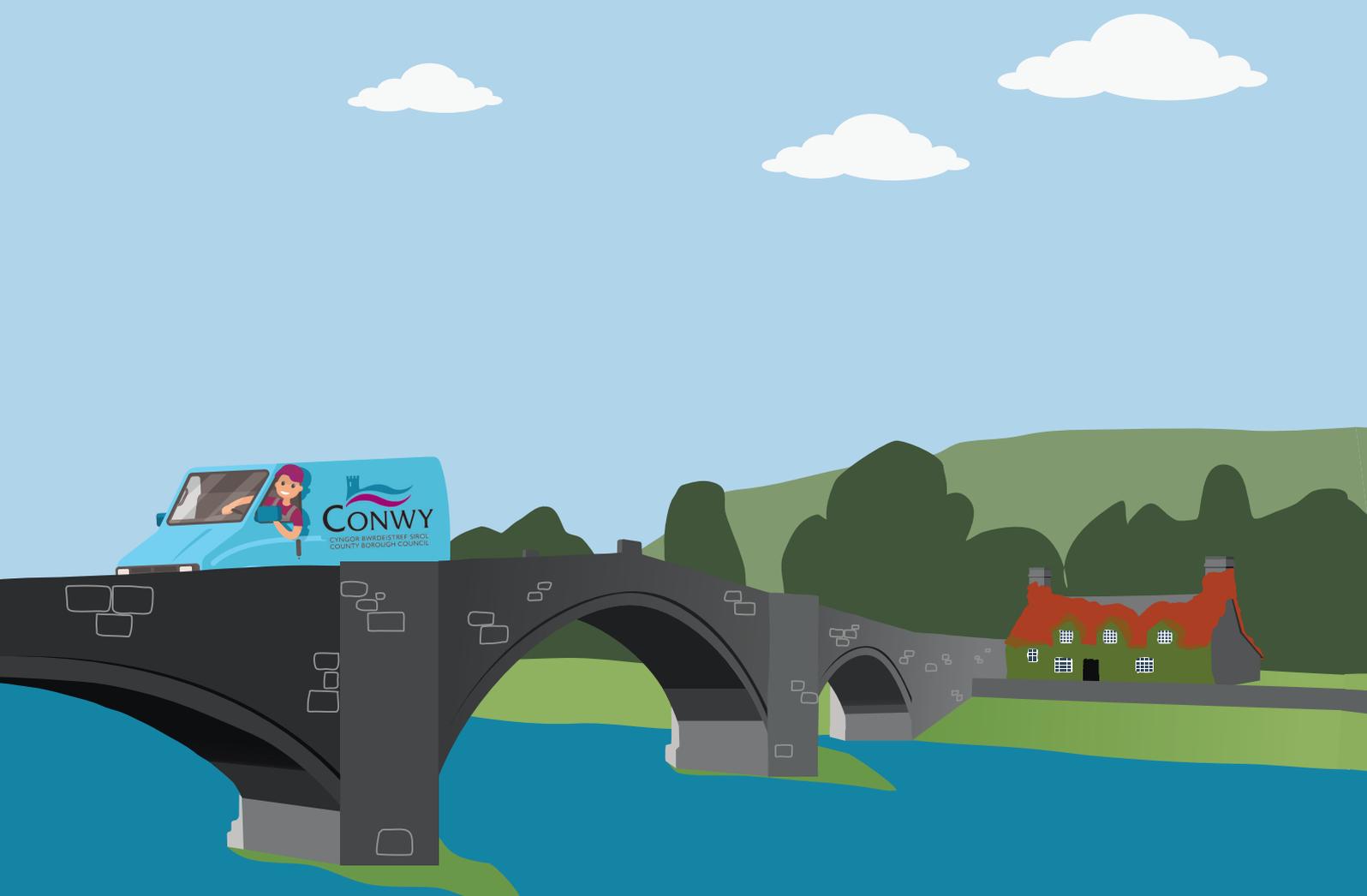




Annual Report

Conwy County Borough Council

2018-2019



Conwy - Sir flaengar sy'n creu cyfleoedd

Conwy - a progressive County creating opportunity

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Mae'r ddogfen hon ar gael yn Gymraeg hefyd.
This document is also available in Welsh.



We are happy to provide this document in large print,
audio, braille and British Sign Language.

Please contact the Corporate Improvement and
Development Team

1 Introduction

Welcome to Conwy County Borough Council's Annual Report for 2018 to 2019. We produce this report to provide information about: the progress we have made against our priorities; how we have managed the budget; identify key achievements; and to highlight pressures. The report refers to the financial year 2018/2019 and reflects the second year of implementing our five year Corporate Plan (2017 – 2022).

As well as this detailed report we have also produced a summary version to give a general overview.

We have worked hard in this last year to manage the increasing demand for services against a background of reduced finances. The Well-being of Future Generations (Wales) Act encourages all public sector organisations to reflect on how we work, what we do, how we keep services sustainable, and the way that we work with communities. Our vision is for a progressive county that creates opportunities and we have made it our priority to be innovative, find further budget reductions, act early to prevent problems before they arise and work more closely with our partners and our communities. Our approach to modernisation, accessibility, openness and engagement has changed a great deal over the last two years through the work of our Modernisation Programme. The Programme has introduced new technology and an increase in online activity as well as the opening of new Council building in Colwyn Bay in December 2018. The new building, [Coed Pella](#), has most of our core services in that one location (with the exception of Environment services which are based in Mochdre). The Modernisation Programme has delivered some fantastic results including improved customer satisfaction, supporting the regeneration of Colwyn Bay, a more efficient office estate and improved environmental impact. We are proud that the [National Survey for Wales](#) 2018/19 bulletin revealed:

- 79% of residents stated they knew how to get information about the Council (compared to the Wales average of 76%).
- 74% were satisfied with the availability of services and 81% were satisfied with the ability to get to local services.
- 77% of people feel a sense of belonging with the local area and 81% felt there is good access to local services and facilities.
- We were the top performing authority in Wales for People's view whether they agree good social care services are available in the area and whether people feel informed about the council's recycling service. 76% were satisfied with the recycling service.
- We were the third best performing authority for satisfaction with Education Services.
- We were the third best performing authority for feeling safe and satisfaction with the local area.
- The 2017 bulletin stated that people rated Conwy as the top performing Council in Wales for the provision of high quality services.
- 46% of people are concerned about flooding which is a corporate priority for us.

Managing year on year budget reductions remains incredibly challenging and we will continue to review our services, which will include more difficult decisions about 'needs versus wants'. The annual cuts also have to be balanced with increases in inflation, increased demographic demand (i.e. more people needing our services), legislative changes and pay awards. As with the rest of the public sector we are now in our eleventh year of austerity measures, and we have achieved millions of pounds of savings/cuts every year. Since 2013 we have delivered £48,270m of savings. We achieved £6.161 million savings during 2018/19. We are actively planning to deliver further savings to address a shortfall of £8.61m in 2019/20. We are also preparing for a potential shortfall of £12m for 2020/21 and £10million for 2021/22. Difficult decisions have to be made, and it is vital that we think carefully about what we can carry on doing. We have to look to the longer term and anticipate future demand so that we make changes early, which means focusing on Social Care, Education and Housing and considering services which we can no longer afford to deliver. Despite this difficult landscape, we are proud that Conwy continues to provide excellent services, and this is evidenced in some of the highlights we have noted below:

1 Modernisation

- a) Coed Pella is now open. We moved 750 front line staff into Coed Pella on time and without disruption to service delivery. This is a significant achievement. The initial feedback from staff is very positive and there are already comments about improved efficiency from being able to work collaboratively. We were awarded Workplace Design of the Year in the Wales Property Awards 2019 and Coed Pella was named winner of the 'Regeneration' category in the regional Royal Institution of Chartered Surveyors (RICS) Awards 2019. We were shortlisted in the MJ Local Government Achievement Awards 2019 as one of 6 finalists for the Innovation in Property and Asset Management category.

- b) IT Services won the 'Improve Award: Best User Satisfaction 2018/2019' at the Society of Information Technology Management (SOCITM).
- c) The website has achieved the SOCTIM 4 star award – only 2 Local Authorities in Wales have achieved this.
- d) We are the first local authority in Wales to be accredited with the Cyber Essentials Plus certification for our corporate IT environment.
- e) The British Sign Language video interpretation 12 month pilot has been launched and BSL videos of frequently asked questions are now on our website.
- f) There has been a significant take up of the parent pay app by parents – 80% of payments for school lunches are now being done through the app.
- g) The new Paper Data store is open.
- h) E-petitions have been introduced.
- i) A new look Council Tax and NNDR booklet has been finalised.
- j) A 'Be digital' campaign has been launched.
- k) We have achieved Silver in Welsh Government's Corporate Health Standard assessment. The Corporate Health Standard is one of the Healthy Working Wales programmes and is the national mark of quality for health and well-being in the workplace.
- l) Customer Service Excellence Standards have been achieved for the sixth consecutive year for Environment, Roads and Facilities and Revenue & Benefits Services.

2 Environment

- a) 4 weekly non-recyclable waste collections have been successfully rolled out across the county.
- b) There has been an increase in the collection of food waste and reduction in non-recyclable waste.
- c) The Recycle Shop is exceeding targets and generating income.
- d) A Gold Community Award was achieved for the Keep it Clean Campaign.
- e) The Noise app has been launched. This is a free app that you can download to measure noise levels.
- f) Regulatory services were shortlisted for the CIH Cymru award.
- g) Electric Cars are being piloted.
- h) There have been constructive discussions with the Public Services Board regarding the Colwyn Bay Sea Defence corporate risk.
- i) 98% Street cleanliness rating has been achieved.
- j) Colwyn Bay won Gold Wales in Bloom for the first time ever and Llandudno won the Silver award in International Communities in Bloom.
- k) We won the APSE Best Performer award for the cemetery and Crematorium service.
- l) We won the Street Lighting category at the 2019 APSE Innovation Awards. The award was for the digital transformation work and the asset data cleansing project that led to the introduction of the street lighting portal. This has significantly improved service delivery and made it easy for residents to report faults online.
- m) Phase 2 of the Colwyn Bay Waterfront Project won the Bill Ward Sustainability Award at the Institution of Civil Engineers (ICE) Wales Project Awards.
- n) We have successfully retained the accreditation to Level 5 of the Green Dragon Environmental Standard for the 6th consecutive year.
- o) Gold award was achieved in the Data Quality and Improvement Exemplar Awards for CCBC Street Gazetteer.
- p) CEEQUAL Sustainability award was gained for the Colwyn Bay Waterfront project.
- q) We won the GeoPlace Exemplar Award 2019 for Environment, Roads and Facilities' (ERF) Digital Transformation Project. The award is for an excellent example of delivering great service by introducing innovative technology to maintain and promote a wide range of assets and public services.
- r) Solar panels were installed at Venue Cymru in July 2018. In a year they have generated 41.97 megawatt hours which equates to roughly £7,553 saving or planting 55 trees and saving 16,451kg of CO2.
- s) The Dec rating (energy rating) at Venue Cymru has improved to a B46 from a C51.

3 Social well-being

- a) The Housing Strategy has been approved.
- a) The new 4G pitch at Parc Eirias officially opened on the 4th October 2018 and was attended by the Minister for Culture, Tourism & Sport.
- b) The Give Where You Live peer to peer time banking project run by Cartrefi Conwy in Llanrwst is progressing well and a group has also started in Cerrigydrudion.
- c) The regional adult weight management team established with Betis Cadwaldr University Health Board is now up and running at Eirias.
- d) The Family Information Service is working closely with Education to deliver the pilot 30 hours childcare offer.
- e) A restructure of the youth service has been completed.
- f) A professional development day was held for all primary school teachers.
- g) A comprehensive governor training programme is now in place.
- h) Social Care have set up five Family Centres as part of the approach to deliver early intervention and prevention for families across the county.
- i) Conwy received a Social Care Accolade for leading a multi-agency initiative to reduce child sexual exploitation.
- j) The Vulnerable People's Service achieved awards and commendations at the British Association of Social Work Awards for Practice Teacher / Assessor of the Year, Student Social Worker of the Year and runners up in the Social Work Team Award.
- k) The Community Well-being Team was announced as the winner of the All Wales Continuous Improvement Community - Good Practice Award. The award recognises the work that the team do to assist those in hospital to feel more engaged with and connect them to activities within the community.
- l) Well-being Ambassadors are being piloted in 2 schools.
- m) The Integration of Education and Social Care services is progressing well.

4 Culture

- a) The culture Centre is progressing well and is aiming to be trilingual (Welsh, English and British Sign Language).
- b) With the support of heritage and museum staff, both Llandudno and Penmaenmawr Museums were successful with their applications for HLF grants.
- c) The 150 years celebration of the Conwy Valley Line was launched.
- d) The Conwy Valley Rail Partnership won a Community Rail 2018 Award in the category of 'Involving Children and Young People' for its innovative Rail Safety Video.
- e) The dressing room refurbishment, installation of new house lights and a new lighting board were all completed at Theatr Colwyn, thanks to funding from Arts Council Wales and the Friends of Theatre Colwyn.
- f) A gig was held in one of the libraries to help promote Welsh music.
- g) 10,000 people attended take pArt.
- h) Preparations have taken place to prepare for the Eisteddfod 2019 which Conwy is hosting.
- i) 237 live performances took place in Venue Cymru and 95 in Theatr Colwyn.
- j) We supported LLAWN - the free multi-arts festival which takes place in Llandudno.
- k) 93,488 people visited our libraries.
- l) Through the Colwyn Bay Townscape Heritage Initiative, 7 Abergele Road has been secured funding is being sought to undertake the major repairs and restoration needed to bring the building back to its full glory.

5 Economic

- a) Venue Cymru was shortlisted for the North Wales Tourism 2018 for the Attraction of the Year Award.
- b) The redevelopment of Venue Cymru is progressing well.
- c) The commercialisation of the Tourist Information Centre has gone well and there have been excellent Tripadvisor reviews.
- d) The Place Plan Toolkit and approach has been approved.
- e) Housing delivery increased from 233 to 320 units.
- f) A full Bus Network Review has been completed.
- g) Bodlondeb hosted its first wedding in November 2018 and 7 more have been held / are booked.
- h) It was a tremendous year for events (Wales Rally GB, World Shore Angling, Prom Xtra, Choral Festival, Paloma Faith amongst others) culminating in winning the Go Wales Magnificent Crowd Puller (over 7.5k people) for Armed Forces Day.
- i) There has been a significant increase in covers (meals) delivered at Venue Cymru.

- j) Initiatives such as the book club and Lego café are increasing foot fall to the café in Venue Cymru.
- k) The pre-committal reviews, where an experienced Citizens Advice representative is in attendance, have been recognised as an example of good practice for other Authorities across Wales to follow. This innovative idea, introduced at Conwy has enabled the Local Taxation team to deal with over £300k of outstanding, difficult to collect debt in the last 12 months.

