

Caerphilly County Borough Council

2017/18 Well-being Objectives



A greener place Man gwyrddach



CAERPHILLY COUNCIL WELL-BEING OBJECTIVES MARCH 2017



Councillor Keith Reynolds

Foreword from the Leader

I am delighted to introduce Caerphilly Council's Well-being Objectives for 2017-2018 as these will help shape the way we deliver our services in the best interests of our residents over the next 12 months. It is important to note that having objectives does not stop us carrying out and trying to improve the many things we already do, but they are helpful to prioritise areas that will improve our residents' quality of life in a sustainable way.

Although these objectives are important areas to improve upon, we will review them later in the year to make sure they remain current and are what our communities want. This is because the Public Services Board (PSB), of which the Council is a partnership member, has carried out a thorough assessment called a 'Well-being Assessment' that uses different data sets for analysing a picture of our county borough. But data alone is not enough to provide a rich picture so an extensive consultation was carried out to capture feedback from residents outlining how they feel about where they live now and how they would like to see their community improve and move forward over the longer term. We are bringing together these views, alongside what the assessment data tells us, and on behalf of the PSB consulting with partners and the public to see if they agree with the final conclusions. This is important as it will form the basis of a joint action plan which will be implemented by the PSB to work together to improve quality of life for our residents.

As a local authority we will want to contribute to those improvement areas and build on the strengths. Additionally we have local elections in May and any new administration will have ideas on the kind of improvement they want to deliver, so this is why we will be reviewing our Well-being Objectives later in the year. Our other 8 priorities ran from 2013-2017 and we will publish how we performed against them in our Annual Performance Report in the autumn.

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Our Well-being Objectives for 2017 - 2018

WB01 – To help people make best use of their household income and manage their debt.

WB02 – Improve outcomes for all learners particularly those vulnerable to under achievement

WB03 – Close the gap in life expectancy for residents between the most and least deprived areas in the borough

WB04 – Reduce our Carbon Footprint

WB05 – Investment in Council Homes to transform lives and Communities

What is Well-being?

Well-being means different things to different people, we asked our residents what it meant to them and you can find the answers on

<https://your.caerphilly.gov.uk/publicservicesboard/content/what-does-wellbeing-mean-you>

Setting the Well-being Objectives

Our Well-being Objectives have been carried forward from 2016/17 as we still have more work to do on these.

As mentioned in the Leader's foreword we have undertaken a well-being assessment identifying emerging needs and strengths, and carried out considerable public consultation. The areas that people raised in consultation are reflected in this set of Well-being Objectives, for example their concerns about poverty and education. However as the work progresses on this analysis we will want to review our Well-being Objectives in the light of the emerging information around the autumn of 2017.

Well being Statement

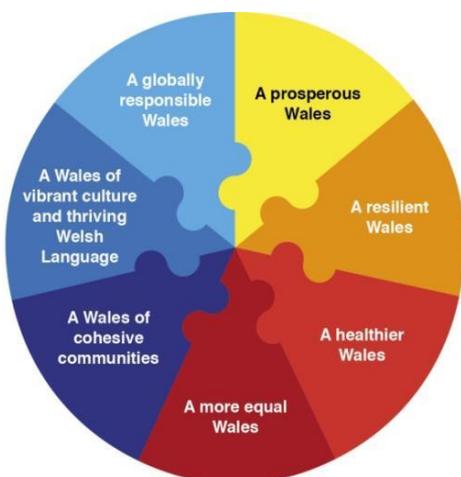
Each objective has its own section called 'why we chose this'. This is in effect our 'Well-being Statement' as it explains the rationale for why we chose this particular objective and how we believe these objectives will contribute to the achievement of the Well-being Goals.

More information about Well-being of Future Generations (Wales) Act 2015 is available from:

thewaleswewant.co.uk/about/well-being-future-generations-wales-act-2015

How the Councils Objectives contribute to the National Well-being Goals

Under the new Well-being of Future Generations (Wales) Act 2015 public bodies are required to show how their Well-being Objectives have been chosen to maximise their contribution towards meeting the Welsh Government's National Well-being goals. Each of our objectives shows how they contribute towards the seven well-being goals. There is also a description of what is meant and included for each goal on page 20.



