

Summary update on our Performance Report (previously called Improvement Plan) 2009-12

In 2009 the Council set and published 13 priorities across a 3- year period between 2009 and 2012. The priorities were chosen for a wide range of reasons, some because we wanted to perform better, some containing projects and areas of work that would be financially or politically important and some based on citizen feedback. As this period draws to a close, we want to give you an update on our achievements to date.

In the words of Anthony O'Sullivan, our Chief Executive;

... 'by working together we are making great strides in achieving strategic objectives across all our service areas.

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

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

Our Priority	What we achieved by 2012
To reduce the amount of waste we send to landfill	Waste going to landfill has fallen from 53,595 tonnes to 39,129 tonnes (a reduction of 27%) in 3 years and we are now recycling / reusing 55.91% of our waste
To improve the provision of housing for our tenants	Despite a mixed picture on some performance data, quality and effectiveness of housing repairs has improved due to the appointment system and tenants voted for their homes to stay with the Authority
To improve the look and feel of our streets	We have sustained performance during a difficult economic climate and local initiatives such as StreetPride are working well
To increase tourists visiting Caerphilly	Visitor numbers are higher than when the priority started in 2009 and revenue generated from tourism increased to £92.87 million in 2011 from 85.8 million in 2010
To increase the viability and vitality of our town centres	There are some notable successes, particularly given the recession. Our extensive town centre regeneration programme is still ongoing hence we note this as having more to do before completion
All learning settings meet current and known future requirements to facilitate learning in the 21st century	We have made significant progress in this area such as the award winning build of Greenhill Primary school. However progress on 21 st century schools was slower than anticipated by a 2year Welsh Government programme delay, (which has now been addressed) so there is more we want to do on this priority.

Our Priority

What we achieved by 2012

To deliver value for money public services and improve how we engage with our citizens and listen to what our customers tell us about our services	Collaboration, savings and increased access from library refurbishment are notable successes under this priority. However, the speed of progress has been mixed and we need to further develop our new complaints policy to widen the use of information gained from complaints as part of our ways to improve services
To make Caerphilly a safer place to live and work and, Agencies and partners work together to safeguard children and young people	Incidents of Anti-Social Behaviour (ASB) and crime reported to the Police have fallen by 35% and 13% respectively during 2011/12 and reports to the council have fallen by 24%.
Reducing our carbon footprint and improving our sustainability	As a result of investment in environmentally friendly new technology we have reduced our energy consumption and average carbon emissions by 700 tonnes over the last 3 years from our Council buildings
Sustaining and where possible increasing the range of employment opportunities for residents.	All our performance data shows improvement over 3 years, such as; the number of jobs we have safeguarded, the number of people attending skills courses and the successful introduction of the apprentice programme by the Council
Improving the skills level for children and young people	The majority of our attainment data has improved over 3 years and we have reduced the number of young people who are not in education, employment or training down to 4.5% as a result of on-going initiatives
Raising awareness and promote the benefits of a healthy and active lifestyle	Our measures are performing well, for example participation levels in sport and activity among children and young people has increased and we are now above the national average for some sectors. Recent data available to us, suggests that our health profile, has shown some improvement over the life of this Plan but is still concerning. Given the significance of this issue, we note this as partially successful because there is more to do and no one organisation can do this alone.
All adults who are in the social care system are able to lead a full, active and independent life and; Improving the quality and timeliness of assessments	The majority of our performance indicators are showing an improving trend over the last 3 years improving the timeliness and quality of assessments.

This article is a summary of our performance and the full update is available from all Council Receptions, your local Library, Leisure Centres and online at www.caerphilly.gov.uk