6 Support Services

- a) The national pay award and pay changes onto a single status grade scale have been completed.
- b) The CAMMS (performance management system) Incident Manager has gone live which is a significant improvement for logging incidents and H&S compliance.
- c) HR are developing an in-house mediation service which could be marketed to other organisations.
- d) A series of Diversity in Democracy Engagement Events have been held.
- e) The new corporate branding has been rolled out.
- f) The financial accounts were closed within the new deadlines and are on target to meet the deadline for next year.
- g) An unqualified audit report has been achieved for the 2017/18 accounts.
- h) Positive feedback was received from the peer review of the new data centre in Coed Pella.
- i) IT is in place to allow health, police and youth justice colleagues to work from Coed Pella.
- j) The GDPR project was successfully rolled out.

7 Areas to Monitor

- a) We will continue to monitor and improve the performance of DBS and references performance measures.
- b) We will continue to monitor the implementation of the new curriculum and educational standards.
- c) We will continue to monitor the pressures on Social Care and Housing services.
- d) The capacity of staff has been noted as an issue across all services and is being closely monitored by Heads of Service.
- e) Accommodation for Environment, Roads and Facilities is still a key issue to resolve (a report went to Finance & Resources Overview and Scrutiny committee in March 2019).
- f) Owing to continued downward pressure on financial resources at a time of increasing demands, all services are focussing on managing financial budget cuts, modernising services and where possible, generating income. We are also considering where we may need to deliver less or stop services.

We hope that you will find that this annual report informative and that it provides assurance that Conwy County Borough Council is working hard and thinking differently, to make Conwy a progressive county that creates opportunities for everyone.



Cllr Sam Rowlands
Leader of Conwy County Borough
Council



Iwan Davies
Chief Executive of Conwy County
Borough Council

2 Statement of Responsibility

We report on performance in 2 stages.

Stage 1: Improvement Plan Objectives

In accordance with the Wales Programme for Improvement guidance, and Well-being of Future Generations (Wales) Act 2015, every year we must review our improvement objectives and set a clear plan for the forthcoming financial year. We have a five year strategic plan for improvement, called the [Corporate Plan](#). We review the plan every year to ensure that the priorities remain relevant and affordable. The Corporate Plan for 2017 – 2022 was approved in October 2017. This new plan embraces the Well-being of Future Generations (Wales) Act 2015 which came into force on 1st April 2016.

Stage 2: Assessing Performance

Every year we self-assess our corporate governance arrangements and performance against the delivery of our priorities:

Governance:

It is important that governance arrangements (the way we direct and control our business and relate to communities) support the effective delivery of services and management of risk. Corporate governance concerns the way in which our business affairs are handled by elected members and officers and how we engage with stakeholders and partners.

In accordance with the revised Framework for Delivering Good Governance in Local Government (2016) issued by the Chartered Institute of Public Finance and Accountancy (CIPFA) and Society of Local Authority Chief Executives (SOLACE), every year we write an [Annual Governance Statement](#) and we publish it on the website to report on our arrangements and areas of improvement. It must be signed by the Chief Executive and the Leader and we present it to the Council's Audit and Governance Committee each September as part of the Statement of Accounts.

Performance:

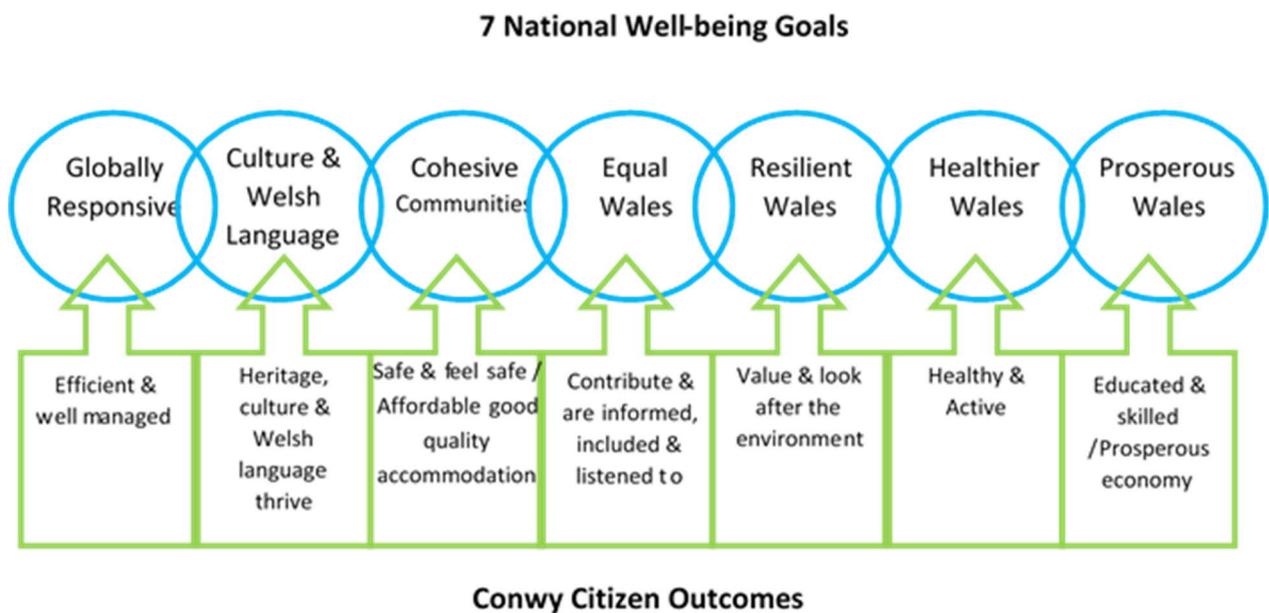
As part of our responsibilities under the Wales Programme for Improvement guidance, every year we write an Annual Report which is a self-evaluation of our performance. This annual report focuses on the performance of the improvement objectives set for 2018/2019. It was approved by Council on 17th October 2019 and we published it on our website immediately afterwards.

3 Well-being of Future Generations Self-Assessment

3.1 Publishing Well-being Objectives

All public bodies named under the Well-being of Future Generations (Wales) Act 2015 were required to publish well-being objectives that reflected the Welsh Government’s [7 National Well-being Goals and 5 Ways of Working](#), by 31st March 2017. Local Authorities were also required to set out improvement objectives under Section 2 of the [Local Government \(Wales\) Measure 2011](#) as soon as practical after 1st April. We incorporated the two requirements into our [Corporate Plan 2017-2022](#). The Corporate Plan consists of a summary version which aims to be both simple and attractive to encourage community involvement, a BSL video, and a more detailed technical document which outlines the process of forming the plan, the resources needed and the actions and measures which will be used to monitor progress. Whilst a draft Plan was ready by 31st March 2017, a democratic decision was made not to approve the Corporate Plan until after the May 2017 county council elections. Ownership of corporate priorities across the whole authority is vital, and it was important that newly elected members were informed about the Well-being Act, and could also shape the draft plan. The Corporate Plan was therefore approved in October 2017.

The Corporate Plan consists of a framework of 8 long term citizen outcomes which have been in place since 2008. In forming the Corporate Plan, we reflected on the 7 National Well-being Goals and 5 Ways of working and considered if the citizen outcomes needed changing. It is important to consider if the vision for the future is still relevant, whilst retaining consistency over a long term direction of travel. The development of the Corporate Plan included extensive community engagement (which is detailed in the technical version of the Corporate Plan). The feedback was that the citizen outcomes were still relevant, with some minor changes to wording. However to reflect the Well-being Act, we decided that the citizen outcomes needed expanding in detail – to explain what the particular focus was going to be for the next five years, and what the future would look like if we achieved the outcome. The alignment between the 7 national goals, 5 ways of working, and Conwy’s 8 Citizen Outcomes, are shown below.



A key change within the Corporate Plan was the focus on integration and behaviour change, both internally and within communities. For each Corporate priority, there is a detailed description of how each service contributes to the priority and what actions individuals can do to help deliver the priorities. This approach ensured that each priority was looked at holistically from the perspective of all well-being goals. For example, whilst improving education and skills may traditionally be an education service priority, through this process services such as leisure and environment also considered what actions they could take to improve education and skills. The Corporate Plan also suggests ways that the community can get involved; for example, as parents and family members, there are changes we can make to ensure that children fulfill their potential. This is a long term culture change, and we are aware that there will be potential to build on this approach and challenge ways of working as we learn from good practice and continue our conversation with communities. We review the Corporate Plan every year and this enables us to incorporate lessons and ideas in the future revisions.

3.2 The Sustainable Development Principle

The Future Generations Act defines Sustainable Development in Wales as: "The process of improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving the well-being goals." It sets out five ways of working needed for Public Bodies to achieve the seven well-being goals. This approach provides an opportunity for innovative thinking, reflecting the way we live our lives and what we expect of our public services. It focuses us to consider what we do, how we do it and how we communicate.

We are embedding the sustainability principle in our work in several ways. We have looked at what we do and ensured that our Corporate Plan for 2017-2022 supports the 7 Well-being Goals. We have also developed a Senior Management Team Charter to direct our long term -vision and direction for service change.

We have looked at how we do things and modernised business processes (becoming more online and digitally focused) and transformed front line services e.g. Environment Roads and Facilities, Social Care and Education (in line with the Social Services and Well-being Act (Wales) 2014). Every service area has reflected on how they are applying the 5 ways of working and this has been scrutinised in the Service Performance reviews we hold every 6 months. It is vital that all key decisions reflect the sustainability principle and this is now incorporated in the democratic decision making process. No decision presented to democracy can be tabled without a clear explanation of how it supports the Well-being of Future Generations Act. We are also working with other members of the Conwy and Denbighshire Public Services Board (PSB) to collaborate on projects outlined in the PSB Well-being Plan.

We have also looked at how we communicate. Producing the summary Corporate Plan was specifically aimed at making our priorities more accessible both in language, style and look. We have also launched an action plan to address communication gaps for sensory loss and a new communication strategy has been published to improve the way we communicate and listen to communities. In December 2018 we launched a 12 month pilot for a BSL digital interpretation service which has been positively received.

Whilst this is not an exhaustive list, more detailed information on key aspects of the Sustainability Principle can be found here:

[Welsh Language Standards](#)

[Strategic Equality Plan](#)

[Economic Growth Strategy](#)

[Biodiversity](#)

[Environmental Policy](#)

[Social Care & well-being](#)

[Dewis](#)

3.3 Looking Ahead

Whilst the Corporate Plan outlines the objectives that will be achieved for the 5 year political administration, the Well-being of Future Generations Act requires us to look to the longer term. This is not without its challenges, given the annual financial budget setting process and political debate on the future of Local Government, however we can use the [Well-being Assessment](#) (needs assessment) to look at future challenges and opportunities. Each of our citizen outcomes focus on the longer term vision for the people of Conwy and we clarified this by explaining what the particular focus is going to be for the next five years, and what we hope the future will look like if we achieve the outcome. The technical version of the Corporate Plan provides more details on the specific actions we plan to take, and how we will measure success. We will continue to review this every year and review what actions we can take for the longer term.

3.4 Tracking Progress

The Corporate Plan technical document outlines the process of forming the plan, the resources needed and the actions and measures which will be used to monitor progress. This Annual Report explains in detail what we have achieved in the second year and we assess whether or not we are delivering the actions and meeting the targets. The outcome focussed approach to the Corporate Plan means that success factors have been set using the methodology "how much, how often and is anyone better off." This approach focuses us on measuring 'have we made a difference?' Measuring what matters is important to us and we do this across all council services in a variety of ways. We undertake surveys on specific issues and regularly communicate with various engagement forums on specific issues which are of interest to them. We have updated our [Involvement Strategy](#) to ensure that we work with the right people at the right time. The development of area forums has enabled more local discussion to take place about the things that matter in specific areas.

3.5 Applying and Implementing the Act

This annual report sets out what we have done to implement the Corporate Plan objectives, which as stated above, are aligned to the Well-being of Future Generations Act. Below is a summary of the key changes which have occurred since the Act came into force.

1. Developing an SMT (senior management team) charter on the future direction of the authority.
2. Reviewing all corporate functions to ensure they comply with the Act, e.g. our approach to the Corporate Plan, revising the Risk Management Policy to look to the longer term, reviewing finance and procurement processes and key prompts on how we propose, scrutinise and make decisions in light of the Act.
3. Key developments include:
 - i. The integration of Social Care and Education Services.
 - ii. The development of family centres for an integrated and collaborative approach to supporting early years.
 - iii. The development of libraries as community hubs.
 - iv. Reviewing our Involvement Strategy.
 - v. The development of area forums to increase engagement with local areas.
 - vi. The decision to increase weekly recycling by moving to 4 weekly non-recyclable waste collections.
 - vii. The reduction in grass cutting to support biodiversity.
 - viii. The modernisation of services and removal of old building stock by building new council offices, Coed Pella which will increase further opportunities for an integrated service approach and support the regeneration of Colwyn Bay.
 - ix. Launching a new Economic Growth Strategy for the County.
 - x. Launching a new Welsh Education Language Strategy and reviewing our support arrangements for schools so that they are more integrated as cluster areas.
4. Looking to the longer term also makes us look to the challenges. We know there is a national trend in increased homelessness and we have restructured our team to adapt to this and working collaboratively with Registered Social Landlords to find ways to prevent this. Our transformation of Social Care also reflects the need to adapt for the future increase in demand for support.

3.6 Self Reflecting

Self-reflection is a key aspect of governance in Conwy. For a number of years each service has completed a six monthly self-assessment on their achievements and areas to improve. We have also used the annual report and Annual Governance Statement as framework for self-reflection – reporting on progress and assessing where we need to improve. We also review the corporate Plan on an annual basis.

3.7 Collaboration with other Public Bodies

We have worked collaboratively through the Public Services Board (PSB) to publish the [Conwy & Denbighshire PSB Well-being Plan](#). As part of that process we ensured that all priorities were aligned to each partner organisational priorities and as we develop detailed action plans, we will use this alignment to consider collaborative opportunities and share good practice. The PSB has a real opportunity to address barriers and tensions in public service delivery, and having Welsh Government as a PSB partner is vital to work through some of the tensions and opportunities around policy change, funding flexibilities, and austerity. However the PSB is not the only collaboration we work with; significant progress has been made through the regional approach to social care, education and economic growth. The detail of other collaborations is outlined later in this Annual Report.

3.8 Accountability

Being held to account is an important part of any organisational governance framework. We outline how we are held to account in our [Annual Governance Statement](#). All committee meetings are open to the public, and Conwy & Denbighshire PSB meetings are open to the public as well. A number of committee meetings are webcast, and we have a process for members of the public to table items for discussion at scrutiny committees. We offer a platform for e-petitions. Involvement and accountability in a complex organisation is not without its challenges. We need to enable people to understand, get involved and influence our work in a way that is not overly burdensome or complex. We have strived to do this by making our key documents more accessible in format – using simple language, infographics and translating them into BSL. The launch of the County Conversation is another method to keep things simple. Every public organisation named under the Act must engage – and it is important that we don't over burden communities and repeat the same questions. Through the County Conversation we have shared feedback across organisations and used it to inform relevant engagement developments in order to avoid duplication. We are also using social media more to invite views. In addition, any decision presented for democratic approval must also detail what consultation has taken place, as well as completing an equality impact screening.