What are the five ways of working?



Legally we need to make sure that when making decisions we take into account the impact they could have on people living their lives in the future. There are **5** things that we need to think about to show we have applied the sustainable development principle

Long Term - The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.

Prevention - How acting to prevent problems occurring or getting worse may help public bodies meet their objectives.

Integration - Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.

Collaboration - Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives.

Involvement - The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves.

The 5 ways of working:

*Involvement
Collaboration
Long Term
Integration
Prevention
(ICLIP)*

Reviewing the Well-being Objectives

As noted in the foreword our Well-being Objectives will be reviewed after the local elections in May 2017. By this time our 'Well-being Assessment' will be finalised and we can use this new emergent intelligence to inform a review of our objectives. Any new administration may want to prioritise and resource different aspects of the Well-being Assessment and this could alter the priorities, so it is important we review this to have the most up to date well-being priorities for our citizens.

The Well-being of Future Generations (Wales) Act 2015 asks us to state when we think our objectives will be met. Unfortunately the nature of tackling poverty or reduction of carbon emissions means a set deadline would be artificial and gives no certainty as we are often contributing to dealing with factors beyond our control.

However, all our current and future Well-being Objectives will have action plans, with targets and dates for completion as they do now so we are in a position to monitor progress and change position if we need to when our consultations or data are not showing the required improvement is working. The action plan will be reviewed informally at a service level and we will govern our work more formally with our Elected Members through the relevant scrutiny committees. The executive branch of the Council called 'Cabinet' will also review our progress and work towards removing barriers to help achieve them. We will publish an Annual Performance Report each year to tell the public of our progress.

1. Tackling Poverty: Maximising Income

Our Well-being Objective is to help people make the best use of their household Income and manage their debts

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. In their publication 'A UK Without Poverty' the Joseph Rowntree Foundation (JRF) defines poverty as:

"When a person's resources are not enough to meet their basic needs. This includes the need to be part of society, by being able to participate in common customs and activities, such as buying a birthday present for your partner or sending your child on a school trip".

JRF go on to state that interventions that either increase the resources available to households or reduce the costs of meeting their needs will help to reduce poverty. Recognising that poverty is dynamic, and differs at different stages of life, JRF propose that thought must be given to policies that have an impact now, those that are investments in the future and those that provide insurance against future events. Additionally the current welfare reforms are having a large and disproportionate impact upon residents in our borough and knock-on consequences for our local economy, compared to the UK as a whole. This means achievement of this objective could have **long term** benefits to quality of life in a range of areas.

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 provided 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 dependant 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 2015/16 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 nearly £500,000. In this way we are working towards **prevention** of poverty, wherever possible.

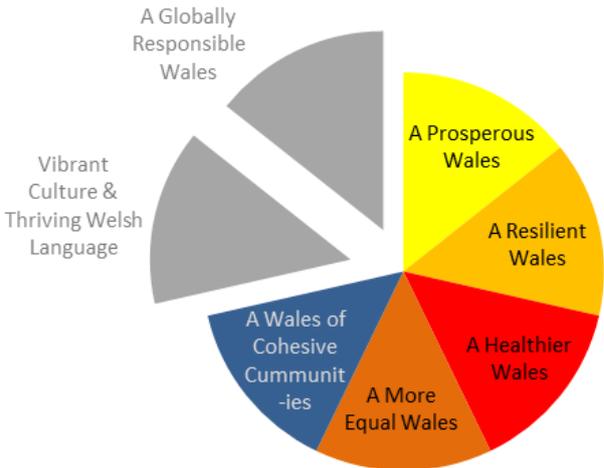
* Trussel Trust year end figures for 15/16 @ trusseltrust.org.uk

This Well-being Objective supports the Welsh Government's own Well-being Objective number:

4. To improve prosperity for all across Wales, helping people into employment and sustaining jobs.

Links to the Well-being of Future Generations (Wales) Act 2015 –Well-being Goals

By addressing each of these categories collectively and on their own merit, we are able to show contributions to the following wider National Goals:



To deliver this objective our actions for this year are:

From our Anti-poverty Strategy the work detailed in the section called 'Pockets, of which the key areas of focus are:

-  Providing 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.
-  Supporting council tenants to reduce the impacts of rising fuel costs. The impacts of this advice will be captured during follow up visits with a selection of the tenants.
-  Promoting quality, accessible and affordable childcare provision to enable families to improve their income through accessing education, learning and employment.
-  Ensuring all pupils eligible for Free School Meals are in receipt of their entitlement.

