date)	64	64	55	Green	65	Free meal up take target met.



**Is anyone better off?**

Title	Actual	Target	Intervention	RAG	Result 12 months ago	Comment
1. The value of financial savings generated for tenants as a direct result of face to face support on the effect of welfare reforms	903508.28	250000	200000		338143.29	We have well exceeded our target this year Welsh Water reduction scheme help u has been promoted to our tenants through the TSO staff and through telephone marketing. Our Welfare benefits advisor has also been very successful in achieving additional welfare benefits for tenants
2. Number of people supported to access benefits they are entitled to - Housing	1640	1200	400		1965	The welfare benefits adviser has been successful in assisting tenant Within the rents section we have also been successful in the promotion of the Welsh Water help u scheme
3. Number of people supported to access benefits they are entitled to - Supporting People	1730	1200	1000		1308	This data is for the period July - December. Service calculates figure on calendar year. Cannot add figure to Q2 to find annual total as this will result in duplication as many of the individual would have been supported through both periods.

## Well-being Objective 2

### Improve outcomes for all learners, particularly those vulnerable to underachievement

#### Why we chose this

This objective aims to address the gap in attainment between vulnerable young people and children and those who are to receive the best education in trying to promote more equal opportunities by removing barriers specific to this group of our citizens.

As a local authority our aim is that “every child should have the best start in life, and the opportunity to achieve success as a young person and as an adult”. In achieving this we recognise that small groups of children and young people can face more challenges than others. We aim to identify groups of learners that are vulnerable to underachievement academically, and work proactively to remove the barriers to learning to raise their aspirations and increase their opportunities to succeed.

Vulnerability in education can be determined by a number of different factors including deprivation. It can also be determined by whether the child or young person has an additional learning need, or is a looked after child. Our data identifies that there is performance gap between those within these groups and that of the overall population.

We have chosen to undertake some intensive work in this area to try and reduce that gap, and ensure that all young people are provided with appropriate opportunities to help them achieve success, both in the classroom and beyond.

We have set this in accordance with the 5 sustainable development principles because we know that long term education improvements and its wide range of support initiatives helps young people towards a better quality of life and this starts at an early age. Initiatives can take time to embed, however we are often judged on yearly results and it is important that improved performance is viewed in the understanding of better life chances for young people if this is to be understood in the longer term.

We take an integrated approach with schools and governors and the Education Achievement Service (EAS), we also have an extensive Youth Forum with which to involve and collaborate, who are themselves part of education system as well as systems for school involvement. The EAS and our schools are key partners in working towards improved outcomes for our pupils. However, when we look at causes of underachievement, we know that aspirations are often linked to family background and that there are links between poverty, deprivation and lower achievement. Therefore in order to prevent underachievement we must work with communities and key agencies who work with families such as Flying Start, Families First, Communities First and other key partners.



For the year 2017/18 the overall level of progress on this objective is judged to be **partially successful**.

All actions are longer term and require summer 2018 data as well as subsequent academic years' data to identify the ongoing impact of work undertaken.

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

During 2017/18 all schools have established targets for Summer 2018, and undertaken intervention work with support from both the local authority and Education Achievement Service staff. The EAS have monitored the implementation of the Pupil Development Grant and will evaluate the impact at the end of each academic year in line with reporting required. The EAS is currently promoting the Professional Learning Offer available to school staff as well as developing the implementation of the ACE awareness toolkit for schools from the autumn term 2018.

The JAFF (Joint Assessment Family Framework) has been evaluated and is now being widely used by schools for referrals to preventative services. The anti-poverty programmes are working with the wider grant programmes in preparation for the Flexibilities Funding project proposed for April 2018. The current local work has focussed on joint commissioning of projects across grant funding streams to enable wider access to support, and joint funded posts to widen the access to families and offer continuity for the most vulnerable families. One example of joint commissioning which has improved parental and child literacy is the Parent Network PETRA project, which has shown significant outcomes for families to date.

Children First project to date has been working with the two communities to hear the voices of the community to identify the needs and co-produce the solutions to make the impact for outcomes for children and young people. The initial engagement and mapping phase is concluding and moving towards community planning and implementation, which is why this is partly completed and remains an action in the CCBC Well-being 5 year plan. The family support worker has had some initial success in delivery of parenting programmes across the age range with positive feedback for increased confidence of both parents and children. This work will progress in more detail as we move into the jointly funded post in 2018/19.

### **What areas do we need improve on, and how are we going to do it?**

The outcomes for Summer 2018 are still being awaited to demonstrate impact of interventions in academic year 2017/18.

Continuation of jointly commissioned delivery projects and posts will be monitored and evaluated for impact during 2018/19 prior to renewal of contracts by April 2019. The focus on St James Primary School area with the Coalition for Change Board and Children First will establish the theory of change framework with the outcomes and measures to be evaluated to identify the impact of the system changes being made in 2017-2020.