We also use information gathered by other organisations – for example the [National Survey for Wales](#). The 2017/18 bulletin stated that 79% of people in Conwy who were surveyed, felt they knew how to what services their local authority provides. The 2017 survey also noted a high level of satisfaction with the area as a good place to live as well as positive results for community cohesion and community safety. We also reflected on the level of contact with a County Councillor, which placed Conwy as the 7th highest in Wales. We now have a programme in place for diversity in democracy, and we are developing new material to explain what a councillor does and what the council does.

3.9 Making the Annual Report Clear

A summary version of the annual report is published each year alongside short [videos](#). This provides people with a clear and simple overview in addition to the full annual report which fulfills the statutory requirements to provide sufficient detail to track progress and measures of success.

4 Financial Summary

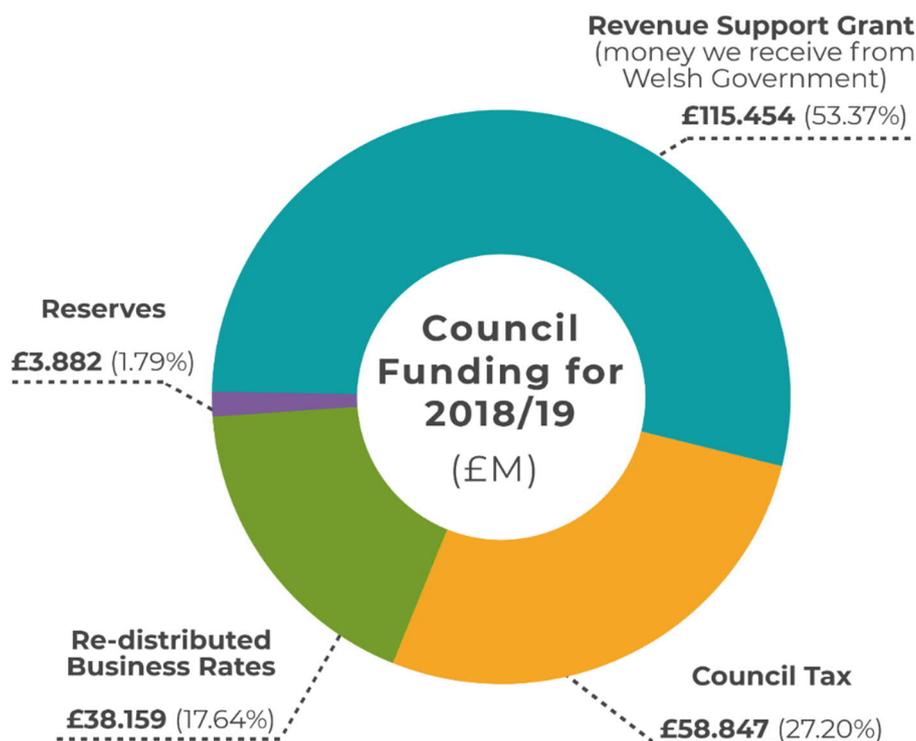
As a public accountable body, we must provide value for money in the services we provide to the community. We charged the seventh lowest Council Tax at Band D in Wales for 2018/2019. A large part of the funding for Local Authorities in Wales is from the Welsh Government through a revenue support grant (RSG). For 2018/2019 the Aggregate External Finance (AEF), which includes the RSG and a proportion of the National Non Domestic Rates collected, decreased by 0.5% which in cash terms equated to a decrease of £764,000. In addition to the reduction in funding the Authority also faced other funding pressures which included demand led pressures on services, changes to UK Government policy and the national pay award to employees. Due to the funding pressures and the reduction in AEF the resource shortfall was £11.326m. In order to meet the resource shortfall a number of measures were implemented;

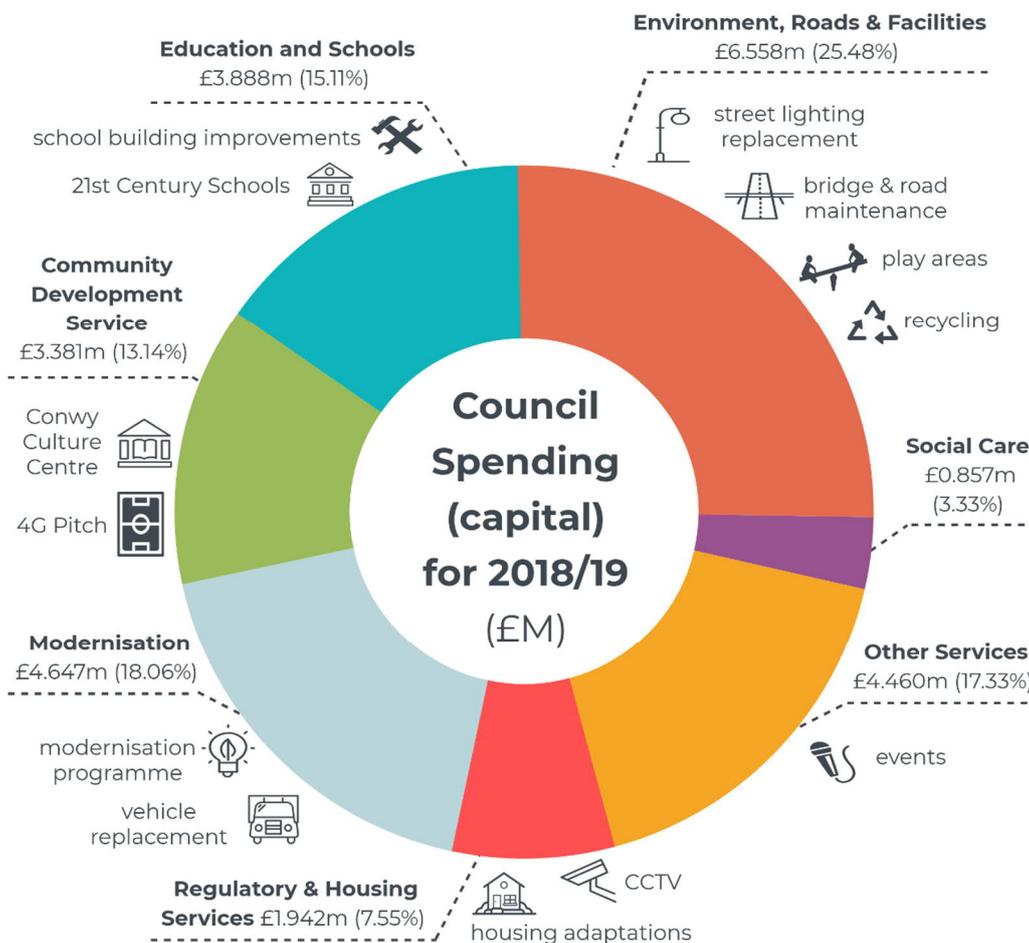
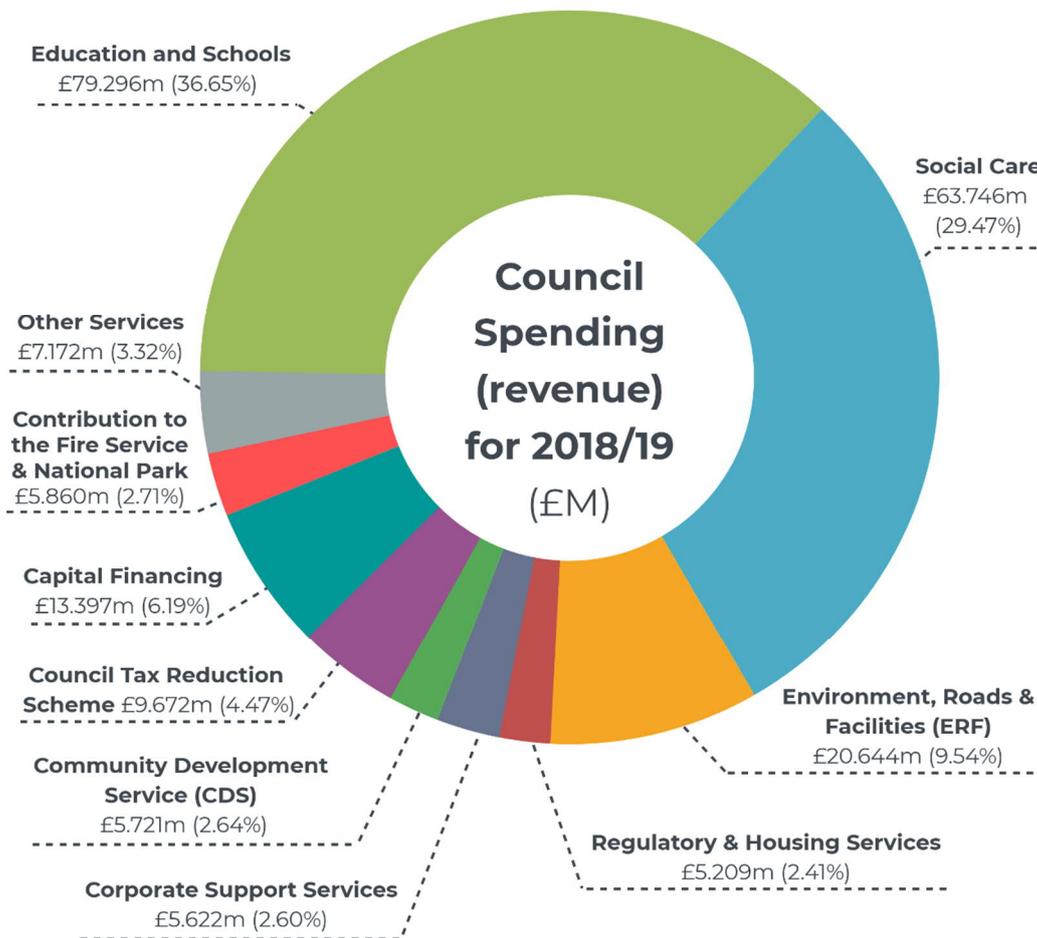
1. All departments were required to make savings through various means. Initiatives were put forward by the services and approved by Members such as changing the model for delivering day care in Social Care, additional income generation, service re-modelling etc.
2. Council tax was increased by 5%.
3. A number of corporate initiatives were implemented including changes to the way the capital programme was financed.

More detailed information on our budgets can be found in the Statement of Accounts which is presented to Audit & Governance Committee every September.

Since 2013 we have delivered £48.277m of savings. We achieved £6.161m of savings during 2018/19. We are now at a point where the options left to us are very difficult because they involve a further reduction in staff numbers and cutting service provision. We are trying to avoid such difficult decisions where we can, by working collaboratively and thinking more laterally about how we commission services. We are also looking longer term, to review where future demands will be, so that we can adapt to meet the needs of future generations. We are actively planning to deliver further savings to address a shortfall of £8.61m in 2019/20. We are also preparing for a potential shortfall of £12.107m for 2020/21 and £10.028m for 2021/22.

The diagrams below shows where the money (income) came from and how we spent our budget in 2018/2019.





More detailed information on our budgets can be found in the Statement of Accounts which is presented to the Audit & Governance Committee every September.

What your money is spent on each year

This example is based on a **Band D property council tax** of **£1,168.32** for **2018/19**.

Education & Schools



£403.83

Social Care



£344.25

Interest Costs & Asset Repayment



£72.35

Council Tax Reduction Scheme & Business Rate Relief



£52.23

Recycling & Waste Collection



£33.98

Fire Service & National Park payments



£31.65

Roads & Infrastructure



£30.63

Corporate Support Services



£30.36

School Transport



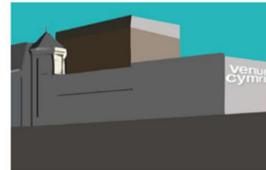
£24.39

Public Protection, Licensing & Environmental Health



£19.12

Tourism, Theatres, Conferences & Events



£12.94

Democracy



£12.24

Swimming Pools & Leisure Centres



£11.67

Landfill Charges



£11.29

Libraries



£10.92

Street Cleaning



£10.91

Modernisation & Corporate Fees



£10.21

Managing Council Buildings



£9.32

Parks & Gardens



£7.36

Supporting Businesses & the Community



£7.18

Homelessness Prevention



£6.89

Revenue and Benefits & Financial Assessment Team



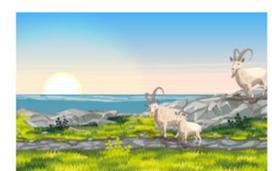
£6.49

Youth Services



£4.71

Countryside Management



£3.40

5 Evaluation of our Performance by Citizen Outcome

The information below details the review of progress made to deliver the Corporate Plan priorities during the financial year 2018/2019. The following keys define the red/ amber/ green (RAG) status of each action and measure.

RAG Actions Key:

Action not progressing / areas of concern have been raised	Red
Action progressing and no concerns raised	Amber
Action complete	Green

RAG Performance Measure Key:

Compared to target set:

Measure not meeting target and below tolerance level	Red
Measure within tolerance to progress work to meet target	Amber
Target for the measure has been met	Green
Not applicable (no target set)	N/A

How we compare across Wales: We have compared our performance with the other 21 local authorities in Wales, where the data is available nationally.

Self-Assessment

The Well-being of Future Generations Commissioner has developed a self-assessment tool for public bodies to evidence the extent to which their well-being objectives have been met during the financial year. The tool is to assist with setting a benchmark and capturing lessons for improving future reports and enable organisations to further consider how they can maximise their contribution to the well-being goals and sustainable development principle. For each Corporate Priority we have provide a self-assessment status against this criteria:



- 'Making simple changes' should be quick and easy to implement. They're often actions that are 'low hanging fruit' that have been tested by others and have a low risk of failure. They mobilise and involve people, aligning the agendas of different departments. The Commissioner launched examples of the 'simple changes' some public bodies are already making to meet their well-being objectives and maximise contribution to the national well-being goals:
- 'Being more adventurous' involves stepping out of a 'business as usual' mindset and acting to change how things are currently done. Signalling early progress to wider change, this might involve a change in strategy or team approach to doing something and could involve more departments and organisations than a 'simple change'.
- 'Owning our ambition' can be a similar stage to 'being more adventurous' with initiatives developing and more people becoming involved. The organisation will be taking more well-managed risks, reaching out to other sectors to make progress and collaborating on funding or staffing. The organisation defines its approach as ambitious and staff feel empowered to work across sectors and influence change.
- Those that are 'Leading the way' may be the first people or organisation to be taking these actions and are a guide for others to follow. This is a systemic, transformational change to how things have always been done and will require reallocating resources, time to put the changes in place and collaboration with other bodies. Actions are innovative, inspirational and collaborative, putting the Act into practice across larger portfolios to achieve the Wales we want. This way of working becomes embedded in the organisation and good practice is shared with others.