How we will review our progress

We will a range of performance measures to monitor progress including:

- The number of people supported to access the benefits they are entitled to along with the number of residents visited and provided with advice regarding energy saving.
- Increase Credit Union membership.
- The amount of savings generated for residents through increased income or reduced savings increases.
- The increases in the number of children accessing childcare places through Flying Start Childcare and the Assisted Places Scheme and an increased in the take up of Free School Meals for eligible pupils.

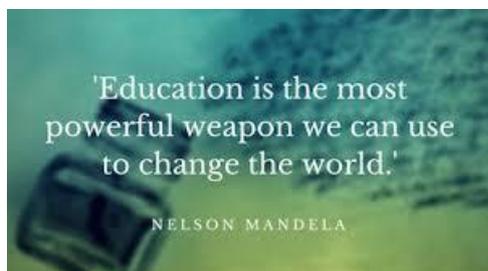
There is an Anti-Poverty Board (with members and partners) that monitor the progress of the strategy. Additionally this objective is monitored by our members at Scrutiny and Cabinet (these documents are publically available) and at the end of the year by our Public Annual Performance Report.

Resources to deliver

We do not have a dedicated budget within our organisation to address poverty so we are working with other areas and organisations to pool our resources to address the issues. For example, we sign post citizens to a range of help and support that maybe provided by other organisations or purchase services from the voluntary sector such as the Citizen's Advice to help citizens manage their finances, particularly help with debt support. We have developed an Anti-Poverty Strategy in partnership with a range of partners based on the 4 pillars of 'Prospects, Pockets, Places and Prevention'. The partnership helps to share the resource of delivering improvements. The strategy identifies areas that will be important to tackle; welfare, work, education, the cost of living, family, community and addressing complex needs emerging as crucial areas of focus.

2. Improve Outcomes for all learners, particularly those vulnerable to under-achievement

Our Well-being Objective is to: **Improve outcomes for all learners but we want to particularly focus on those vulnerable to under-achievement.**



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

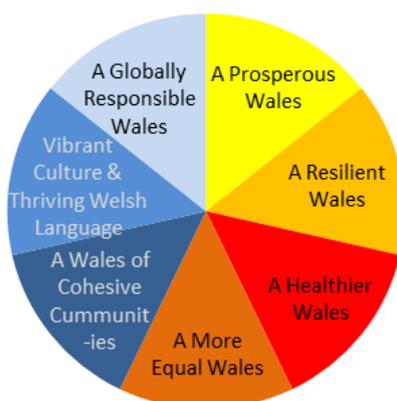
towards improved outcomes for our pupils. However, when we look at causes of underachievement, we know that aspirations are often linked to family background and that there are links between poverty, deprivation and lower achievement. Therefore in order to **prevent** underachievement we must work with communities and key agencies who work with families such as Flying Start, Families First, Communities First and other key partners.

This objective contributes to the Welsh Governments own current Well-being objectives:

1. Create conditions to give every child the best start in life.
2. Improve education outcomes for all and reduce the gap in outcomes for different groups.

Links to the Well-being of Future Generations (Wales) Act 2015 – Well-being Goals

This focus on improving outcomes for learners maximises the contribution to all of the wider Well-being Goals noted below:



To deliver this objective our actions for this year are:

- ✚ To work in partnership with the Education Achievement Service (EAS) to ensure that challenging targets are set for all learners, particularly those vulnerable to underachievement.
- ✚ Work with schools to maximise the benefits of the Pupil Deprivation Grant and Implement strategies to work towards closing the gap in performance between those in receipt of Free School Meals, and those who are not.
- ✚ Monitor and evaluate the newly introduced assessment for pupils educated in Trinity Fields and Local authority resource bases (PIVATS).
- ✚ Monitor and evaluate the multi agency strategy to provide improved learning opportunities in the St James area.