### Actions

Title	Comment	RAG	Overall Status	% Complete
1. Work in partnership with the EAS to ensure that challenging targets are set for all learners, particularly those vulnerable to underachievement	The EAS and local authority work closely with schools to create a culture of challenge in setting targets for pupils with particular focus on the most vulnerable learners, establishing sufficiently high targets for all individual pupils and aiming to close the gap in attainment.		Complete	100
2. Work with schools to maximise the benefits of the Pupil Deprivation Grant, to ensure that pupils in receipt of Free School Meals have full access to appropriate learning opportunities	The EAS provides appropriate challenge along with support and guidance to ensure that the schools' planned use of Pupil Development grant meets criteria and aims to impact on the most vulnerable learners. The impact is monitored over the academic year and awaits outcomes in Summer 2018 data.		Complete	100
3. Implement strategies to work towards closing the gap in performance between those in receipt of Free School Meals, and those who are not	The EAS is focussed on closing the gap in performance of the most vulnerable learners, through the implementation of the Equity and Wellbeing Strategy, subsequent professionals learning offer as well as the school ACE awareness self-evaluation toolkit to be implemented in Autumn 2018.		Complete	100
4. Monitor and evaluate the newly introduced assessment for pupils educated in Trinity Fields and LA resource bases (PIVATS)	Trinity Fields School and specialist resource bases have embedded PIVATS assessments for the majority of individual pupils, with moderation sessions ensuring consistency of application and implementation.		Complete	100
5. Monitor and evaluate the multi-agency strategy to provide improved learning opportunities in the St James area	St James and Fochriw are Children First areas. The Coalition for Change Board has established the Children First steering group for the local development of measures and outcome framework. Initial engagement work has built on the joint commissioned projects, mapping of current provision across the anti-poverty programmes and statutory services as well as hear the voice of the community in identifying their needs. The next steps include promoting the outcomes from collaborative projects, developing the theory of change framework of measures, and considering the need for system change locally to maximise outcomes for children young people and families.		Partially Completed	75

### How much did we do?

Title	Actual	Target	Intervention	RAG	Result 12 months ago	Comment
1. EDU003 (PAM/004) The percentage of pupils assessed at the end of Key Stage 2, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment Copy	90.10	90.40	85.00		90.40	Academic Year 2016/17
2. EDU004 (PAM/005) % of pupils assessed at the end of Key Stage 3, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment	84.10	86.10	80		82	Academic Year 2016/17
3. % pupils aged 15 who achieved level 2 threshold incl GCSE pass at L2 English or Welsh 1st language and Maths	49.90	56	42		53	Academic Year 2016/17. Please Note: This indicator has changed and we no longer collect this information for at age 15. The new data is collected for year 11 cohort.

### How well did we do it?

Title	Actual	Target	Intervention	RAG	Result 12 months ago	Comment
1. % in receipt of free school meals achieving the Core Subject Indicator (CSI) at Key Stage 2	78.90	78.50	65		80.80	Academic Year 2016/17
2. % in receipt of free school meals achieving the Core Subject Indicator (CSI) at Key Stage 3	68.50	69.50	55		65.10	Academic Year 2016/17
3. The percentage in receipt of free school meals achieving the Level 2 threshold including GCSE pass at Level 2 in English or Welsh first language and mathematics	25.30	38.40	25		30.10	Academic Year 2016/17 - This indicator has changed and we no longer collect this information for at age 15. The new data is collected for year 11 cohort.
4. EDU016a Percentage of pupil attendance in primary schools	94.70	95.30	92		94.65	Academic Year 2016/17
5. EDU016b Percentage of pupil attendance in secondary schools	93.30	94.00	90		93.40	Academic Year 2016/17



**Is anyone better off?**

Title	Actual	Target	Intervention	RAG	Result 12 months ago	Comment
1. EDU002i The percentage of 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	1.20	1.10	1.40		1.10	Academic Year 2016/17
2. EDU002ii 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.	8.00	0	10		18.18	2/25 Pupils left without a recognised qualification during Academic Year 2016/17
3. % of 16 year olds who are not in education, employment or training (NEET) in October (Yr 11)	1.90	1.30	2		2.10	Final result for Academic year 2015/16 which is a decrease on the previous academic year.

## Well-being Objective 3

### Close the gap in life expectancy for residents between the most and least deprived areas in the borough

#### Why we chose this

The main intention of this priority is to improve the lifestyles of our local population so that people recognise and take responsibility for their own health and well-being. In turn this will reduce the variation in healthy life expectancy so that health and well-being of individuals experiencing disadvantage improves to the levels found among the advantaged.

The CCBC vision is that Caerphilly County Borough is a better place to live, work and visit. This must be for all residents. Residents living in areas of high deprivation have statistically significantly higher levels of ill-health including deaths from chronic obstructive pulmonary disease, deaths from lung cancer, diabetes, mental illness and respiratory disease.

This objective was identified by CCBC in 2015, as data from Public Health Wales (2005-09) showed that there was an inequality gap in life expectancy of 8.5 years for males, and 7.8 years for females. This is the difference in life expectancy between those people living in the most and least deprived communities across our county borough. The gap for healthy life expectancy was 19.2 years for males and 17.4 years for females. This gap had increased in recent years.

Unhealthy lifestyle choices are significantly higher in more deprived areas and this creates risk factors that could impact upon the health of our residents especially smoking, obesity, physical inactivity and unhealthy diet. It is a priority of Welsh Government (Fairer Outcomes for All 2011) that by 2020 we need to improve healthy life expectancy for everyone and close the gap between each level of deprivation by an average of 2.5%. There are 5 levels in total, 1 being the most affluent and 5 being the most deprived.

For the year 2017/18 the overall level of progress at the end of the year on this objective is judged to be **successful**. Of the 5 actions 3 have been completed and we have made good progress on the remaining 2. Many of our performance measures have met or exceeded targets.

In both Wales as a whole and in the county borough, health in general is improving. People are living longer and mortality rates from cancer and heart diseases are reducing. Since the publication of this objective the latest data released in 2016 by Public Health Wales shows an improving picture for Caerphilly residents.