Overview of the Corporate Plan Actions and Measure Performance

Outcome 1 - People in Conwy are educated and skilled				Outcome 2 - People in Conwy are safe and feel safe			
A1.1	Red	M1.1a	Red	A2.1	Green	M2.1	Red
A1.2	Amber	M1.1b	Amber	A2.2	Green	M2.2a	Red
A1.3	Green	M1.1c	Red	A2.3	Green	M2.2b	Amber
A1.4	Green	M1.1d	Red	A2.4	Green	M2.2c	Red
		M1.1e	Red			M2.2d	Green
		M1.1f	Red			M2.3	N/A
		M1.2a	Green				
		M1.2b	Red				
		M1.3	Green				
		M1.4a	Amber				
		M1.4b	Amber				
		M1.4c	N/A				
		M1.4d	Amber				
		M1.4e	N/A				
		M1.4f	Green				

Outcome 3 - People in Conwy have access to affordable, appropriate, good quality accommodation that enhances the quality of their lives				Outcome 4 - People in Conwy are healthy and active			
A3.1	Green	M3.1a (i)	Red	A4.1	Green	M4.1a	Green
A3.2	Green	M3.1a (ii)	Red	A4.2	Green	M4.1b	Red
A3.3	Amber	M3.1b	Amber	A4.3	Green	M4.1c	Green
A3.4	Red	M3.1c	Red			M4.2	N/A
		M3.1d	Red			M4.3	Green
		M3.2	Green				
		M3.2a	N/A				
		M3.3a	Amber				
		M3.3b	Green				
		M3.3c	Green				
		M3.4a	Amber				
		M3.4b	Red				
		M3.4c	Green				
		M3.4d	Red				
		M3.4e	Red				
		M3.4f(i)	Red				
		M3.4f(ii)	Green				
		M3.4h	Green				

Outcome 5 - People in Conwy live in a county which has a prosperous economy				Outcome 6 - People in Conwy value and look after the environment			
A5.1	Amber	M5.1	Red	A6.1	Green	M6.1a	Green
A5.2	Green	M5.2a	Green	A6.2	Green	M6.1b	Green
A5.3	Amber	M5.2b	Red	A6.3	Green	M6.3a	Amber
A5.4	Green	M5.3	Red	A6.4	Green	M6.3b	Green
A5.5	Green	M5.3a	Green	A6.5	Green	M6.4	N/A
A5.6	Red	M5.5a	N/A	A6.5a	Red	M6.5	N/A
				A6.6	Amber		

Outcome 7 - People in Conwy live in a county where heritage, culture and the Welsh language thrive				Outcome 8 - People in Conwy contribute to their community. They are informed, included and listened to			
A7.1	Green	M7.1a	N/A	A8.1	Amber	M8.1	N/A
A7.2	Green	M7.1b	Green	A8.2	Amber	M8.2	N/A
A7.3	Green	M7.1c	Green	A8.3	Green	M8.2a	N/A
A7.4	Green	M7.1d	N/A	A8.4	Green	M8.2b	Amber
A7.5	Green	M7.2	Green	A8.5	Amber	M8.2c	N/A
		M7.3	N/A			M8.4ai	Green
		M7.3a	Green			M8.4aii	N/A
		M7.3b	N/A			M8.4b	Green
		M7.3c	Green			M8.4bi	Green
		M7.4	Red			M8.4bii	Red
		M7.5a	Red			M8.4biii	Green
		M7.5b	N/A			M8.4biv	Green
						M8.4bv	Green
						M8.4bvi	Green
						M8.4bvii	Green
						M8.4bviii	Green
						M8.4c	Green
						M8.4di	Green
						M8.4dii	Green
						M8.5	N/A

Outcome 9 - CCBC is resilient (Efficient)			
A9.1	Green	M9.4a	N/A
A9.2	Green	M9.4b	N/A
A9.3	Green	M9.4c	N/A
A9.4	Green	M9.4d	N/A
		M9.4e	Red



Outcome 1 - People in Conwy are educated and skilled

1.1. Our Priority Actions

Action Code	Action Name	Perf. RAG
A1.1	Work with schools to improve results at each key stage of education. We will focus support on groups of learners such as Looked After Children, those on free school meals as well as challenging our high achievers.	 Red
<p>We have a data analysis and categorisation process which helps to inform what school support is needed in order to improve outcomes and results. Analysing the results for Key Stage 4 was more taxing this year as a result of changes in Welsh Government early entry advice and changes in grade boundaries, however strengths and areas for development have been identified. High risk accountability systems involving school to school and county comparison and rankings are being disbanded this year by Welsh Government and the national education landscape is in a period of change due to a number of new initiatives but particularly given the plan to introduce the new curriculum following the Donaldson report. However we have set realistic but challenging targets in order to assist and secure school, GWE (regional school effectiveness and improvement service) and the department's accountability to members and stakeholders.</p> <p>In accordance with the national model, GWE's role in challenging and supporting schools performance continues to be a key factor for this action. In addition:</p> <ul style="list-style-type: none"> The School Effectiveness Service has appointed a Business Co-ordinator who deals with the administrative functions for governor support. A comprehensive governor training programme for the 2018-19 academic year is in full flow which includes mandatory as well as good practice modules. An improved structure for the Conwy Governors' Association has been agreed for 2018-19 which aims to further support governors and increase understanding of their roles and engagement with us. The development and use of governor as well as teacher online resources and tools is progressing through our creative use of the online education system, which is called Hwb. The School Effectiveness and Standards Group (SESG) is well established and is now an integral aspect of the local authority's process for challenging and supporting schools and continues to monitor school performance. The SESG continued to meet with schools all last year and accountability processes will need to evolve this academic year in order to take into account changes in school and local authority data publication and comparisons. The SESG arranged visits to secondary schools which has helped to improve communication and schools' accountability to Elected Members until the national and regional picture becomes clearer. <p>The Seren Programme provides super-curricular activity and high quality advice for the most able learners in our sixth forms of whom there are 80 in total. The impact has been significant in terms of improving confidence and aspirations as well as contributing to success in securing places at medical school and leading universities. There are 2 students attending the Summer School Programme at Harvard University; they competed for their places against students from 129 different countries and will make up a cohort of 63 learners from across Wales. Seren has now been rolled out to learners in Years 8, 9, 10 and 11 and is currently in a pilot phase. The focus will be on building resilience as well on skills for learning e.g. mind mapping, goal setting and will improve self-confidence, self-esteem, motivation and aspiration prior to their preparation for higher education.</p>		
A1.2	Develop systems to effectively challenge and support schools performance throughout the Local Authority	 Amber
<p>The national support category process and reflective data analysis is used to inform effective challenge and support. The School Effectiveness and Standards Group (SESG) continues to meet schools and is being reviewed in light of Welsh Government developments in accountability systems. Members and schools have acknowledged the importance of such a system to assist members' understanding of schools. School to school and cluster working is now seen as key to a national self-improving system and as such, Conwy's school business model's growing success has been praised by Head Teachers and the Education Minister alike as noted by Welsh Government in a recent press release.</p> <p>School issues and cause for concern are not only identified at the GWE/LA quality board, but also at education management team level where we use 360 degree support and challenge arrangements.</p>		
A1.3	Work with schools to implement the Digital Competencies Framework.	 Green
<p>GWE/Conwy support and staff development sessions continue to take place on a cluster school and regional basis. Our low interest rate scheme has been on hold as Welsh Government has recognised the need to further support schools in delivering the digital requirements of the new curriculum by awarding additional ICT funding for schools across Wales. The funding</p>		

available to us is up to £59, 000 and we are currently working on the implementation plan which will answer the required criteria.

Work continues to prepare schools for the Digital Competencies Framework. Some schools have become confused, not realising that in the interim the 2008 IT National Curriculum Programmes of Study is still statutory. This is being addressed through awareness raising advice and support as well as preparation support for the Digital Competencies Framework.

As well as GWE's menu of professional development support, the use of the online portal, Hwb, is being promoted by us as a means of creating, sharing, storing resources and collaborating. In October 2018 Hwb and Google classrooms sessions were offered to all primary head teachers, teachers and teaching assistants in order to help with the digital curriculum delivery.

The 2018-19 Corporate IT Service level agreements have been circulated to schools. The SLA offers a comprehensive IT support service to schools

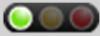
The Welsh Government timeline for the new Curriculum is :

- 2017 - 2022: Practical support to schools to prepare for the new curriculum
- April 2018: Initial National Approach to Professional Learning Available (Phase 1)
- April 2019: National Approach to Professional Learning Available (Phase 2)
- April 2019: New curriculum and assessment arrangements available for feedback
- January 2020: Final curriculum and assessment arrangements available
- April 2020: Full Implementation of National Approach to Professional Learning (Phase 3)
- September 2022: All maintained schools and settings using the new curriculum and assessment arrangements

The first teaching of all year groups from primary school to Year 7 will begin in September 2022 and the new curriculum will roll out year-on-year from this point.

A plan for designing and developing the new curriculum and assessment framework has also been developed in collaboration with Pioneer Schools and key stakeholders.

The curriculum was made available in April 2019 for feedback and a final version will be available in January 2020, and will be used throughout Wales by 2022.

A1.4	Work to get the balance right—as well as being IT literate, young people need to be able to play and be physically literate. We will look at ways to help reduce childhood obesity and improve emotional health.	 Green
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Actif Conwy has completed its new strategic implementation plan, Our Active and Healthy Future.... Actif Conwy's approach to advancing physical activity. Physical Literacy means that a person has a catalogue of technical skills along with the confidence and motivation to take part in lots of different sports and physical activities at every stage in their life. Within the plan, Actif Conwy will deliver on the 4 priority areas:

1. Start Actif - Early Years development programme for 0-4 year olds
2. Be Actif - 4-11 year olds programme focusing on daily physical activity for all young people aged 4-11 in Conwy
3. Stay Actif - 11-16 year olds - pupils continue to participate in daily physical activity through ensuring a broad and balanced range of activities available for them that is pupil driven
4. School Swimming - ensuring that every child is able to swim by the time they leave primary school

The Conwy Young Ambassadors (YA) steering group delivered a Bronze Young Ambassadors Conference in December 2018 for all primary schools. 40 Silver Young Ambassadors have been trained by the Conwy YA Steering Group during this Academic Year. Two members of the Conwy YA Steering Group are represented on the National YA Steering Group.

Young Ambassadors in Conwy volunteered 7952 hours in 2017/18 Academic Year, this would equate to over £60,000 of paid time. This can be viewed as a net saving for Conwy.

1. Start Actif (0-3 YEAR OLDS):

All pre-school settings and libraries in Conwy have received Active Story Time training and resources over the past two years. Actif Conwy have appointed 4 Leaders of Learning in Early Years Physical Literacy to mentor and support all pre-school setting staff members. These Leaders of Learning are school teachers that have been appointed due to their specialism of PE. The aim of the programme is to:

1. Embed physical literacy in the Early Years
2. Improve transition between pre-schools and schools
3. Improve and increase the opportunity of physical development and physical activity within Early Years

- 252 Story sacks have been loaned by parents from Conwy libraries.
- 60 preschool settings and 10 libraries are delivering Active Story Time, with 179 members of pre-school nursery staff trained.
- All 60 preschool settings have an Active Story Mentor assigned to them, mentors completed 64 visits in the Summer 2018 term to support Active Story and Physical Activity.

2. BE ACTIF:

Be Actif Grant has been used for 9 identified schools (intensive partnership work), whereby schools are supported under three key areas:

1. Engagement of all pupils in daily physical activity for at least 30 minutes
2. Broader experience of a range of physical activity offered to all pupils (and parents)
3. Increased confidence, knowledge and skills of all school staff in PE & School Sport.

Our Big Adventure – We have delivered this motivation and confidence intervention programme at 5 primary schools during Academic Year 2018/19. The project has been highlighted as an example of Best Practice by Estyn for Ysgol Bro Gwydir: “The strong partnership with a local outdoor centre provides innovative opportunities for pupils and their parents to work together to organise a ‘Big Adventure’. This contributes extensively towards gaining confidence and a positive self-image”.

3. STAY ACTIF:

1. All secondary schools in Conwy to have an active School Sport Council that works in partnership with the PE department to provide pupil led/driven physical activities.
2. Engage with inactive pupils to being more physically active through a targeted intervention programme at all secondary schools in Conwy, utilising the Dragon Challenge as a method of assessment for all pupils in Year 7 in Conwy.
3. Support Young Ambassadors and Young Leaders to effectively inspire and engage with their peers to continue to be active.
4. Ensure that all secondary schools have a broad and balanced range of physical activities that is fun and engaging to all.

Over 900 Year 7 pupils in Conwy have undertaken the Dragon Challenge testing, with schools utilising the test results to support their PE curriculum. All schools are currently delivering an intervention programme for their Bronze level pupils, with the aim of increasing their confidence and motivation to participate in physical activity and sport.

LEARN TO SWIM:

The school swimming transformation programme has been expanded to Colwyn Bay and Abergele swimming pools since September 2018. Llandudno swimming centre deliver two week intensive lessons for all pupils in Year 3-6, Colwyn and Abergele for all Year 5 and 6. Data for 2017/18 has been encouraging with a 5% increase. Llandudno’s pass rate has increased from 46% in 2015-16 to 79% in 2017-18. Changes to Llanrwst swimming centre are planned for September 2019, which will be the last phase of the transformation programme.

We have developed the 4G playing surface at Parc Eirias and as part of the Coed Pella Social Value Plan, the lead contractor for the office development has contributed to the development of playground facilities at local schools, has developed a mini construction site and B&K house, and also sponsored a local football team.

Venue Cymru ran 125 Young Creatives sessions as well as hosting a number of Venue Cymru Young Critics visits to see performances at Venue Cymru and Theatr Colwyn. The groups that we ran during this time included:

	No Sessions	No attendees
Story Circle	11	87
WTPA	10	83
Family Dance	9	97
Vertical Dance	11	191
Graffiti Club	11	103
Create	38	147
WNO Youth Opera	35	1348
Total	125	2056

Our Young Creatives groups include Vertical Dance and Family Dance which are heavily focused on physical activity. All our other groups involve some elements of physical activity from theatre games to walking around a given area to take photographs.

Play Days are held every year in Colwyn Bay; the August 2018 event took place at Rydal Penrhos Playing Fields. Over 1,000 children and 600 adults registered for the event, 25 different organisations and services helped on the day. Feedback received from children, parents and the organisations at the event was extremely positive and inspired some parents to make a 'mud pie' area in their own garden for the children to play. The 2019 Play Day will take place on 7th August again at Rydal Penrhos Playing Fields.

There are partnership arrangements between Conwy CBC (Community and Voluntary Support Conwy), CVSC and Town & Community Councils to deliver free summer holiday play provision. There will be a programme of 87 play sessions for 2019 and will take place in Abergele, Conwy, Colwyn Bay, Llysfaen, Penmaenmawr, Llanfairfechan, Pentrefoelas, Ysbyty Ifan, Bro Garmon, Caer Rhun and Llandudno.

Work is also taking place with the Looked after Children Team to improve working practices around play opportunities for this particular group of children.