The actions identified in this plan and further detail will be highlighted in the strategic annual service plans and operational service delivery plans, and communicated to the regional Educational Achievement Service (EAS).

How we will review our progress

Future ESTYN inspections and reviews will monitor the progress made in improving outcomes for our children and young people through the strategies, services and initiatives that we deliver.

We use considerable attainment data and targets to monitor our overall progress as well as use of the new methods for evaluating at an individual level. There are many factors which increase levels of vulnerability in learners, one of which is deprivation. The measure that is commonly used to measure deprivation is a pupil's eligibility to receive Free School Meals. The data provides an insight into the performance of all pupils in comparison to the pupils in receipt of Free School Meals. This also highlights that the gap in performance increases throughout school life.

We have a service plan, action plan and an online system for monitoring our data. The Objective will be monitored and discussed with our councillors at Scrutiny and at Cabinet and progress will be published to the public in the Councils Annual Performance Report.

Resources to deliver

This objective is initially focused on aligning existing resources to provide targeted support in areas of need. The Welsh Government pilot initiative of Children Zones is being considered as a model for re-focussing the multi agency work in St James and Fochriw areas and evaluating existing partnership working and community engagement.

The aim is to maximise use of existing funding streams and community resources to explore how we can work differently to improve outcomes for the communities, including our most vulnerable children and young people, as well as develop a model which could effectively and efficiently be developed in other areas.

Caerphilly will be an additional Early Implementer testing the 3 and 4 year old childcare offer in 2017/18, initially in the Mid Valleys East community planning area, prior to full implementation across Wales by 2021. The 30 hour offer aims to support working families with 10 hours of early years education and up to 20 hours of funded childcare provision. Welsh Government recognises that childcare is one of the biggest challenges facing working families in Wales and developing an enhanced childcare offer is a top priority. Supporting families with quality, flexible and affordable childcare supports economic regeneration, can reduce pressures on family income and help parents to participate in work, thus reducing a family's risk of poverty. It also supports the wellbeing of children through positive and rich childcare experiences.

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

Our Well-being Objective is focused on: **promoting the benefits of an active and healthy lifestyle.**

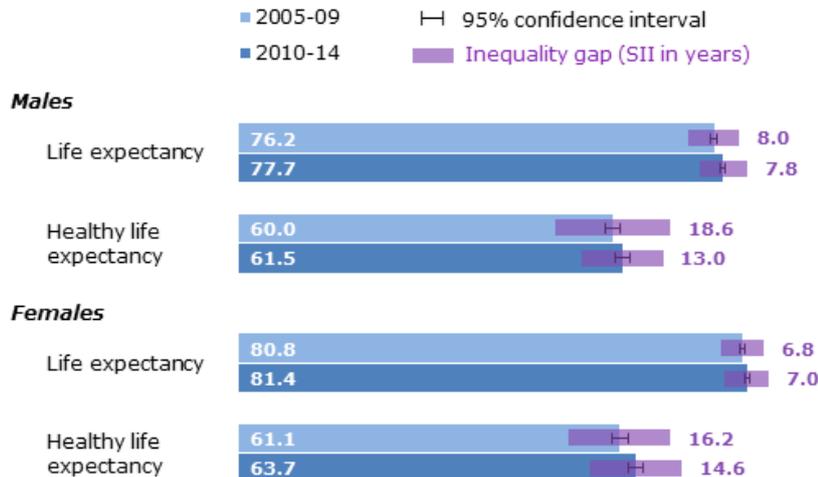
Why we chose this

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 more advantaged.

The CCBC vision is that Caerphilly County Borough is a better place to live, work and visit. This must be for all residents. This is a **long term** aim as 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.

Data released from Public Health Wales (2011) covering the years 2001-2005 and 2005-2009 showed health inequalities across the county borough that were alarming. Recent data released in 2016 (below) shows an improving picture but we still have health inequalities that are harmful to our residents.