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

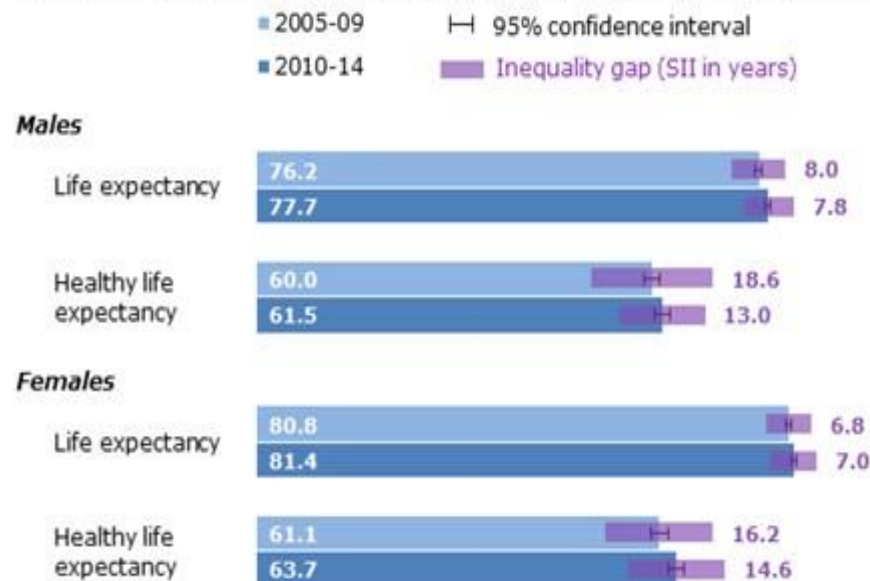
The latest data published by Public Health Wales shows an improving picture for Caerphilly county borough residents. The gap in years in the life expectancy and healthy life expectancy at birth of males between the most and least deprived in the county has reduced. The healthy life expectancy gap in males reduced from 18.6 years to 13 years. For females, whilst the gap in overall life expectancy has increased by 0.2 years, the gap in years for healthy life expectancy has reduced by 1.6 years. This improvement is noteworthy.

The proportion of adult smokers has steadily decreased over the last decade.

Since the launch of the Daily Mile in 2017 more than 50% of our infant and primary schools have adopted this initiative which ensures pupils engage in regular exercise as part of their daily routine.

**Comparison of life expectancy and healthy life expectancy at birth, with Slope Index of Inequality (SII), Caerphilly, 2005-09 and 2010-14**

Produced by Public Health Wales Observatory, using PHM & MYE (ONS), WHS & WIMD 2014 (WG)



### **What areas do we need improve on, and how are we going to do it?**

Unhealthy lifestyles arise, at least in part, due to the inequalities in the circumstances in which people are born, grow up, live and work. There is still much work to be done to reduce these inequalities. It is important to note that there has been a reduction of resources in this work stream area and significant changes to programmes since this objective was set.

During the past year, data from the Caerphilly County Borough Area Assessment of Local Well-being 2017 has been used to review and redirect this objective focusing on the areas CCBC can have the most impact. The renewed focus will look at CCBC's role in providing a supportive environment for residents to enjoy a healthy lifestyle.



## Actions

Title	Comment	RAG	Overall Status	% Complete
01. Further reduce smoking prevalence rates	<p>There has been collaborative, system wide action to reduce smoking prevalence across the county borough over recent years. Initiatives delivered at a local level are vital to see any successful reduction of smoking. Crucial work delivered , via a collaborative nature, within Caerphilly County Borough includes :</p> <ul style="list-style-type: none"> <li>• Illicit / illegal tobacco enforcement</li> <li>• Underage test purchases</li> <li>• Support to stop smoking via Help Me Quit including targeted support to :               <ul style="list-style-type: none"> <li>- pregnant mothers / parents</li> <li>- pre-operative patients / individuals with lung disease / individuals with mental health conditions</li> <li>- those living in the most disadvantages areas</li> </ul> </li> <li>• Parenting Programmes</li> <li>• Welsh Network of Healthy Schools</li> <li>• Healthy and Sustainable Pre School Scheme</li> <li>• Smoke Free Playgrounds, Schools, Childcare Settings and Hospitals</li> <li>• Smoke Free premises</li> <li>• Youth Service interventions</li> </ul> <p>The rate of adult smokers has continuously declined over the last decade from 28% in 2003/04 + 2004/05 to 21% in 2014+15 (Welsh Health Survey). The way this data is collected has now transferred into the National Survey for Wales. The first round of National Survey for Wales indicated that our prevalence rate has reduce further to 18% but it is not possible to compare the two sets of data as the NSW uses different definitions and a smaller sample size. Future data will be available from the new National Survey for Wales. Smoking prevalence projections show an ongoing decline.</p> <p>The Welsh Government's Tobacco Control Action Plan for Wales (2012) set a target to reduce adult smoking to 16% by 2020. Achieving this target remains very challenging and will require an ongoing, collaborative effort by all partners.</p>		In Progress	65
02. Improve the proportion of adults and children who are a healthy weight	<p>Since the launch of the Daily Mile in 2017 more than 50% of our infant and primary schools have adopted this initiative. That's over 8500 pupils taking part in regular exercise as part of their daily routine. More schools are due to start the Daily Mile in Sept 2018. This is one of the highest participation rates in Wales. This initiative is now embedded into the core work of both CCBC Healthy Schools and Sport Caerphilly.</p>		In Progress	60
03. Support Aneurin Bevan University Health Board and Public Health Wales to implement the Living Well Living longer programme (LWLL) across the County Borough	<p>Delivery of this programme within Caerphilly County Borough was completed in 2016/17. Over 8700 residents were invited to attend a cardiovascular risk assessment – a midlife MOT at 32 local venues in the county borough's most deprived communities. Just under 4000 residents attended with 514 receiving further support to access onward interventions. No further information is available on this action.</p>		Complete	100