The Rich Play Award has been achieved by numerous schools in Conwy. The award aims to improve children's playtime in school by providing 'loose parts'. These include materials such as cardboard boxes. Schools signing up to the award receive training for teachers, lunchtime supervisors, parents and after school club workers. Play sessions and workshops for pupils are provided. Schools can apply directly to CVSC regarding the Rich Play Award.

The Health & Well-being Steering Group coordinates Healthy Schools, Social Care agencies, the Third Sector (voluntary services) and Health. Well-being trends for pupils are identified and this data is compiled through the School Health Research Network (SHRN) survey in secondary schools. Conwy County Borough Council has developed an online survey which looks at the well-being of pupils in primary schools. This was piloted in September 2018 and 2,000 children took part. It is hoped that all schools will participate in the survey in July 2019. It is anticipated that the results will help understand pupil trends. A gender identity policy has been written for schools and was launched on in April 2019. Surveys have identified body appearance, weight and gender as being target issues for bullies. Training sessions have taken place with pastoral leads in schools regarding sexual relationships and the gender policy.

'5 Ways to Well-being' training is being arranged for head teachers. This is designed to combat increasing levels of stress. A resilience pack for teaching staff is currently being prepared, these skills will be passed onto the students.

We continue to maintain high quality parks and green spaces, and new public areas are designed to provide an attractive environment for people to experience. Maintaining and where possible, improving public areas is critical in providing the right environment for citizens and customers to look after their physical and mental well-being.

The Events Team continues to excel in attracting major sporting events to the area. These events have proven time and time again to inspire legacy events at a local level. (Legacy events mean that what is left after a large event is of benefit to the community). All our events are planned with community benefit in mind with 'have a go' sessions planned in wherever possible. Prom Xtra is a prime example of this working to deliver health focused activities with organisations such as Glamorgan Cricket Club, WRU and RGC. The Events Team has taken advantage of the National Eisteddfod being in Llanrwst and has booked a large outdoor space in addition to the indoor space to showcase the equipment, classes and activities available in the County's Leisure Centres.

1.2. How will we know we are making a difference?

Measures Code	Measures Title	Actual 17/18	Target 18/19	Actual 18/19	Target 19/20	Bench mark	Bench mark ranking	Perf. RAG
M1.1a	The percentage of learners eligible for assessment at the end of Foundation Phase, in schools maintained by the local authority, achieving the Foundation Phase Indicator (expected level Outcome 5) as determined by Teacher Assessment	84.00	88.80	80.80	81.50			 Red
This year's results in the Foundation Phase Index (FPI) shows a decrease when compared to previous years. The main reason for this is the fact that new, more challenging outcome descriptors from the Foundation Phase Assessment Framework have been used in language and mathematics. This national decrease in the results is reflected in Conwy's results. The decrease in the percentage of pupils attaining the FPI in Conwy (-3.2%) was considerably less than the dip nationally (-4.7%). Of the three areas assessed that impact on FPI, performance at LLC (English) was weakest.								
M1.1b	The Percentage of Non Free School Meal pupils achieving Level 4+ CSI Key Stage 2.	92.00	90.00	89.70	88.00			 Amber
Conwy's KS2 CSI results for Non Free School Meal pupils is slightly below the previous year (-1.5%) Of the three subjects assessed, the weakest area of performance for non FSM pupils was Welsh at level 4+.								
M1.1c	The Percentage of Free School Meal pupils achieving Level 4+ CSI Key Stage 2.	71.10	78.30	71.10	73.50			 Red
The performance of Free School Meals pupils slightly improved on the previous year (+0.8%) The deprivation gap decreased when compared to the previous year and was the lowest for the last 5 years. In 2018, the performance gap of 18.6% was slightly wider than the gap nationally at 15.1%.								
M1.1d	The Percentage of Non Free School Meal pupils gaining the expected CSI KS4 TL2+ (5 A-C with Maths & E or W).	59.00	68.20	57.10	58.00			 Red
The impact was comparable with a drop of 3.2% for non-FSM compared to 4.1% for all pupils. Whilst the performance of FSM improved. Again this showed where the full impact of boundary changes were felt.								
M1.1e	The Percentage of Free School Meal pupils gaining the expected CSI KS4 TL2+ (5 A-C with Maths & E or W).	26.40	41.30	27.90	29.00			 Red
Academic Year 17/18. This is an increase on the previous year's performance and Conwy continue to close the gap to the national outcome.								

Measures Code	Measures Title	Actual 17/18	Target 18/19	Actual 18/19	Target 19/20	Bench mark	Bench mark ranking	Perf. RAG
M1.1f	The percentage of 17 year old learners entering a volume equivalent to 2 A levels who achieved the 'Level 3 Threshold'.	99.00	98.00	97.00	97.60			 Red
The percentage of 17 year old learners entering a volume equivalent to 2 A levels who achieved the 'Level 3 Threshold' was 97%, compared to a National outcome of 98%. The figure is broadly in-line with national outcomes and the variance may well relate to the relatively low commitment to the WBO in the authority.								
M1.2a	Number of Secondary Schools and Special Schools / Units who have met with the School Effectiveness & Standards Group during the academic year	5.00	8.00	8.00	7.00			 Green
M1.2b	No of Primary Schools who have met with the School effectiveness and standards Group during the academic year	5.00	20.00	10.00	6.00			 Red
The main priority was to meet with secondary schools given the importance of KS4 outcomes. However we could not start in September because data needed analysis. One school had to defer owing to the Head teacher being ill and there were 2 meeting date clashes with Estyn so the opportunity to see 6 schools was missed. This meant that we saw all the targeted secondary and special schools, but only 10 primary.								
M1.3	% of Governor Training courses in each financial Year that scored 3 (good) or above in course satisfaction feedback	100.00	100.00	100.00	No target			 Green
5 courses were held								
M1.4a	% of pupils leaving primary school that are capable of swimming to a sufficient standard that meets the 'learn to swim' criteria	67.00	75.00	72.00	80.00			 Amber
Academic year 17/18 - there has been an increase of 5% from the previous year.								
M1.4b	Percentage of pupils that have completed the bikeability training before leaving primary school	59.34	70.00	60.19	70.00			 Amber
Although there has been a decline, a total of 700 pupils in Conwy completed bikeability training before leaving primary school in July 2019.								

Measures Code	Measures Title	Actual 17/18	Target 18/19	Actual 18/19	Target 19/20	Bench mark	Bench mark ranking	Perf. RAG
M1.4c	% of 7-11 year olds participating in 20 or more physical activity sessions (extra-curricular)	No data	60.00	No data	60.00			 N/A
No data, this will be measured and reported at end of 2018/19 Academic Year								
M1.4d	% of 11-16 year olds participating in 20 or more physical activity sessions (extra-curricular)	15.77	18.00	17.28 (Ac yr 17/18)	20.00			 Amber
M1.4e	% of children who are overweight or obese	31.00	No target	30.70	No target			 N/A
M1.4f	No of hours volunteered by young ambassadors in Conwy	6,750	7,000	7,952	7,500			 Green

1.3 Self-evaluation of performance

Well-being of Future Generations Journey Checker Self-assessment – **Being more adventurous.**

Our actions show we are stepping out of a 'business as usual' mind set and acting to change how things are currently done.

We were the third best performing authority for satisfaction with Education Services in the National Survey for Wales and 96% were satisfied with our primary schools. There are now established processes in place to provide support and challenge to schools and there has been a significant improvement in governor support and training. This all helps to build collaborative working between us, Gwe and the schools. However more work is required in order to ensure tracking information leads to appropriately targeted challenge. The LA needs to assure itself that there is a correlation between the categorisation of schools and the reported outcome data particularly at Foundation Phase. The changes in attainment boundaries has been challenging, but the updates show that progress is being made, and that preparations are in hand to prepare for the new curriculum. All Looked after Children (LAC) pupils achieved the Level 1 indicator and therefore acquired at least 5 GCSE's or equivalent, however the gap between LAC pupils and the rest of the school year pupils has widened. This identifies that further work is needed to narrow the gap between LAC pupils and their peers.

Our school business model success has been acknowledged and our aim to improve activity has been particularly successful. The intensive swimming pilot was an innovative idea and is now being rolled to other swimming pools and is showing considerable improvements. The model is seen as best practice and is being adopted by other authorities. It is also excellent to see so many young people volunteering in their communities and that the target has been exceeded.

How does this outcome contribute to the well-being goals?

Our long term aim is by focusing on the whole school system, our children are ambitious and capable learners. They are healthy and confident individuals who play an active role in communities and who are skilled and ready for the job opportunities available. This supports the well-being goals for an equal Wales, a prosperous Wales, culture and Welsh Language, a healthier wales and cohesive communities.

1.4 Areas for improvement / development

The education performance indicators and the launch of the new curriculum is placing us in a period of substantial change. New and more challenging outcome descriptors at foundation phase have seen a national decrease in results and this is reflected in Conwy's results, however the decrease was considerably less than the national average. The Key Stage 2 results have decreased by 1.2 percentage points at a time when the national results have plateaued, however performance across the main indicators in KS3 is encouraging. Pupil performance in key stage 4 is, however, below the regional and national average and we will continue to focus on improvement in this area. However it is positive to note that the percentage of 17 year old learners

entering a volume equivalent to 2 A levels who achieved the 'Level 3 Threshold' was 97%, compared to a National outcome of 98%.

We will continue to look at methods to support young people's attainment and whilst it is disappointing that we have not met all the targets we set, there has been a positive outcome in that the gap in attainment has been reduced. It was unfortunate that diary clashes meant the SESG did not meet as many primary schools as the target aim, and this will be addressed in future, as we continue build strong relationships and collaboration with schools.

Outcome 2 - People in Conwy are safe and feel safe



2.1. Our Priority Actions

Action Code	Action Name	Perf. RAG
A2.1	We will ensure that within the council, there is a consistent corporate approach to safeguarding	Green
<p>The Safeguarding Service Manager role is a dedicated role within Social Care and has close oversight of safeguarding duties under the Social Services Well-Being Act along with close links to the Regional Safeguarding Boards where partnership work is directed. The Corporate Safeguarding panel is chaired by the Chief Executive. A Designated Leads Group is working well to translate safeguarding strategic direction into actions within respective services. E-learning packages for Violence against women, domestic abuse and sexual violence (VAWDASV) and Safeguarding are available to all staff. Services such as Environment Roads and Facilities (ERF) and Community Development Services (CDS) have developed toolkit sessions to ensure training is provided for non-desk based staff. A second themed development day was held in February which included representation from the Designated Safeguarding Manager and Care Inspectorate Wales. The corporate safeguarding panel including elected members, the Chief Executive and Heads of Service attended the afternoon session.</p> <p>We were pleased to receive a positive report from the Wales Audit Office following its review of Corporate Safeguarding Arrangements in Conwy and we will prepare an Action Plan to address the areas we have identified that are in need of improvement.</p> <p>Work is underway to ensure that safe recruitment in schools is monitored centrally by corporate Human Resources.</p> <p>The Engaging Volunteers Policy was approved by Cabinet on 12 June 2018. A module is currently being built in iTrent (our HR IT system) to record details of non-employees such as agency workers, volunteers and foster carers.</p>		
A2.2	We will review our approach to the safe recruitment of staff and the safe commissioning of services	Green
<p>The recommendations in the latest internal Audit follow-up report have been completed.</p> <p>The New Starter Checklist excel document has been developed and distributed to HR Link Officers and Heads of Service. It has also been published on the intranet in Welsh and English.</p> <p>Various improvements have been made to make the recruitment process safer, including:</p> <ul style="list-style-type: none"> • Printed and online recruitment material and job adverts to contain a safeguarding statement • Job profile web page for individual jobs to include a safeguarding statement • Safeguarding statement has been included in our Corporate Facebook account terms and conditions • Safeguarding Statement will be included in our Social Media Policy <p>The Safer Recruitment for Managers course has run 5 times in the last 12 months, training a total of 33 delegates.</p>		
A2.3	We will review safeguarding in all services	Green
<p>A second follow up audit was undertaken in July 2018 and the audit opinion was reassessed as providing Satisfactory Assurance. By completing the recommendations we will improve the internal operational controls and give management the assurance that robust systems are in place and appropriate measures have been taken to mitigate the minor risks identified. A third follow-up audit will be carried out in six months to check the recommendations have been implemented. During March 2019 Welsh Audit Office reviewed the corporate arrangements for safeguarding. This was a follow up on the 2015 report to assess progress. We received the final report from this review in June 2019.</p>		
A2.4	Working with partners, we will implement a plan to help prevent exploitation	Green
<p>In January 2019 the existing Child Sexual Exploitation (CSE) forum was relaunched as an 'Exploitation Forum' in order to take account of other forms of exploitation, primarily Child Sexual Exploitation and Child Criminal Exploitation (CCE). Recently the Children's Social Worker in Assessment and Support Team piloted and facilitated a learning set on a Child Sexual Exploitation case that involved not only the allocated Social Worker, but also those other internal and external professionals actively involved in the case. Positive feedback was received and consideration is being given to see if this can be offered again in the future.</p>		

Internal and multi-agency colleagues held a catch up refresher day for those young people who had previously undertaken the 'Amour' programme in Conwy, this enabled the young people to gain a qualification from this programme.

A number of staff, including Social Workers from various teams, Family Intervention Team workers, Youth Justice Service workers, Family Centre workers, along with colleagues from North Wales Police and Ynys Mon, are completing a level 4 Child Sexual Exploitation course via PACE – (Parents against child sexual exploitation). Conwy staff contributed to the commissioning by the North Wales Safeguarding Board of the drama production 'Mirror' by Collingwood Learning Solutions. The production targeted secondary schools in year 7 and 8 across the North Wales region (all Conwy secondary schools opted into to this).

Conwy received a Social Care Accolade in September 2018. The Accolade was for leading a multi-agency initiative to reduce child sexual exploitation. The initiative involved the following partners: Betsi Cadwaladr University Health Board, Education, North Wales Police and Conwy Youth Services. The judges said it was the best example of joint working they had seen in Wales.