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)



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, the gap in overall life expectancy has increased by 0.2 years; however the gap in years for healthy life expectancy has reduced by 1.6 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.

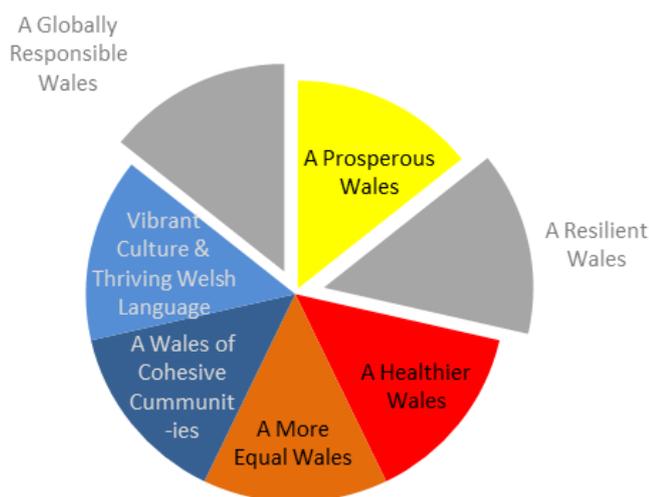
Due to the complexities and the different causes and effects we have to **involve and collaborate** with a range of partners in delivering this objective. We are taking an **integrated** approach to ensure all partners work towards the same outcomes in a joined up process to benefit the individual. Activities are not just seeking to improve life expectancy for residents in the borough but to **prevent** the situation declining as shown from our data.

This contributes to the Welsh Government’s own Well-being Objectives of:

1. Create conditions to give every child the best start in life,
3. Help people live healthy and independent lives and support a healthy workforce
12. Manage, use and enhance Wales natural resources to support long term well being and
13. Facilitate high quality responsive and better integrated public services to those that need them most, enabling citizens to be an equal partner.

Links to the Well-being of Future Generations (Wales) Act 2015 –Well-being Goals

This focus on improving maximises the contribution to all of the wider Well-being Goals noted below:



To deliver this objective our actions for this year are:

-  Further reduce smoking prevalence rates.
-  Improve the proportion of adults and children who are a healthy weight.
-  Support Aneurin Bevan University Health Board and Public Health Wales to implement the Living Well Living longer programme (LWLL) across the County Borough.
-  Increase residents knowledge in health literacy.
-  Respond to the key issues identified in the Caerphilly Public Services Board's Well-being Assessment 2017.

How we will review our progress

Data from the Welsh Health Survey (Welsh Government) and Public Health Wales will provide evidence to show if our residents' health is improving. Often health data can be complex and trends can take 2-5 years to show.

This objective will have a range of measures and be monitored at least every 6 months. A report will be provided to the Council's Scrutiny Committees and Cabinet members. We also publish the performance results in our Public Annual Performance Report. We make people aware of the annual report online and through social media and by 'Newline' the Council's paper which is sent to all homes in the borough.

Resources to deliver

Resources within this arena have been significantly reduced over the past few years. This is impacting on the availability of funds and the capacity to deliver. Welsh Government have recently announced a review of the Communities First programme to establish a new approach to meet the challenges of the future. The new approach will focus on three key areas of employment, early years and empowerment. Caerphilly Communities First are significant planning and delivery partners for this Well Being Objective as well as the Healthier Theme of the Caerphilly Single Integrated Plan.

By May 2018, Caerphilly Public Services Board must publish its new Well-being Plan (this will replace the Single Integrated Plan). The Local Assessment of Well-being (noted in the leaders foreword) which is currently out for consultation, identifies a number of key issues that the Public Services Board and partners will need to address, to improve wellbeing across the county borough and develop the 'Caerphilly We Want' over the next 25 years. Consideration needs to be given to the importance of health inequalities within this process and current resources. The Community Health Champions scheme is currently under review to examine relevancy and the capacity/resources to continue to deliver this initiative.

4. Carbon Management: Reduce our carbon footprint

Our Well-being Objective is, **to take steps to reduce the Authority's Carbon Footprint and inform and assist others within the borough to do the same.**



Why we chose 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 (CO₂) 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.