## Actions

Title	Comment	RAG	Overall Status	% Complete
04. Increase residents knowledge in health literacy	<p>Both the Caerphilly Healthy + Sustainable Schools Scheme and the Healthy and Sustainable Early Years Scheme are achieving Welsh Government targets (see measures). This focus on early intervention supports providing our children and young people with the best start in life. Achievements in the last 12 months include:</p> <ul style="list-style-type: none"> <li>• All of the secondary schools identified as eligible for the Public Health Wales programme JustB have actively engaged. JustB is a school based prevention programme for Year 8 (12+13 year olds) students to enable them to discuss the risks of smoking and the benefits of being smoke free.</li> <li>• 8 schools have received smoking “What’s in a cigarette” workshops delivered by the Healthy Schools team.</li> <li>• The Healthy Schools Team have delivered two cooking together sessions for teachers (30 delegates attended). This upskills staff to deliver healthy cooking sessions within the school environment. In addition to the training, all schools have received healthy cooking in the classroom resources</li> <li>• 6 schools (all teaching staff) received sex and relationships education training. Those 6 schools also received all relevant resources needed to deliver a comprehensive SRE programme.</li> <li>• Healthy Schools and external providers delivered 3 Ebugs resource (Hygiene) training sessions. All schools in CCBC were invited to attend. 45 schools attended</li> <li>• 17 delegates attended an Eating Disorders awareness training session. All secondary schools, and School Nurses were invited.</li> <li>• 3 schools have received a wellbeing workshop (all staff attended)</li> <li>• promoted and facilitated Regener8 to deliver SRE workshops to pupils in 2 schools</li> <li>• 1 school has received Helmet Safety training (all pupils)</li> </ul>		Complete	100
05. Respond to the key issues identified in the Caerphilly Public Services Board's Well-being Assessment 2017	<p>The final draft Well-being Plan; ‘The Caerphilly We Want 2018-2023’ gained statutory approval from Caerphilly County Borough Council, Natural Resources Wales, South Wales Fire and Rescue Service and Aneurin Bevan University Health Board during March 2018.</p> <p>The plan includes a high level 5 year delivery plan detailing 5 Action Areas.</p> <ul style="list-style-type: none"> <li>- Best start in life</li> <li>- Volunteering and apprenticeships</li> <li>- Good health and well-being</li> <li>- Safer, resilient communities</li> <li>- Protect and enhance the local natural environment</li> </ul> <p>The data from the well-being assessment has also been used to review and redirect this objective focusing on the areas CCBC can have the most impact. The renewed focus will look at CCBC’s role in providing a supportive environment for residents to enjoy a healthy lifestyle.</p>		Complete	100

### How much did we do? - Measures

Period	Title	Actual	Target	Intervention	RAG	Comment
Q4 17/18	Number of test sales of tobacco to young people carried out	2	10	5		Very little intelligence regarding under age sales has been received, hence no activity, it appears to us that E-Cigs are becoming a problem. No test sales were carried out in qtr4 this year.

### How well did we do it? - Measures

Period	Title	Actual	Target	Intervention	RAG	Comment
Q4 17/18	Number of settings that have completed the Healthy & Sustainable Pre-Schools Scheme	17	5	3		
2017/18	Number of schools achieving the final phase of the Healthy Schools Scheme - 'the Welsh Governments National Quality Award' (Annual)	9	9	5		
Q4 17/18	Number of childcare settings in Healthy Early Years Scheme - schools (Qtly accum - Year to date)	74	50	40		
Q4 17/18	% Schools that have achieved Healthy Schools accreditation at phase 3 (Qtly accum - Year to date)	98	95	90		
Q4 17/18	% of schools working towards the National Quality Award	80	20	14		

### How well did we do it? - Metric

Period	Title	Actual	Comment
2017/18	Smoker - Adults who reported being a current smoker (age standardised - 16 plus) - Calendar year (two year calendar average)	18.00	<p>Target is 16% by 2020.</p> <p>The rate of adult smokers has continuously declined over the last decade from 28% in 2003/04 + 2004/05 to 21% in 2014+15 (Welsh Health Survey). The way this data is collected has now transferred into the National Survey for Wales. The first round of National Survey for Wales indicated that our prevalence rate has reduce further to 18% but it is not possible to compare the two sets of data as the NSW uses different definitions and a smaller sample size. Future data will be available from the new National Survey for Wales. Smoking prevalence projections show an ongoing decline.</p>



### Other performance information - Metrics

Title	Actual	Comment
01. % Physically active on 5 or more days in the past week - Age standardised percentage of adults - Caerphilly	26	This has decreased from 28% in 2010/11. This is lower than the rest of Gwent and the Wales average.
02. % Adults who reported eating five or more fruit and vegetables the previous day (Age standardised) - Caerphilly	26	This has decreased from 29% in 2011/12. This is similar to Blaenau Gwent but lower than the rest of Gwent and the Wales average.
03. % Overweight or obese - Age standardised percentage of adults - Caerphilly	63	This is the highest rate in Gwent and higher than any region in England.
04. % Children aged 4/5 years categorised as overweight or obese in Caerphilly	27	This is higher than the Gwent average and higher than any regions in England.
05. Gap in healthy life expectancy between the most and least deprived areas across Caerphilly for Males	13	For the period 2010 - 2014. This has reduced from 18.6 years in 2005 - 2009.
06. Gap in healthy life expectancy between the most and least deprived areas across Caerphilly for Females	14.60	For the period 2010 - 2014. This has reduced by 1.6 years since 2005 - 09.
07. Illegal tobacco campaign - number of enforcement actions	3	
08. Illegal tobacco campaign - number of intelligence reports received	21	Regarding the illegal tobacco campaign, intelligence is tapering off. We intend to re-invigorate it towards the end of the year.

## Well-being Objective 4

### Reduce our carbon footprint

#### Why we chosen this

Our climate is undergoing changes as the direct result of green-house gas (GHG) emissions from human activity. One of the most prevalent GHG's is Carbon dioxide (CO<sub>2</sub>) which is emitted mostly, from the burning of fossil fuels like coal, oil and natural gas. The UK Government has committed to take action on reducing carbon emissions and has introduced the Climate Change Act (2008). This is further supported by the Welsh Government Climate Change Strategy 2010 and the Environment (Wales) Act 2016.