2.2. How will we know we are making a difference?

Measures Code	Measures Title	Actual 17/18	Target 18/19	Actual 18/19	Target 19/20	Bench mark	Bench mark ranking	Perf. RAG
M2.1	% of employees completing the Corporate Induction within appropriate timescales	70.00	100.00	79.04	100.00			 Red
<p>In the period April 2018 – March 2019, seven Corporate Induction Programmes were delivered with 245 available spaces. Of those available spaces, 221 were booked which meant there were 24 spaces available in that period. Corporate Induction is most effective when employees attend within the first three months of commencing in post. To facilitate Corporate Induction being more convenient for a wider range of employees we have moved from a Friday morning to varying the days on which Induction is available. We have also encouraged Services to pre-book places for new employees. We intend to review the processes which sit behind when a new starter commences, when they receive their payroll number and how services are currently booking staff onto Corporate Induction.</p>								
M2.2a	Total % of staff commencing in post with 2 references	97.92	100	72.92	100	0.00		 Red
<p>We are again carrying out checks with services to establish if there is a recording issue. In May 2019 we introduced an electronic recruitment checklist. The checklist requires a Head of Service signature to confirm that all checks have been completed, certificates and references verified, and information inputted into systems correctly. It is hoped that this initiative will go a considerable way to resolving recording issues, as confirmation of employment offers will not be possible until the respective Head of Service has signed off that all checks have been completed. Where there are remaining issues we should be able to bring a forensic focus on where and why they are occurring. Further consideration being undertaken in respect of practice in schools and how we can be assured of compliance</p>								
M2.2b	% of new staff employed who have a DBS check (where required).	100.00	100.00	96.20	100.00			 Amber
<p>We have developed the means of reporting on gaps in recruitment essentials through our iTrent system (HR software system). When we identify an apparent lack of compliance with safe recruitment measures there is immediate active challenge directly to the officers in respective services where the gaps exist. The checks are so forensic that we are able to identify specific employees and posts where there are apparent gaps. Checks regularly find that the cause is often a failure to input into the system that the references have been obtained and DBS clearance received. A fresh verification exercise was underway at the time the Annual Report was being written.</p> <p>In addition, HR has recently developed and implemented an electronic recruitment checklist. It requires a Head of Service signature to confirm that all checks have been completed, certificates and references verified, and information inputted into systems correctly. The New Starter Checklist excel document can be found on the Intranet in Welsh and English. It is hoped that this initiative will go a considerable way to resolving this problem going forward as confirmation of employment offers will not be possible until the respective Head of Service has signed off that all checks have been completed. Where there are remaining issues we should be able to bring a forensic focus on where and why they are</p>								

occurring and also who is responsible. That said further consideration is needed in respect of practices in schools and how the Council can be assured of best practice and compliance.								
M2.2c	% of staff receiving safeguarding training within a 12 months of commencing in post	18.50	100.00	46.30	100.00			 Red
This equates to staff 76 out of 164. Seven Corporate Induction Programmes were delivered in the year. Corporate Induction is most effective when employees attend within the first three months of commencing in post. To facilitate Corporate Induction being more convenient for a wider range of employees we have moved from a Friday morning to varying the days on which Induction is available. We have also encouraged Services to pre-book places for new employees. We intend to review the processes which sit behind when a new starter commences, when they receive their payroll number and how services are currently booking staff onto Corporate Induction. We have also set up a process to email all new starters with direct links to the e-learning modules they are required to complete.								
M2.2d	% of current Councillors attending compulsory safeguarding training as identified by the Democratic Services Committee	100.00	100.00	100.00	No target			 Green
All Councillors have attended safeguarding training. This is not an annual requirement.								
M2.3	Number of referrals from staff who are concerned about vulnerable people	333.00	No target	334.00	No target			 NA
The total number of referrals from staff concerned about vulnerable people is 184 for the October to March 2019 period. This equates to 47 adults and 137 children. The total number of referrals from staff concerned about vulnerable people was 150 for the April to September 2018 period. This equated to 43 adults and 107 children. Total for the year - 334								

2.3 Self-evaluation of performance

Well-being of Future Generations Journey Checker Self-assessment – **Being more adventurous.**

Our actions show we are stepping out of a 'business as usual' mind set and acting to change how things are currently done.

The conclusion of the Wales Audit Office Report, 'Review of Corporate arrangements for safeguarding 2019' concluded that "The Council has addressed most of the recommendations in our national safeguarding report but could strengthen some of its arrangements and aspects of performance. The Council has clear arrangements for overseeing whether it is meeting its safeguarding responsibilities and a strong culture that safeguarding is everybody's responsibility but some arrangements could be stronger. The Council could improve its safeguarding training arrangements. The Council monitors and evaluates appropriate safeguarding information and has identified some areas of underperformance." The satisfactory assurance rating from Internal Audit is also confirmation that we have made significant change in this area. Winning a Social Care Accolade for leading a multi-agency initiative to reduce child sexual exploitation is also further confirmation that we are making good progress to educate people that safeguarding is everyone's responsibility. It is pleasing to note that in the National Survey for Wales 18/19 88% of people surveyed feel safe at home after dark and 61% feel safe in the local area after dark.

How does this outcome contribute to the well-being goals?

Our long term aim is that as communities we are looking out for each other and everyone is aware of their safeguarding responsibilities. It is important that future generations don't look back and think we should have done more to safeguard people. This outcome supports the Well-being goals of an equal Wales, a healthier Wales and cohesive communities.

2.4 Areas for improvement / development

Safeguarding remains a key priority for us. We need to continue to train all staff about safeguarding. There will be a particular focus on those services who have not met the required training target. Likewise we will work with schools to ensure that the performance issues reporting DBS checks are addressed.

Outcome 3 - People in Conwy have access to affordable, appropriate, good quality accommodation that enhances the quality of their lives



3.1. Our Priority Actions

Action Code	Action Name	Perf. RAG
A3.1	Increase the supply of affordable housing which meets identified need and assists in mitigating the impact of the UK Government's welfare reforms.	 Green
<p>The Local Housing Strategy 2018-2023 was formally approved in December 2018 and is now being implemented. One of the key objectives of the strategy is to increase the supply of affordable housing options for those with lower incomes. To do this we said we will:</p> <ol style="list-style-type: none"> 1. Accelerate the delivery of affordable housing, focusing on the gaps in supply. 2. Explore the best way for the Council to directly contribute to affordable housing delivery through innovate models. 3. Continue to make best use of existing housing stock including bringing empty properties back into use. 4. Facilitate more opportunities for people to share housing. 5. Explore options to increase the use of the private rented accommodation. 6. Minimise the impact of Welfare Reform on tenants. 7. Participate in the emerging Growth Bid for Wales for North Wales. <p>To implement the strategy a delivery framework has been developed. The above objective is being delivered by the Affordable Housing Delivery Group (AHDG).</p> <p>The Affordable Housing Delivery Group was set-up in 2018 to co-ordinate, support and drive the delivery of affordable housing across the county borough. The following groups support the work of the Affordable Housing Delivery Group:</p> <ul style="list-style-type: none"> • Registered Social Landlord (RSL) Development Group • Council Owned sites • Empty Homes Working Group <p>A RSL Development Group meets on a quarterly basis, the aim of the group is to support the development the right houses in the right places and ensure Conwy's Social Housing Grant is spent in full within the financial year. In 2018/19 Conwy received grant funding that supported the development of 129 affordable housing units. The tenure of these units are described below: 91 Social rent, 18 Intermediate rent, 16 Rent to Own, 4 Home buy</p> <p>The RSL Development Group also ensure we maximise the opportunities to claim additional grants such as the Innovative Housing Grant. In 2018/19 two RSLs were awarded an Innovative Housing Grant; Cartrefi Cymunedol Gwynedd (CCG) for Pennant Hall (14 social housing units build using locally sourced pressed timber) and Cartrefi Conwy for Eco Pods (8 modular self-contained units) which are due to be built in 19/20 owing to delays in obtaining planning permission.</p> <p>A larger property task and finish group has been set up to increase the supply of larger accommodation (4 bed +). Housing waiting list data has been analysed and there are 162 households in need of a large property.</p> <p>The Council Owned sites working group was established in 2018, the group meets once a quarter to discuss Council Owned sites for 100% affordable housing development. Three development sites were discussed in detail during 2018/19:</p> <ol style="list-style-type: none"> a) Ysgol Maelgwyn – work on site started in April 2019. b) Penmaenhead, - The development received planning approval (subject to conditions) in March 2019. c) Gyffin School – Cabinet resolved that the site be sold on the open market. No RSLs have expressed an interest to bid for this development. <p>Decisions relating to three further Council Owned sites / assets are to be progressed during 2019/2020.</p> <p>Housing Strategy works very closely with Planning to maximise the delivery of affordable housing via the planning system and to date this year we have:</p> <ul style="list-style-type: none"> • commented on 99 planning applications and 25 pre-applications • Requested 65 intermediate and 108 social housing units • requested 14 applications to pay an element of commuted sums in lieu of on-site affordable housing 		

The Empty Homes Working Group was set up in 2018. The group meets on a monthly basis and is currently working towards developing the Empty Homes Strategy and Action Plan.

The overall aim is to reduce the number of long term empties in the County Borough, to achieve this the action plan has 4 key objectives:

- Increase the supply of affordable housing for those with lower incomes
- Improve the condition and energy efficiency standard of private sector housing
- Continue to make best use of existing housing stock
- Bring back properties that are problematic and unsightly

The Strategy will be presented in August 2019 for approval.

Shared Housing: An analysis of data from the SARTH (Single Access Route to Housing) register relating to single applicants under 35 who are only eligible for the shared accommodation rate of housing benefit, was completed in February 2019. This data was shared with Planning Policy to support a review of HOU/10, a policy that does not support the creation of shared accommodation (homes of multiple occupancy) in the Local Development Plan.

Across all RSLs operating within Conwy there are currently 752 general needs 1 bedroom units. This accounts for 17% of the total Housing stock, however 37% of all applicants on the register are single. At present we do not have any general needs shared accommodation within the social housing stock. Steps have been taken to progress a social housing shared housing pilot but progress has stalled due to capacity. A Homelessness Strategy Officer has now been appointed who will lead on developing the pilot. We are currently working in partnership with Hafan Cymru to develop a 6 bed shared accommodation with 24/7 support aimed at young people. A planning application has been submitted to convert the old Hafan Cymru office on Coed Pella Road, Colwyn Bay.

Private Sector: The current landlord offer has been reviewed against the WLGA [Improving the Private Rented Sector toolkit](#) and an action plan has been developed.

Welfare Reform: The Social Housing Management group will focus on minimising the impact of Welfare Reform for tenants in social housing. To achieve this the following actions have been set:

- Be aware of Department of Work and Pensions (DWP)/ Housing Benefit developments within the County Borough
- Monitor the impact the roll out of Universal Credit is having
- Monitor Discretionary Housing Payments
- Monitor RSL Downsizing initiatives

The group is currently collecting and analysing data from the DWP and RSL partners.

A3.2	Work with partners to further strengthen our homelessness prevention services	 Green
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Significant work has been undertaken in partnership with other agencies. It is clear that homelessness and the prevention of homelessness is not simply the responsibility of the Housing Solutions Partnership and all public sector partners have responsibilities and duties to assist in the prevention of homelessness. Developing this shared understanding is a key focus for the Housing Solutions Partnership. Through collaboration and co-ordination of service delivery the people of Conwy will be better protected from risk of homelessness and management of homelessness when it does occur will be more robust and person centred.

In December 2018 the North Wales Homeless Strategy (People, Home and Services) was adopted. Over the next 4 years opportunities to work on a local, sub regional and regional level will be explored and shared challenges can be tackled together. A recent review of Homeless Strategies across Wales identified that the North Wales Homeless Strategy is an example of good practice and the regional homeless Strategy group will be meeting regularly to ensure that progress is monitored against the Regional Action Plan. Each Local Authority is required to have a Local Action Plan to address local homeless challenges and Conwy's Action Plan has been developed with significant engagement from partner agencies. A Strategy Delivery Group made up of Conwy Partners Social Care, Housing Partners, CAB and Welfare Rights, Supporting People, NACRO and Shelter Cymru meet quarterly to support the delivery and monitor Conwy's Homeless Strategy Action Plan.

In an effort to promote partnership working and ensure our partners not only know about our services, but have a realistic understanding of the current challenges around housing and homeless in Conwy, we have in the last year delivered a range of training sessions for over 300 people. This includes Cartrefi Conwy Incomes team, all Supporting People project workers,

Health Visitors, Housing Benefit Officers, and Job Centre Plus colleagues. By training staff about referral routes into our services and giving them an insight into what is a “risk of homelessness” we hope to ensure that people at risk of homelessness are referred into our services in a timely manner. We also need for partners to be well informed and realistic about what our services and housing options are, so they can help us to manage expectations.

We continue to work closely with Citizens Advice and have a Financial Capability Worker working within the Housing Solutions Team. Our specialist staff work closely with partner agencies. Examples of this would be the recently appointed Homeless Prevention Officer - Prison Liaison: who is working with Probation as well as HMP Altcourse and HMP Berwyn in order to manage housing and homelessness issues for those currently within and due to leave the prison setting. We have also secured funding from the Health Service in order to recruit a Homeless Prevention Officer - Hospital Discharge, who will be based within the Glan Clwyd Hospital to support the timely and safe discharge of patients who are experiencing housing and homelessness issues and as a result are “bed blocking”. An increasingly important relationship is being developed with DWP and local Job centres. This is critical when considering the risk posed by Universal Credit and further roll out of welfare reforms.

Officers are also going out to other organisations’ offices to work. This helps make our services more accessible and helps foster partnership relationships with key workers within a range of different organisations. This includes but is not limited to Mind, Job Centres, CAB, and Probation. It should also be noted the partnership working with internal colleagues at the Council has improved following the move to Coed Pella. Closer proximity to social care colleagues has helped significantly and the facilities and culture at Coed Pella are far more conducive to joint working and adopting shared responses to problems.

A3.3	Increase the supply of appropriate market housing which meets identified need.	 Amber
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Market housing has increased from the previous year to 320 units. The Joint Housing Land Availability is imminent, but the draft results are showing a decrease in supply. Market Housing is unlikely to increase significantly over the next 2 - 3 years until the new Local Development Plan is adopted and new land is allocated.

A3.4	Work with partners to increase the supply and quality of appropriate accommodation in the independent care sector (e.g. residential & nursing care homes)	 Red
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Categories of care have been removed under RISCA (Regulation and Inspection of Care (Wales) Act 2016). We are working with the Regional Commissioning team to develop a Service Specification for Care Homes. The specification will clarify what is expected from of care homes and analyse whether the commissioner’s expectations of care homes are realistic, affordable and funded within the current fees paid by Local Authorities. Care Homes are participating fully in the work and it is anticipated that this work will help in making the sector more sustainable. This will also clarify what Local Authorities are paying for in the fee and what they are not, which in turn will help care homes in looking at the options for top-up payments to subsidise the Local Authority fee.

Sustainability within the independent sector remains challenging. Providers are operating within financial challenges, however following the judicial review into Funding Nursing Care payments the North Wales Local Authorities and the Health Board have found a way forward with payments made to care homes. However the Funding Nursing Care model for future years is under review as the current arrangements end in 2019/2020. The North Wales Care Homes Fee group is moving this work forward.

A North Wales Care Homes Market Position Statement has been agreed in June 2018 which focuses on developing a care home sector which:

- Is based on outcome based service specifications detailing standards of quality and safety required within care homes and use this to calculate the true cost of quality care
- Ensures that Welsh language services are provided in care homes across North Wales
- Confirm areas of service where we would promote new development (such as provision for couples, nursing care, enhanced care for people living with dementia)
- Develops provision based on more short term reablement / enablement focussed services within care homes
- Maximises opportunities for capital investment in care homes across North Wales, including supporting small services (often family run local business people) to remain sustainable.