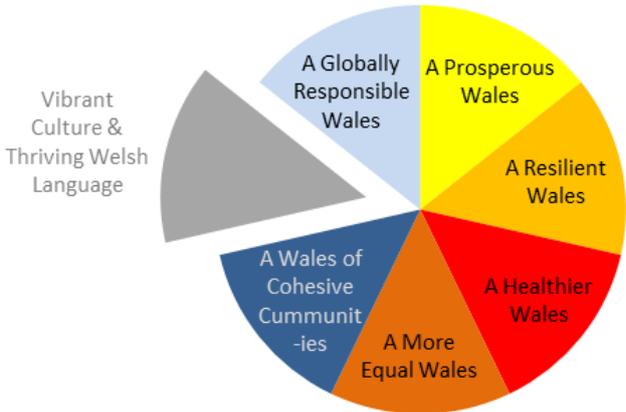
This objective contributes to the Welsh Government own current objective, 6. Support the transition to a low carbon and climate resilient society’.

Links to the Well-being of Future Generations (Wales) Act 2015 –Well-being Goals

CCBC focusses on 4 key categories to drive down energy consumption and reduce carbon emissions. They are:

- Good Housekeeping.
- Invest-to-save.
- Design and Asset Management.
- Renewable Technologies.

By addressing each of these elements collectively and on their own merit, we are able to show contributions to the following wider Well-being Goals:



To deliver this objective our actions for this year are:

- ✚ Raise awareness and understanding of carbon management and improve control through; advisory, education, training, guidance, skills and operational activities.
- ✚ Better controlled use of our facilities through; asset rationalisation (property stock), energy and utility audits, and the feasibility of further technology investments (for maintenance, improvements, controls) to our property portfolio.
- ✚ Feasibility study and piloting of integrating Electric/Hybrid vehicles into parts of our vehicle fleet.

How we will review our progress

The overall governance, monitoring and control will be through our Cabinet, Scrutiny and the Corporate Management Team. Progress will be reported routinely to our Members in their formal scrutiny capacity which is made publically available, and at the end of the year in our Annual Performance Report.

Resources to deliver

We will select and use specialist staff, contractors, suppliers and areas of financial draw down, in accordance with the needs being addressed and availability at the appropriate times. The authority has used internal finance, justified by business cases for carbon improvement projects.

However, the long standing vehicle for carbon improvement projects has been *SALIX funding, which is an 'Invest to save' scheme. The scheme introduces energy efficient technologies to reduce carbon emissions. We also consider opportunities that could be available from other external funding streams, to identify further opportunities to make carbon management improvements for our organisation, including schools, that benefits our environment, citizens and service providers/users.

*SALIX Finance; is an external organisation, which administers finance on behalf of Central Government. For CCBC, there is a specialised funding pot, established since September 2004, whereby, Salix provide £200k government funding and CCBC have provided £500k. This funding mechanism is used as a loan system across all non-domestic properties to implement energy efficient technologies. Repayment is achieved via savings made from the investments.

5. Investment in Council homes to transform lives and communities

Our Well-being Objective is, **to take steps to ensure the physical standard and condition of our housing stock, be improved and maintained to the Welsh Housing Quality Standard (WHQS), helping to improve the quality of life for the people who live in those homes.**

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.

This objective also contributes to the Welsh Government's own current objectives:

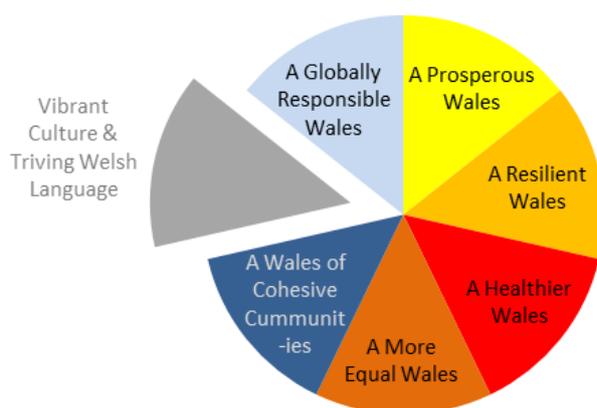
- 7. Connect Communities through sustainable and resilient infrastructure and
- 9. Improve access to secure, safe, efficient and affordable homes.