Caerphilly County Borough Council (CCBC) has an annual carbon emission in excess of 26,000 tonnes which is a relatively large carbon footprint. We have an obligation to take steps to reduce and minimise our carbon emissions and strongly consider the associated negative impact on our environment. This objective has been set within the sustainable development principles as long term and our carbon reduction actions extend to 2050 with some 'invest to save' schemes having a payback under 10 years but a technology lifespan of up to 30 years.

We are taking an integrated and collaborative approach by sharing knowledge and good practice and carrying out a wide range of training and awareness so that people know how to best use the technologies and practices available to the best effect.

We rely on and involve all employees, pupils and residents to contribute to the goal of carbon reduction as they directly influence the levels of carbon emitted within the borough. We also work carbon management advisory organisations, utility suppliers and Resource Efficient Wales (who replaced the Carbon Trust).

All our proposals for improvement have to be justified and validated and show we understand the causes in order to access funds not just to prevent but to improve carbon emissions levels.

For the year 2017/18 the overall level of progress is judged to be **partially successful** because all of our actions and measures are part of a longer term strategy and will be ongoing for a number of years.

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

In Line with the Carbon Reduction Strategy (2009) this Wellbeing Objective focused on 4 priorities to reduce emissions, namely; Good Housekeeping; Invest to Save; Design and Asset Management; and Renewable Technology.

This report highlights key progress and achievements made during the year. Through the various actions we are clearly seeing a positive improvement in raising awareness and training activities. Public awareness of climate change and the link to carbon footprint is high and Caerphilly County Borough citizens expect the Authority to take reasonable steps to reduce the energy consumed by its buildings.

Caerphilly CBC along with all other organisations is under increasing pressure from UK wide legislation aimed at improving energy efficiency for example, Provision of Display Energy Certificates, Energy Performance Certificates and compliance with the Carbon Reduction Commitment Scheme (which is an outright carbon tax, resulting in costs to the authority).

### **Key headlines:**

Energy consumption savings and reduction of carbon emissions can be evidenced through our:

- Good Housekeeping; where information and energy management intelligence continues to be shared with and across our site managers, corporate offices, depots and school environments.
- Continued implementation of Invest-To-Save technologies in particular the introduction of energy efficient lighting which makes significant carbon savings and improves working and teaching environments.
- Asset Management. For example; modernisation of schools, leisure centres and rationalisation and improved usage of offices/depots.
- Renewable technologies, for example Photovoltaic (PV) installations at three sites.
- The feasibility/pilot study planned for testing and seeking opportunities for electric vehicle use, has taken a slow start due to the lack of vehicles being made available. However, for the limited testing encountered, there has been a positive response to date with further considerations progressing into 2018/19.

## Actions

Period	Title	Comment	RAG	Overall Status	% Complete
Q4 17/18	Raise awareness and understanding of carbon management and improve control through; advisory, education, training, guidance, skills and operational activities	<p>We have registered 104 individual activities that raise awareness. Ranging from emails to schools, intranet advice and bespoke guidance to individual sites.</p> <p>Examples include intranet advice on:</p> <ul style="list-style-type: none"> <li>• Seven items on the intranet giving guidance on utility conservation.</li> <li>• Water leak guidance to various properties</li> <li>• Numerous updates to affected properties on TRIAD warning in relation to electricity contract costs.</li> <li>• Energy conservation presentation to children at various schools.</li> <li>• Heating control guidance for schools entering holiday periods</li> <li>• Carbon Tax costs provided to education finance for school budgeting.</li> <li>• An information note was distributed outlining the benefits of the new LED lighting upgrade, at TY Penallta.</li> <li>• Outline of the benefits and availability of the LAEF invest to save funding scheme</li> <li>• Good Housekeeping – tips on general energy savings.</li> <li>• Winter is Coming – saving on heating.</li> <li>• Various consumption reports for managers for example Caerphilly Leisure Centre and Ty Penallta.</li> </ul> <p>In addition to the above awareness material, examples of additional email advice particular to schools included:</p> <ul style="list-style-type: none"> <li>• Switch off and Save guidance note issued to schools.</li> <li>• Water Meter Downsizing.</li> <li>• We offered all schools an opportunity to take lights that we removed from TY Penallta for re use in their schools. They were eventually taken by Heolddu Comprehensive to be used as a temporary solution to their lighting problems.</li> <li>• Water conservation tips</li> <li>• Summer Closedown Checklist – this is to be issued ahead of all holiday periods and covers – Metering, Heating, Equipment and Maintenance.</li> <li>• The benefits of Building Energy Management System in controlling heating costs.</li> <li>• Hidden Water – awareness on water consumption</li> </ul> <p>We wrote to all community centre secretaries giving advice on utility suppliers.</p> <p>We provided guidance and a costed proposal for Blackwood Miners institute to have a PV array. Cost £29k, generated 29,500kW per year and pays back in 8.3 years. The scheme would save 13 tonnes of carbon per year.</p> <p>We provided training to 31 schools on energy efficiency which was directly aimed at school children but also incorporated a few members of staff.</p> <p>We contacted many individual sites in relation to utility supplies where we suspected there may be an issue surrounding usage. Graphs evidencing spikes in consumption were provided.</p> <p>Building Energy Management Systems (boilers) training was provided to St Gwladys and Risca Primary.</p>		Complete	100