3.2. How will we know we are making a difference?

Measures Code	Measures Title	Actual 17/18	Target 18/19	Actual 18/19	Target 19/20	Bench mark	Bench mark ranking	Perf. RAG
M3.1a (i)	Number of new affordable housing units provided by size and tenure - Social (including supported housing for vulnerable people)	46.00	101.00	24.00	35.00			 Red
7 additional units from 2017/18 have been recorded for Bod Alaw, Colwyn Bay. These units were identified after the 17/18 return was submitted.								
Of the 14 delivered this year, the break down was: 5x 1bed, 5x 2bed, 5 x 3bed, 1 x 4 bed, and 1 x 5bed								
M3.1a (ii)	Number of new affordable housing units provided by size and tenure - Intermediate (low cost home ownership / rent)	30.00	101.00	22.00	35.00			 Red
<ul style="list-style-type: none"> • 16 units were for intermediate rent (10 x 2 bed and 6 x 1bed) • 7 units were for Low cost homeownership (2 x 2bed, 3x 3 bed, 2 x 4 bed) • 1 unit was for Rent to Own (1 x 3bed) 								
M3.1b	Number of new affordable housing units which were previously empty homes	8.00	8.00	7.00	10.00			 Amber
Performance for this measure is governed by the amount of Social Housing Grant which has been allocated to support the purchase of suitable empty properties, and the value of the properties identified for purchase. We are currently reviewing the Empty Homes Strategy which will explore how else the Council and its partners can increase the number of empty properties brought back into use as affordable housing.								
M3.1c	Number of new affordable housing units provided during the year as a % of all new housing units during the year	24.77	30.00	12.19	30.00			 Red
The supply of affordable homes has decreased from previous years. This is down to a number of factors including viability issues, capacity of the house building industry and overall market.								
M3.1d	Total number of additional housing units provided during the year	218	681	320	220			 Red
The performance relates to previous years Joint Housing Land Availability Study (JHLAS). The 2018/19 JHLAS is not yet complete but imminent. The figure falls below the requirement. This is a result of various factors such as viability.								
M3.2	% of cases where homelessness has been prevented	77.91	75.00	79.64	75.00			 Green
i) Number of outcomes 313 ii) Successful prevention of homelessness 219 iii) Unsuccessful prevention of homelessness 56 iv) Assistance Refused 1 v) Non co-operation 3 vi) Application Withdrawn 8 vii) Application withdrawn due to loss of contact 23 viii) Other Reasons 3								

Successful Prevention: 219
 Unsuccessful Prevention: 56
 Total: 275
 Successful as a %: 79.64%

At the Year End point there have been 219 positive prevention outcomes under s.66 of the Housing Wales Act 2014. Housing Solutions have been unsuccessful in their prevention work in 56 instances. This therefore provides a prevention rate at the year end point of 79.64%.

In the previous year the Housing Solutions Team had prevented 194 cases of homelessness under their prevention duties. Therefore this year's numbers of successful prevention is up 12.9%. It is very encouraging that 25 more households have been prevented from becoming homeless this year than in the previous year.

Housing Solutions have during 2018-2019 increased staffing levels to respond to increasing pressures on the service. The increase in capacity appears to be having a direct result in improvements on the ability to prevent homelessness and we hope this continues in 2019-2020.

M3.2a	Number of applicants for social housing on the common housing register	935	No target	1,059	No target			 NA
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The year end figure of 1059 is an increase of 13% on the previous year end figure of 935. The breakdown of applications by Banding is as follows:

Band 1: Urgent housing need with a local connection	146
Band 2: Housing need with local connection	721
Band 3: Urgent housing need with no local connection	8
Band 4: Housing need with no local connection	184

The increase in the number of applicants on the Common Housing Register is a reflection of the increasing pressures on housing and homelessness services locally. This is not unique to Conwy however, with many local authorities across the UK seeing an increase in demand and need for social housing. At its peak there were 1153 applications on the Common Housing Register (February 2019). Following a process of "review" and "data cleansing" a number of applications were updated and closed as applicants circumstances had changed and people no longer needed or qualified for rehousing. This is to be expected through the course of a reporting year.

At the half year point a sharp increase in Band 1 applications had been reported, with numbers rising by 34.5% from 110 cases to 148 cases during Q1 and Q2. It is therefore encouraging that this number appears to have stabilised and not increased during the second part of the year. It is still the case that there are high instances of urgent medical needs within Band 1 and many of these households will require significant adaptations to meet their housing needs. This remains a pressure point for the Authority due to a lack of adapted properties within the social housing stock and some empty properties not being suitable for adaptation. Where possible the needs of disabled households will be factored into new build and development plans with social housing partners.

M3.3a	% of new market homes that are 1 or 2 bedrooms	27.06	30.00	25.94	30.00			 Amber
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The outturn represents the previous year figure. This is an annual measure collected via the statutory Joint Housing Land Supply Study (JHLAS). The 18/19 JHLAS is imminent and subject to an assessment of 300+ on-site surveys before the measure can be updated.

M3.3b	% of new market homes that are 3 bedrooms	38.07	35.00	40.94	35.00			 Green
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The outturn represents the previous year figure. This is an annual measure collected via the statutory Joint Housing Land Supply Study (JHLAS). The 18/19 JHLAS is imminent and subject to an assessment of 300+ on-site surveys before the measure can be updated.

M3.3c	% of new market homes that are 4+ bedrooms	34.86	35.00	32.81	35.00			 Green
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The outturn represents the previous year figure. This is an annual measure collected via the statutory Joint Housing Land Supply Study (JHLAS). The 18/19 JHLAS is imminent and subject to an assessment of 300+ on-site surveys before the measure can be updated.

M3.4a	Number of independent care sector (e.g. residential and care home) beds in the County	1,214	1,300	1,210	No target			 Amber
There are 4 fewer beds than 2017/18. There were 35 new beds and 39 beds lost.								
M3.4b	% change of independent care sector (e.g. independent and nursing home) beds in the County	-2.39	3.70	-0.33	3.70			 Red
We have had 35 new beds but 39 beds lost this year resulting in a -0.33% bed reduction this year.								
M3.4c	Average days lost between lettings in Conwy existing extra care scheme	No data	4.20	0.06	1.00			 Green
There are 179 flats, and in total, 22 days were lost in the second half of the year.								
M3.4d	Number of people on the waiting list for Conwy existing extra care schemes	104.00	80.00	146.00	80.00			 Red
The waiting list has decreased slightly in the past 6 months								
M3.4e	Numbers of newly approved Conwy general foster carers	16.00	7.00	6.00	10.00			 Red
M3.4f(i)	Numbers of newly approved Conwy connected person foster carers	13.00	5.00	4.00	5.00			 Red
M3.4f(ii)	The number of connected persons assessments undertaken in the year for Foster Care	No data	No target	8.00	No target			 Green
M3.4h	Number of over 18s accessing supported housing schemes e.g. Kick start	96.00	90.00	115.00	50.00			 Green
A further 11 are on the waiting list for Supported Accommodation.								

3.3 Self-evaluation of performance

Well-being of Future Generations Journey Checker Self-assessment – Owning our ambition

We are taking well managed risks, reaching out to other sectors and collaborating on funding and staffing. Staff are empowered to work across sectors and influence change.

The strategic direction for this outcomes has been renewed through the approval of the Housing strategy, and there are excellent examples of collaborative working, engagement and preventative approaches. There has been success in preventing homelessness and the integrated emphasis on tackling homelessness is working to ensure all public sector agencies see how their service can prevent homelessness and therefore make changes accordingly. It is pleasing that Market Housing increased this year, although we are aware it is anticipated that there will be a decline. There has been good joint working with the independent care sector to ensure compliance with expected standards and clarifying fees. We are continuing to review and renew our Foster Carer recruitment offer.

How does this outcome contribute to the well-being goals?

By focusing on a strategic approach, we are aiming to have the right mix of accommodation in the right areas so that people will live in communities they are proud to call home. This outcome supports the Well-being goals for cohesive communities, an equal Wales, healthy Wales and a prosperous Wales.

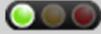
3.4 Areas for improvement / development

There are increasing pressures on housing and homelessness services and this is monitored as a corporate risk. The affordable housing targets were not met, which is not entirely within our control because it is based on the market and developer interest. The demand for social housing continues to increase, however this is not unique to Conwy. Affordable Housing delivery levels are lower than previous years, but this is down to a number of factors (e.g. market conditions, subsidy, land, national policy constraints). The Replacement Local Development Plan (RLDP) is currently underway and it proposes a number of land and policy approaches to increase supply of affordable housing. It will be essential going forward that supply detailed in the RLDP is delivered alongside non-land use initiatives put forward by Housing Strategy in the Local Housing Strategy. It is important to note that the Local Housing Market Assessment will require reviewing now that Welsh Government have amended the methodology to working out the number of residents in need of affordable units. The need figure is likely to reduce significantly as a result. The Welsh Government review of Affordable Housing has also now been released which proposes relaxing a number of national policies in order to improve delivery overall. For example the RLDP will contain a policy and land to accommodate 50% supply of affordable housing on designated Registered Social Landlord Sites. This is based on an agreement with landowners to reduce land values and ensure that 50% supply is viable in the longer term. The RLDP goes out for Preferred Strategy consultation on 22nd July 2019 for 8 weeks.

Outcome 4 - People in Conwy are healthy and active



4.1. Our Priority Actions

Action Code	Action Name	Perf. RAG
A4.1	Develop new models to promote health & well-being so that people of all ages are less reliant on health and social care. We will do this by working collaboratively and looking at future trends.	 Green
<p>Our application has been successful to engage in "Work Matters" - a programme aimed at using physical activity to help people back into the workforce. We are awaiting confirmation from WEFO (Welsh European Funding Office) regarding funding. We are working in partnership with the National Trust and Natural Resources Wales, developing the Upper Conwy Natural Resources and Well-being project through the Enabling Natural Resources and Well-being Grant. We have been told to 'proceed at risk' by Welsh Government, and a definite decision on funding is imminent.</p>		
A4.2	We will focus on Adverse Childhood Experiences and provide support to parents through multi-agency approaches.	 Green
<p>We have developed a 'Mosaic Model' to ensure that all services are addressing needs. Tiers within the Model are integrated and we have a pathway to ensure the most effective access to services and support for parents. We are working with Betsi Cadwaldr University Health Board (BCUHB) and the Police adverse childhood experiences work streams. These are initiatives that our partners are leading on. We are also developing the edge of care service to ensure children are supported, and to address those needs that place the family unity at risk.</p> <p>Family Support/Family Centre The new Family Support model focusses on early intervention and prevention through multi-agency approaches. The five Family Support Teams are now established, with a weekly timetable of activities on four different levels:</p> <ul style="list-style-type: none"> • Open access groups – often delivered in partnership with other agencies such as health and third sector. • Information, advice and assistance – including referrals to other organisations and joint working with them. • Targeted group work (parenting programmes) – sometimes delivered in partnership with other agencies, • One to one support from Family Workers, involving multi-agency meetings where needed. <p>Over the last six months the teams have supported over 900 families and we have held over 65 multi-agency meetings to bring everyone around the table to meet the needs of families. We have signposted over 300 families to other agencies for support.</p> <p>The following provides a snap shot of each area:</p> <p>East Family Support Team (Canolfan Dinorben) – 28 organisations are delivering services from the Centre, and more are working collaboratively with the team. The team manager meets weekly with pastoral staff from Emrys Ap Iwan Foundation School. The primary schools have family workers assigned to them, and outreach has been set up in the surrounding areas. 3 Parenting programmes have been delivered in the last six months.</p> <p>South Family Support Team (Llanrwst Family Centre) – 59 staff from other agencies are working through the Family Centre, and working collaboratively with the team. Two parenting programmes have been delivered in the last six months. The team are developing their work with parents of teenagers, and outreach work into surrounding communities. The Centre is busy with an average of 86 children and parents attending weekly.</p> <p>Central Family Support Team (Office based, and doing outreach work) – The team is delivering a full timetable of activities including open access sessions with a health presence at a variety of locations. They have recently started to use the Pod in Eirias Park for drop-in sessions and multi-agency provision to include Welfare Rights and Autistic Spectrum Disorder (ASD) support for families.</p> <p>North Family Support Team (Eryl Wen) – The team is delivering a full timetable of activities including parenting programmes and stay and play sessions with the Health Visitor. We are expanding our services to include a weekly Teen drop in with different agencies available to offer support to young people eg: sexual health. Welfare Rights and Relate hold drop in sessions for families at Eryl Wen.</p> <p>West Family Support Team (Office based, and doing outreach work) – The team delivers services in outreach locations across the area including weekly stay and play sessions, parenting programmes and Family Support drop in sessions in primary schools. We have linked a Family Worker to each school in the area as their regular point of contact. They are working with the schools to develop sessions to meet the needs of the families and the school.</p>		

Family Well-being Profile – has been developed as a tool to hold a collaborative conversation with families about 9 areas of family life. The guidance includes information about Adverse Childhood Experiences, which are embedded in the 9 areas of family life, and the majority of the families receiving one to one support have experienced at least one of these.

Workforce Development – all staff have been trained in delivering various Parenting programmes eg: Family Links, Nurturing, Incredible Years and Talking Teens. In addition the team have been able to access specialist training for example: Overcoming Adverse Childhood Experiences, Supporting people with their violence and aggression, Mental Health, First Aid and Child Sexual Exploitation.

A4.3	We will work with partners to ensure Conwy citizens have timely access to mental health assessment and support	 Green
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The Conwy & Denbighshire Local Implementation Team (LIT) have been meeting on a monthly basis. The forum is made up of key partners including Betsi Cadwaladr University Health Board, (BCUHB), and the third sector. The aim of the forum is to deliver the 'Together for Mental Health' strategy and to ensure the mechanisms for the required improvements are in place. Timely access by the appropriate professional to assessment and support is also included. Unscheduled care is the priority for the LIT and includes developing alternative places of safety. Agreement has been reached to explore a multi-agency forum to discuss individuals at risk and to provide a shared response and intervention. Further data re unscheduled care has been requested in order to identify locations across Conwy where as a starting point for places of safety Crisis Cafes could be developed as an alternative to attendance at statutory services - especially out of hours. The Well-being Centre at Glan Clwyd has been developed in partnership with the 3rd Sector and is due to open imminently as an alternative to statutory services.

4.2. How will we know we are making a difference?

Measures Code	Measures Title	Actual 17/18	Target 18/19	Actual 18/19	Target 19/20	Bench mark	Bench mark ranking	Perf. RAG
M4.1a	The percentage of adults who completed a period of reablement and have a reduced package of care and support 6 months later	9.85	8.00	9.41	10.00	0.00		 Green

This PI has been calculated based on the period of October 2017 to September 2018 and therefore spans two financial years. Using the provision of domiciliary care hours, part A of this measure aims to determine the number of adults who had a reduced package of care at the end of the reablement period.

Where it has been recorded that a person has moved away from the county, become hospitalised or passed away after completing a period of reablement, these have not been counted for the purposes of the return.

Within the period stated above Conwy had a total of 829 adults who went through a package of reablement within the stated period. 78 of whom were noted as having a reduced number of domiciliary care hours at the end of the initial reablement package. This results in an outturn of 9.41% for the period. The current outturn is relatively similar to the previous outturn of 9.85%

The current target is 8% for this measure with a tolerance of 5% indicating that the outturn is above the target set. The Welsh Average figure for the previous year is 41.19%.