Links to the Well-being of Future Generations (Wales) Act 2015 –Well-being Goals

Between now and 2020 (the Welsh Government target) we want our communities to know:

- We delivered the best quality home improvements to our tenants.
- We did it with them and not to them.
- Their homes created real jobs in our communities.
- We delivered the whole project on time and in budget.

By addressing each of these items, we are able to show contributions to the following wider Well-being Goals:



To deliver this objective our actions for this year are:

Through continued delivery of a capital investment programme, pursuit of external funding to support energy improvement opportunities, delivery of sensitive adaptations, adhering to standards, working closely with our tenants, working groups, contractors and suppliers, we will strive to make Caerphilly Homes be;

- ✚ In a good state of repair.
- ✚ Safe and secure.
- ✚ Adequately heated, fuel efficient and well insulated.
- ✚ Fitted with up-to-date kitchens and bathrooms.
- ✚ Well managed (for rented housing).
- ✚ Located in attractive and safe environments.
- ✚ Suitable to meet the specific requirements of the household (as far as reasonable and practicably possible). For example, catering for specific disabilities.

How we will review our progress

The overall governance, monitoring and control will be through our Cabinet, Scrutiny and the Corporate Management Team. Progress will be reported routinely to our Members in their formal scrutiny capacity which is made publically available, and at the end of the year in our Annual Performance Report.

Progress is constantly monitored by a dedicated internal workforce, as well as by our contractors, the 'Caerphilly Homes Task Group', and 'Tenant's Repairs and Improvements Group'.

There are three key measures that will be used to review progress are

- How quickly we do internal home improvements
- How quickly we carry out external home improvements
- The tenant satisfaction levels of works done.

Resources to deliver

The Welsh Government and the Council has committed to an investment programme of £200 million to meet the WHQS standards by 2020. We also monitor the wider market place in pursuit of external funding to support energy improvement opportunities (for example through the Utility Suppliers).

The capacity to meet commitment is under constant review in order to respond to ever changing circumstances and the delivery of the necessary changes and improvements are, and will be, subject to certain physical resource constraints and at the mercy of wider market influences, such as the availability of high quality efficient tradesmen and contractors, access to homes, delivery of quality installation and repair products and technologies.

Further information regarding "The Welsh Housing Quality Standard" can be found in the revised guidance for the social landlords on interpretation and achievement of WHQS July 2008, or by access to the Welsh Government website: Welsh Government, Welsh Housing Quality Standard.

<http://wales.gov.uk/topics/housing-and-regeneration/housing-quality/welsh-standard/?lang=en>

Our 2013-17 Corporate Priorities

These were set up in 2013 and are now coming to the end of their monitoring period. We report progress every year against our medium term priorities and will report for the last time in October of this year in our annual report.

- CP1 **Peoples social care needs are identified and met in timely and appropriate way.** This priority focuses on improving the speed by which we make assessments so the client gets a quicker service and that the quality remains high. We want to improve the quality of standards of care.
- CP2 **Children and Adults are safeguarded from abuse.** Our commitment is to prevent abuse to vulnerable children and adults within the community with quick, effective responses and to work with other agencies to train, support and campaign to raise awareness and improve all areas of co-ordinated working
- CP3 **Improve standards across all year groups particularly key stages 2 & 3.** Performance of pupils improve and particularly those of vulnerable groups. We want to raise the literacy levels for all and particularly for year 4 pupils. We want the gap between girls and boys achievements to narrow.
- CP4 **Identify vulnerable groups of learners and develop interventions to ensure needs are met.** This is also one of our well-being objectives for 2017/18, The priority focuses on reducing the number of young people leaving education, training or work based learning without an approved qualification.
- CP5 **Reduce the gap in attainment between pupils in advantage and disadvantaged communities.** To raise attendance levels and developing an outreach service for those in isolated communities.
- CP6 **Promote the benefits of an active and healthy lifestyle.** Success in this priority is to reduce the harm caused by alcohol, increase physical activity, reduce smoking and promote healthy eating. We also want to support intergeneration schemes.
- CP7 **Invest in our council homes and their communities to transform lives.** Rebuilding and refurbishing Council homes so they meet the Welsh Housing Quality standard by 2020.
- CP8 **Affordability** - To deliver the medium term financial plan, aimed at providing a period of stability that helps the Authority to have arrange of services in the future that are sustainable. We said we want to achieve a balanced budget by implementing savings proposals at the start of the financial year.