## Actions

Period	Title	Comment	RAG	Overall Status	% Complete
Q4 17/18	Better controlled use of our facilities through; asset rationalisation (property stock), energy and utility audits, and the feasibility of further technology investments to our property portfolio	<p>We issued 9 detailed energy and water audits outlining opportunities for energy improvements:</p> <ul style="list-style-type: none"> <li>- St Helens RC primary school</li> <li>- Bryn Awel Primary school</li> <li>- Caerphilly Leisure Centre</li> <li>- Risca Leisure centre</li> <li>- Llancaiach Junior school</li> <li>- The Hanger 81 community centre</li> <li>- Offices at: Mill road, TY Gilfach, Foxes Lane, TY Gradffa, Penmaen House</li> <li>- Newbridge Leisure Centre</li> <li>- Primary schools: Gilfach, Ysgol Ivor Bach, Park, Ysgol Penallta</li> </ul> <p>We have made financial investments to save energy, carbon and cost through the LAEF scheme. See page 5 for further details on the key projects.</p> <p>The total investment for 2017/18 was £112k, which will save 61 tonnes of carbon each year. Additional projects have been identified for 2018/19. Ongoing office lighting improvements for Ty Penallta is scheduled for the Autumn 2018/19.</p> <p>We have considered and rejected projects based on lengthy pay back rates for:</p> <ul style="list-style-type: none"> <li>- Deri Primary School (LED lighting 9.3 yr payback)</li> <li>- Tredomen Park Car Park (LED lighting 14 yr payback)</li> <li>- Plasyfelin Primary (LED lighting). Building not suitable.</li> <li>- Pontlottyn 3G pitch (led lighting)</li> <li>- The hanger 81 (led LIGHTING 20 years)</li> <li>- Winding house museum (led 11 years)</li> </ul> <p>PV solar schemes have been identified for 3 sites (including Risca Leisure Centre, Tredomen Technology and Business Centre and Ystrad Mynach Centre for Sporting Excellence totalling £161k. These sites will anticipated annual carbon savings is in excess of 51 tonnes a year for the next 20+years and generating an estimated simple lifetime profit circa £280k. 582 PV panels will be installed.</p> <p>Ty Dyffryn is now empty with staff relocated to other existing offices. The annual carbon emissions for this building when occupied was circa 190 tonnes per year and most of this will now be saved.</p> <p>Oakdale and Pontllanfraith Comprehensive schools are closed and have been replaced by Islwyn High Comprehensive. Islwyn High has all Light Emitting Diode lighting, improved insulation levels and is a smaller building compared to the old ones. There are short periods when the building draws no electricity from the electricity grid. These are major factors contributing to the carbon savings being made.</p> <p>In addition to our larger scale PV projects, small scale PV systems of up to 4kW were installed on 17 schools, which have an overall carbon saving of approximately 32 tonnes per year and will be used to teach school pupils about sustainable energy.</p> <p>The authority is set to make a decision on its street lighting in the Autumn 2018. The authority will establish if the street lighting stock will be converted to Light Emitting Diode format.</p>		Ongoing	85

Period	Title	Comment	RAG	Overall Status	% Complete
Q4 17/18	Feasibility study and piloting of integrating Electric/Hybrid vehicles into parts of our vehicle fleet	<p>Multiple over-night slow charging power points have been installed: x6 at Ty Penallta and x5 at Tir Y Berth Depot.</p> <p>Our Meals on Wheels (MOW) service and Policy Team trialed an electric vehicle for one week in July 2017 with very positive feedback. Staff found it very easy to adapt to, charge-up and generally a pleasure to drive/use. They did find the vehicle quiet as there was no engine noise, but that was the only non-positive comment from them.</p> <p>We are awaiting availability and price confirmation so we can lease 3 vehicles (2 for Meals on Wheels and 1 pool vehicle). These vehicles will be used by a variety of employees/services, so they can determine if they could deliver their service using an electric vehicle.</p> <p>We are also waiting for a demonstration vehicle for our Countryside Services to trial, in order to determine if they can deliver their service using an electric vehicle. If successful, they will lease 1 vehicle.</p> <p>At the end of March 2018, proposals have been implemented to consider the installation of additional 'fast charge' power point units at Ty Penallta. This will further support council services and create opportunities for using the electric vehicles, as they will be able to top-up charge during the day as well as using the slow charge points over night.</p>		Ongoing	50

We have made financial investments to save energy, carbon and cost through the LAEF scheme. The Key projects being:

Site	Project Type	Cost	Annual kWh Saved	Annual Carbon tns Saved
Blackwood Comp	LED Lighting	£2,000	2,377	1.08
Trinant Primary	LED Lighting	£14,683	14,535	6.48
Twyn Primary	LED Lighting	£7,535	11,550	5.14
Trinant Primary	Insulation	£1,801	12,935	7.37
Heolddu LC	LED Flood Lighting	£8,015	9,095	4.08
Tredomen House	LED Lighting	£750	1,225	0.55
TY Penallta Offices	LED Lighting	£17,489	18,787	7.22
Bryn Primary	Insulation	£360	1245	0.23
TY Penallta Chief Exec	LED Lighting	£4,840	6744	2.59
Sue Noake LC	LED Lighting	£6,390	7212	3.2
St Cenydd Comp	LED Lighting	£48,108	59571	22.9
Total		£111,971	145,276	61