Description of what the National Goals mean

Goal	Description of the goal
A prosperous Wales	An innovative, productive and low carbon society which recognises the limits of the global environment and therefore uses resources efficiently and proportionately (including acting on climate change); and which develops a skilled and well-educated population in an economy which generates wealth and provides employment opportunities, allowing people to take advantage of the wealth generated through securing decent work.
A resilient Wales	A nation which maintains and enhances a biodiverse natural environment with healthy functioning ecosystems that support social, economic and ecological resilience and the capacity to adapt to change (for example climate change).
A healthier Wales	A society in which people's physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood.
A more equal Wales	A society that enables people to fulfil their potential no matter what their background or circumstances (including their socio economic background and circumstances).
A Wales of cohesive communities	Attractive, viable, safe and well-connected communities.
A Wales of vibrant culture and thriving Welsh language	A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation.
A globally responsible Wales	A globally responsible Wales. A nation which, when doing anything to improve the economic, social, environmental and cultural well-being of Wales, takes account of whether doing such a thing may make a positive contribution to global well-being.

How to contact us

Your views and opinions on the content of our plans and the priorities that we set each year are important to us. We welcome your input so that we can continue to provide meaningful information that helps inform you of the service focus, ensuring that we are working on the things that are important to making a difference to you, our citizens and our communities.

Please contact us by: Email: PMU@caerphilly.gov.uk OR by Web link: [Council Performance](#) and follow the instructions on screen:

Alternatively, please contact:

Ros Roberts

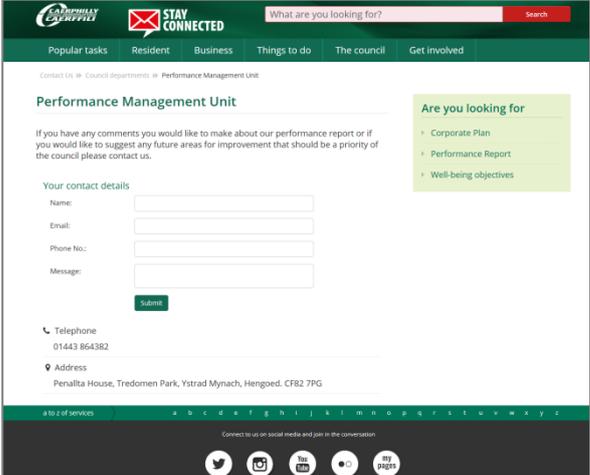
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This document is also available in different languages and formats upon request.

Further information can also be found on our website: www.caerphilly.gov.



The screenshot shows the 'Performance Management Unit' contact page on the Caerphilly Council website. The page features a green header with the council logo and 'STAY CONNECTED' text. Below the header is a navigation menu with links for 'Popular tasks', 'Resident', 'Business', 'Things to do', 'The council', and 'Get involved'. The main content area is titled 'Performance Management Unit' and includes a brief introduction: 'If you have any comments you would like to make about our performance report or if you would like to suggest any future areas for improvement that should be a priority of the council please contact us.' A 'Your contact details' section contains input fields for Name, Email, Phone No., and Message, followed by a 'Submit' button. To the right, there is a 'Are you looking for' sidebar with links to 'Corporate Plan', 'Performance Report', and 'Well-being objectives'. At the bottom, contact information is provided: Telephone (01443 864282) and Address (Penallta House, Tredomen Park, Ystrad Mynach, Hengoed, CF82 7PG). A footer contains a 'a to z of services' link and social media icons for Twitter, Facebook, YouTube, and MyPDS.