### Performance Measures

Period	Title	Actual	Target	Intervention	RAG	Result 12 months ago	Comment
Q4 17/18	Identify and implement invest to save projects under the LAEF scheme (This is measured as a percentage of budget allocation)	187	80	70		New Measure	The target spend for the period was exceeded by spending £112k, this was across 11 projects. Due to the target being exceeded it meant that Caerphilly positioned strongly in the national league tables.
Q4 17/18	Number and type of vehicles obtained for piloting	1	5	3		New Measure	The target was to obtain 5 small vans. We obtained 1 Nissan light duty van for a short term in 2017. We are awaiting confirmation of vehicle pricing and availability to start leasing vehicles for the pilot (delayed throughout 2017/18 and will be followed up moving into summer of 2018).
Q4 17/18	Number of electric charging locations approved and installations completed at Council Offices	2	2	1		New Measure	6 charging points at Penallta House, 5 charging points at Tir Y Berth Depot installed already. Additional being considered for future periods.
2017/18	The number of building Energy Audit completed and handed over to building Managers	16	15	10		15	The number of energy audits completed exceeded the target. This means that key staff within audited buildings are better informed on how to reduce energy consumption and where to invest within the building.
Q4 17/18	The number of our schools which achieve accreditation to Eco Schools Green Flag	78	80	73		73	13 schools renewed their Eco School Green Flag award during 2017/18. 36 schools have achieved their Platinum award (4th Green Flag) to date. 8 schools have lost their Green Flag status.

## Well-being Objective 5

### Investment in Council homes to transform lives and communities

#### Why we chose this

The long-term affordability of housing, effects of low incomes, fuel poverty and improving the quality of housing in the social sectors, are some of the main challenges facing the county borough. Council homes across our county borough will require over £200 million investment to meet the Welsh Housing Quality Standard (WHQS) programme by 2020. In 2012 Council tenants took part in a ballot to have their say about the future management of their homes and they voted to remain with the Council as their landlord.

We are taking an involved, integrated and collaborative approach by delivering this improvement programme on a community by community basis. Every Council home is surveyed to establish the extent of internal and external work required, type of works to be delivered, products and workforce used, and timeliness of delivery. We have established a 'Caerphilly Homes Task Group' with 7 councillors and 7 tenant representatives, who periodically meet and discuss progress within the WHQS and the improvements to the housing service. The Task Group, is informed by a 'Tenant's Repairs and Improvements Group'.

Due to the scale of this programme, it will be a substantial boost to the local economy. The money spent improving homes, should be a catalyst to wider regeneration, improving lives and communities. The main intention, other than improving homes, is to prevent further deterioration in the housing stock, which can adversely affect the health and quality of life of the tenants.

For the year 2017/18 the overall level of progress is judged to be **partially successful**.

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

As of the 31<sup>st</sup> March 2018, Council housing stock totalled 10,785 homes. We continue to make good progress with our investment programme to deliver the Welsh Housing Quality Standard (WHQS) to all of our homes by the end of December 2020, having invested £152m since the start of the programme.

The capital investment in homes has been used to support local businesses and create training and employment opportunities in the borough to help people back into work. Due to the complexity of home improvement works required, the programme is being delivered in a 'phased block of works' approach, (internal and external works being undertaken separately) which does not target 'whole home units' in one go, and so, did not deliver 'whole home compliance' in the early programme years. As this method of works progresses and overlaps (area by area), there will be an incremental (noticeable) increase in 'whole home unit compliance' as we approach the latter years of the programme.

The delivery of the internal works element of the WHQS programme has progressed well despite the loss of one of our main contractors and is on target for completion by the 2020 deadline. The delivery of external works has experienced slippage over the previous 3 years due to a number of challenges; however, significant improvements have been made during 2017/18 including the introduction of a DPS (Dynamic Purchasing System). Based on current performance, again this is on target for completion by the 2020 deadline.

A conscious decision was made to ensure that the money invested in bringing all tenants' homes up to the WHQS would be used to support development of small and medium enterprises and create training and employment opportunities to help people back into work. Since the start of the WHQS programme the Council has invested over £150m and is projecting to invest over £220m by the end of the programme. This investment has resulted in the creation of 43 permanent jobs, 58 apprentices and 44 work placement opportunities, as well as supporting and providing expansion opportunities to local businesses.

We commenced the WHQS environmental programme in 2016 and intend to invest circa. £10.6m in the ensuring that its homes are located in attractive and safe environments. Phase 1, which involved identifying minor repair and improvement works across the borough have been completed. An extensive community engagement programme is currently underway to identify improvements that will be delivered as part of Phase 2 with many projects agreed and progressing.

The WHQS requires the Council to ensure that 'as far as possible, improvements are undertaken to suit the specific requirements of the household'. In order to ensure compliance and meet the aspiration to transform lives and communities the Council has delivered a portfolio of adaptations as part of its improvement works, thereby, ensuring that people are able to remain independent in their homes for longer. In some cases, this has involved simply the installation of handrails and in others, it has involved the installation of ramps, disabled kitchens, walk in showers and RNIB provisions to assist those with a visual impairment. We have also completed 25 automatic door installations at our sheltered housing schemes.

We monitor tenant satisfaction levels and our data shows that tenants are generally happy with internal works (86%), however, satisfaction levels for external works has been below what is expected (70%), albeit the latter being a small sample response.

The programme continues to be financially viable, with some borrowing likely to be required towards the end of the programme.

In 2017, the Wales Audit Office completed a programme review and submitted a series of recommendations to the Council, which have been addressed to improve programme delivery.

The programme remains challenging, but improved progress throughout 2017/18 (with some new arrangements introduced to ensure momentum) has put the Council in a good position to deliver the WHQS programme in full by 2020.

The WHQS investment programme has improved living conditions by making properties, for example; weathertight, with improved heating, with improved safety within the home through changes to layout, electrical rewiring, improved accessibility, energy efficiency through additional insulation measures, external improvements, all contributing to improved health and well-being opportunities..

## Actions

Title	Comment	RAG	Overall Status	% Complete
1. Delivery of the 2017/18 capital investment programme in respect of internal and external repairs and improvements	<p>Commitments were made to deliver 75% of internal properties and 40% of external properties being compliant to WHQS. Whilst it was originally determined that these commitments had been exceeded by the 31/03/18, since that time a new validation process has determined that we had fallen just short of the internal target, with only 73% of properties being compliant but exceeded the external target with 46% being made. Overall WHQS compliance 35%. No borrowing was required this year with expenditure being £42m which is lower than the budget but exceeds all previous annual expenditure and demonstrates the increase in momentum during 2017/18. The business plan therefore remains financially viable and the target for completion of the WHQS programme in full by 2020 continues to be achievable.</p>		Fully Met	100
2. Enforcement of standards set out in the Charter for Trust by both the in house workforce and contractors	<p>This programme is driven and delivered in context with/by:</p> <ul style="list-style-type: none"> <li>• WHQS Programme Criteria</li> <li>• WHQS Compliance Policy</li> <li>• WHQS Strategy/Action Plan</li> <li>• Tenant Communication Strategy</li> <li>• Focus on Delivery Charter</li> <li>• Charter for Trust Standards</li> <li>• Contract terms and conditions</li> </ul> <p>The contents of which 'sets the conditions for aspiration' and 'standards' of eventual works completions.</p> <p>Contractors and workforce regularly made aware of requirements and results are monitored through surveys, completions of work sign-off and tenant satisfaction.</p> <p>The Charter ensures that works completed to tenant's homes will be undertaken with respect and to give confidence. Some issues have been experienced with external contractors and their sub-contractors in particular, as communication of the Charter for Trust through the whole supply chain appears to be inconsistent. Issues however have been reinforced when identified and emphasis raised at all pre-contract meetings.</p>		In Progress	85
3. Delivery of a customer focussed programme with high levels of satisfaction	<p>All works are delivered post survey and tenant notification. For internal elements agreed appointment/works are then discussed with the tenant and timetabled accordingly. Tenants are offered an element of choice on various products and letters confirming the scope of works and their choices are also sent to tenants, who are also provided with a period of time to reconsider. Notification letters sent to tenants in advance of external works provide a brief overview of the likely scope of works. Following feedback from tenants these letters are in the process of being reviewed.</p> <p>Compliments and complaints are regularly monitored, acted upon and recorded appropriately.</p> <p>An external works survey questionnaire has been fully implemented in a similar way to the existing internal survey.</p>		In Progress	78

### Actions

Title	Comment	RAG	Overall Status	% Complete
To meet the requirements of Part 7 of WHQS by undertaking adaptations where these are identified	<p>Prior to the recommendation of adaptation improvement works, an individual OT assessment is undertaken in order to identify the specific needs of the household. This applies to both the internal and external works programme.</p> <p>Where feasible, any approved, adaptations are built into the WHQS programme. In addition, further adaptations are provided through our private housing team following referrals from Social Services or as a result of direct referrals via the OT to CCBC Social Services.</p> <p>1,713 adaptations completed to date (within programme period).</p>		Fully Met	100
Implement the environmental improvements to meet part 6 of the standards of attractive and safe communities	<p>Campaign Publication Aug/Sept 2017:</p> <p>Communities throughout the borough are being asked to give ideas to improve their local area through a series of 'Shape Your Place' consultation events.</p> <p>The WHQS Environmental Programme is being supported by a £10.6m budget for council estates throughout the borough. Environmental officers, our partners, contractors and citizens are currently actively engaging to consider improvement opportunities and a series of events and online surveys online surveys created in order to seek views regarding environmental improvements.</p> <p>A series of clean-ups, new signage, improved amenities, communal bin storage facilities and additional parking spaces have already been completed in some communities.</p> <p>The WHQS Project Board have approved a number of major schemes which, will be integrated into existing programmes of work during 2018/19 for delivery. Engagement events are ongoing to identify projects throughout the county borough, which will be implemented between now and 2020. Major schemes have been approved in Nelson, Phillipstown, Penyrheol and Ty Sign.</p>		Partially Met	40
Identification and pursuit of external funding opportunities to support energy efficiency measures	<p>Additional VVP funding was secured to increase the energy efficiency of private homes within Lansbury Park, resulting in a total VVP WG investment of £680,000 by March 2018. £1.4m has also been committed via the ARBED programme to deliver energy efficiency works.</p> <p>ARBED related works in Lansbury Park are being delivered by contractors – E.On and SERS.</p>		Fully Met	100



### How much did we do?

Period	Title	Actual	Target	Intervention	RAG	Result 12 months ago	Comment
2017/18	Number of homes brought to WHQS as recorded on annual return to Welsh Government (The number of houses that have achieved WHQS standard - improvements/completions to date)	3501	1263	909	Green	252	Internal and External targets re-profiled (Cabinet Report 28/02/18). Target based on average compliance (planned improvement works completions). Internal and External works are being delivered on a phased and block community approach (not whole house). Therefore, total compliance will exponentially increase towards 2020.
2017/18	Number of homes compliant with WHQS in respect of their EXTERNAL elements (improvements/completions to date)	4969	4320	2500	Green	1320	Targets re-profiled (Cabinet Report 28/02/18). Due to previous years slippage and contract complications.
2017/18	Number of homes compliant with WHQS in respect of their INTERNAL elements (improvements/completions to date)	7806	8398	7300	Orange	6057	Targets re-profiled (Cabinet Report 28/02/18). Due to previous years re-work prioritisation.

### How well did we do it?

Period	Title	Actual	Target	Intervention	RAG	Result 12 months ago	Comment
2017/18	WHQS Internal Works Satisfaction Survey Result - Overall Satisfied	86	80	50	Green	N/A	Out of approximately 4000 sent out there have been approximately 1800 survey returns.
2017/18	WHQS External Works Satisfaction Survey Result - Overall Satisfied	70	80	50	Orange	N/A	Out of 267 surveys sent out. Out of the 79 returned, 55 were satisfied.