The above breakdown indicates that the numbers of clients who have had an increase or decrease in care at six months after reablement has remained relatively the same compared to the previous year. A total of 96 clients had an increase (same as the current reporting) and 73 had a decrease (five more clients have been recorded in the current round). A similar number have remained on the same package of care (42 in the previous round).

Adults who had no package of care six months later has increased by around 15% from 530 in previous reporting to 611 in current reporting. There has also been a general overall increase in the number of adults being recorded as having completed reablement at 741 previously compared to 829. This is an increase of 11.88% which indicates a bigger demand on this provision for this period.

Measures Code	Measures Title	Actual 17/18	Target 18/19	Actual 18/19	Target 19/20	Bench mark	Bench mark ranking	Perf. RAG
M4.1b	The percentage of adults who completed a period of reablement and have no package of care and support 6 months later	71.52	90.00	73.70	75.00			 Red
<p>As stated in the guidance, this PI has been calculated based on the period of October 2017 to September 2018 and therefore spans two financial years. Using the provision of domiciliary care hours, part B of this measure aims to determine the number of adults who had no package of care 6 months after the end of reablement.</p> <p>Where it has been recorded that a person has moved away from the LA area, become hospitalised or passed away after completing a period of reablement, these have not been counted for the purposes of the return.</p> <p>A total of 829 adults had a period of reablement within the stated period. 611 of whom were recorded as having no period of care 6 months after the end of their reablement package. This results in an outturn of 73.70% for the period. The current target is 90% with a tolerance of 5% meaning that this measure has scored a Red RAG score. However, it should be noted that this target was set when differing recording, reporting and methodology practices were in place. Since, a specific database to record and report on this information has been implemented. Specific reports to capture the required data have been created resulting in more robust reporting. Going forward the target has been amended to 75% via the Target Setting process which is more in line with this indicator.</p> <p>The Welsh Average for this indicator is 67.62% meaning that Conwy is above the national average.</p> <p>The above breakdown indicates that the numbers of clients who have had an increase or decrease in care at six months after reablement has remained relatively the same compared to the previous year. A total of 96 clients had an increase (same as the current reporting) and 73 had a decrease (five more clients have been recorded in the current round). A similar number have remained on the same package of care (42 in the previous round).</p> <p>Adults who had no package of care six months later have increased by around 15% from 530 in previous reporting to 611 in current reporting. There has also been a general overall increase in the number of adults being recorded as having completed reablement at 741 previously compared to 829. This is an increase of 11.88% which indicates a bigger demand on this provision for this period.</p>								
M4.1c	% People receiving social care support who report that they can do what matters to them	54.00	60.00	49.37	60.00			 Green
<p>This outturn refers to the number of adults who agreed with the statement that they can do what matters to them. This is an improvement compared to 46% of adults who agreed in the 2016 survey. 44% of carers agreed compared to 46% in 2016. 68% of children agreed compared to 82% in 2016.</p>								
M4.2	% of people participating in sporting activities three or more times a week. (National Survey for Wales)	No data	No target	No data	No target			 NA
<p>This has not been published at the Local Authority Level by the Welsh Government this year. The National Survey shows that 57% of respondents participated in any sport or physical activity in the past week. This was below average for Wales</p>								
M4.3	Number of well-being activities promoted provided via Well-being Hubs and local community venues	603.00	250.00	283.00	No target			 Green

4.3 Self-evaluation of performance

Well-being of Future Generations Journey Checker Self-Assessment – Owning our Ambition

We are taking well managed risks, reaching out to other sectors and collaborating on funding and staffing. Staff are empowered to work across sectors and influence change

We are delighted that in the National Survey for Wales 18/19 we were the top performing authority in Wales for People's view whether they agree good social care services are available in the area. The integrated Mosaic model is an example of good practice to ensure that all services are addressing needs and working in an integrated and collaborative way. The roll out of the family centres will ensure we focus on prevention and avoid multi agency silo working. The LIT is working well and considering innovative alternative service provision such as the crisis cafes. Whilst the reablement measure has not met the very ambitious target set, there has been an improvement on last year's outturn and we are still above the national average.

How does this outcome contribute to the well-being goals?

By tackling unhealthy lifestyle choices and behaviours we can reverse the trend of obesity and associated health issues and people will be healthier and live longer. This outcome supports the Well-being goals for cohesive communities, an equal Wales, healthy Wales, a prosperous Wales and globally responsive Wales.

4.4 Areas for improvement / development

We will continue to explore new models to promote Health and Well-being. The National Survey for Wales revealed that 43% of people surveyed did not participate in any sport of physical activity and we will work to try to improve this. As a statutory member of Conwy & Denbighshire Public Service Board, we are working collaboratively to explore alternative ways to use our natural landscape to encourage people to be healthy and active.



Outcome 5 - People in Conwy live in a county which has a prosperous economy

5.1. Our Priority Actions

Action Code	Action Name	Perf. RAG
A5.1	Enabling Conwy's businesses to benefit from the major economic developments across the region	Amber
<p>Officers and Members continue to engage with the North Wales Economic Ambition Board, and are ensuring that the interests of Conwy businesses are accounted for as plans progress. Work around supply chains etc. related to Wylfa has been frozen for the present time. This does not preclude ensuring that smaller engineering/manufacturing investments in North East Wales are not targeted as supply chain opportunities.</p> <p>We are ensuring that the county benefits from proposed investments in regional economic infrastructure which is being funded via a North Wales Growth Deal, and other avenues. These should benefit strategic site infrastructure (Abergele SE), digital connectivity infrastructure, and the tourism academy. In a similar vein we are ensuring that the Tidal Lagoon has support across the region.</p>		
A5.2	Develop structures and partnerships to deliver the aspirations of the Conwy Economic Growth Strategy	Green
<p>New staffing structures are now in place and they are focussing on the delivery of the strategy. The Destination Conwy Partnership has established working groups focussed on winter tourism and the 'tourism academy' to assist in taking forward those ambitions. The tourism academy is being seen as the first step to establishing a Higher Education presence in the county. We are now developing a joint working group with the private sector to take forward state of the art premises and head office ambitions.</p>		
A5.3	Develop & promote state of the art business premises to attract inward investment and support growth of existing businesses.	Amber
<p>There have been delays in progress delivery against this ambition, particularly to assist the delivery of the Head/Regional Office Ambition. A Project officer has now been appointed and they will complete Market Research and establish a marketing/investment strategy jointly with the private sector. The initial issue appears, on the basis of marketing of the Colwyn Bay Market Hall site, to be a reluctance within the private sector to invest in such premises, as such sites are being targeted for residential purposes. An options paper will be brought to Cabinet in the near future to discuss this site particularly, given its history and purchase specifically to create commercial accommodation. Meanwhile progress with the project to 'recycle' the Colwyn Civic Centre for modern office space continues to progress well under private sector management. In relation to bringing forward designated employment land within the Local Development Plan, we are now in a position to let the construction contract for the Conwy Penmaen Road Employment Site (11 acres). This will include some advanced units and plots to lease to 3rd parties to develop their own business premises. An initial call for expressions of interest indicates a lot of interest in the site.</p> <p>A number of private tourism/leisure investments have been facilitated, e.g. Rhos Point – CCBC land to be let to the private sector for the development of a restaurant and café; and Surf Snowdonia's hotel and leisure facilities.</p>		
A5.4	Support skills development including apprenticeships to equip people to be ready for work opportunities in the region	Green
<p>A workshop was held in October 2018 and four agreed work streams are now in place and are moving forward: Social Care & Health, Tourism & Hospitality, Creative & Digital, and Food, Land Management & Diversification. Lead officers, lead Members and other officers (from across partner organisations) are in place for each work stream, and each group has begun to meet. There is strong representation from Grwp Llandrillo Menai across the work streams. Leads for each of the ten cross-cutting themes are also in place, and the work streams are able to engage this specific expertise as and when needed.</p> <p>Each work stream has now developed an approach to delivering its aims, and has agreed a number of key deliverables for the first year. Progress is being made with the agreed deliverables across the four work streams.</p> <p>On 5th February, a report was presented to Education & Skills Overview & Scrutiny Committee, which detailed progress with the Board since its revision in 2018, and which also detailed progress with CCBC apprenticeships over the last year. The report was well received.</p>		

A5.5	Develop a winter tourism offer to strengthen the sector making it more sustainable for investment and employment.	 Green
<p>Conwy acted as the lead body and was successful with a £140,000 funding bid to Visit Wales for a N Wales (all six local authorities) bid for PR and marketing for 2018 winter tourism. The campaign attracted major national newspapers and travel magazines into Conwy and N Wales, to promote the area in the winter months. We engaged travel bloggers and regional radio campaigns to promote winter. Engagement targets were all met for the project</p> <p>We are currently working with the trade in pulling together the Conwy offer for the period Oct-Dec 2019. We are concentrating on these three months in order to build up the offer and reputation for winter tourism. Planning is in progress for the winter campaign which will include the following:</p> <ul style="list-style-type: none"> • Llandudno maps for all the accommodation businesses with details of winter events • Smooth radio campaign to promote winter events • Website and social media promotion plan • Press releases 		
A5.6	Encourage other stakeholders to defend the coastline and protect critical infrastructure including the A55 and mainline rail and trunk sewer at Colwyn Bay.	 Red
<p>In July 2018 officers met with Welsh Government Transport, Welsh Government Flood Risk, Network Rail and Welsh Water to highlight the risks associated with the Old Colwyn sea wall. All parties confirmed that there is a significant issue but currently Network Rail are not able to commit to providing support for a scheme. Welsh Water is considering whether funding could be available and we are waiting to hear from them about this. The matter has been escalated to the Minister for Environment who confirmed that the grant rate for the Old Colwyn frontage is likely to reduce from 75% to 50% through the CRMP (Coastal Risk Management Programme). We understand that further discussions are now taking place between Welsh Government Transport and Welsh Government Coastal and Flood Defence branches to discuss whether funding can be allocated in the future.</p>		

5.2. How will we know we are making a difference?

Measures Code	Measures Title	Actual 17/18	Target 18/19	Actual 18/19	Target 19/20	Bench mark	Bench mark ranking	Perf. RAG
M5.1	Total Floor space developed	1,500	4,725	2,000	10,500			 Red
<p>Beech Development's offices are completed. Other schemes have been delayed but will carry forward to 2019/20. A number of existing vacant premises in both Colwyn Bay and Llandudno have been refurbished and brought back into use, e.g. Llandudno Climbing and caving centre.</p>								
M5.2a	Businesses accommodated through planning schemes	6.00	4.00	12.00	26.00			 Green
<p>This measure includes 4 businesses within Beech Office development, 2 new businesses supported in Llandudno refurbished premises and 6 new outlets supported by Colwyn Townscape Heritage Initiative (THI) have opened.</p>								
M5.2b	Investment Leverage	No data	3 Million	2.1 Million	30 Million			 Red
<p>The outturn relates to Beech Developments, 2 conversions in Llandudno and 6 THI schemes within Colwyn Bay.</p>								
M5.3	No. of apprenticeships provided / supported by Conwy County Borough Council	68.00	60.00	44.00	50.00			 Red
<p>The reduction in number is due to the completion of apprenticeships. In addition, we were unable to recruit to 7 apprentice posts advertised.</p>								
M5.3a	The number of staff employed by Conwy County Borough Council following an apprentice qualification at Llandrillo	No data	No target	58.00	No target			 Green

M5.5a	% of children living in poverty (where household income is less than 60% of the British average income).	18.10	No target	18.30	No target			 NA
2016 HMRC Data								

5.3 Self-evaluation of performance

Well-being of Future Generations Journey Checker Self-Assessment – Being More Adventurous

Our actions show we are stepping out of a ‘business as usual’ mind set and acting to change how things are currently done.

The Conwy Economic Growth strategy has been approved and published and new staffing structures are in place. There are exciting developments in place for winter tourism and the development of a tourism academy, which should improve the offer in the area. There has been good progress with the development of skills work streams and we should see key deliverables progressing in this next financial year.

How does this outcome contribute to the well-being goals?

Through collaboration we can develop high impact initiatives which will trigger increased productivity, improved competitiveness and create year-round employment within the county. Thus, retaining talent and placing Conwy at the heart of the North Wales Economy. This outcome supports the Well-being goals for cohesive communities, an equal Wales, healthy Wales, a prosperous Wales and resilient Wales.

5.4 Areas for improvement / development

Whilst it is disappointing that Wylfa has been put on hold, we will continue to support businesses to seek opportunities from the North East Wales supply chains. There has been a great deal of discussion regarding our corporate risk for coastal defense in Colwyn Bay, however we still do not have a resolution and we will continue to lobby to address our concerns.

Outcome 6 - People in Conwy value and look after the environment



6.1. Our Priority Actions

Action Code	Action Name	Perf. RAG
A6.1	Support and educate communities to prevent/prepare for flooding.	 Green
<p>As part of the Chapel St. flood alleviation construction works (which are currently ongoing), two drop in sessions were held with the local community in the village hall.</p> <p>Individual meetings have been held with concerned residents and a leaflet drop was arranged on a bi-weekly cycle to address progress and traffic management issues.</p> <p>Drop in sessions have been held to explain the coastal defence improvement studies being carried out at Llanddulas and Kinmel Bay. Three Town Councils were visited and four public drop in sessions were held.</p>		
A6.2	Subject to funding, implement sustainable coastal and flood defence schemes that are fit for purpose.	 Green
<p>The Flood Risk and Infrastructure Team is currently working on both fluvial and coastal flood alleviation schemes (FAS) which benefit from the Welsh Government funding of between 85% and 75% with the remainder coming from Council business cases. There are several different separate stages in the delivery of a project – project identification, leading to outline business case (OBC), leading to detailed design leading to construction -</p> <ul style="list-style-type: none"> • Fluvial Flood Alleviation Schemes (Watercourses) • Chapel St Mochdre FAS – Construction Stage – There is a delay in completion of works due a requirement to divert existing Welsh Water assets which were unforeseen at design stage. Construction works are due to be completed at the end of August. • Llansannan FAS – Construction – Detailed designs are being completed with a view to tendering the construction project over the summer and the appointment of Contractor to start works immediately afterwards. • Eldon Drive FAS – Construction – Tender documents are being finalised for construction works • Top Llan Road, Glan Conwy – Construction - Tender documents are being finalised for construction works • Bryn Helig Penmaenmawr, Nant y Felin Llanfairfechan and Gethin Terrace Betws y Coed – Outline Business Cases (OBCs) – Funding has been secured to carry out OBC's and identify a preferred options to address the flood risk in these areas this financial year. • School Bank road Llanrwst, Graiglwyd Road Penmaenmawr and Church St. Dolwyddelan – Detailed Design - Funding has been secured to carry out detailed design of the preferred option identified in the previous OBC and address the flood risk in these areas. <p>Coastal Defence Improvements</p> <p>We have secured funding from the Welsh Government through the Coastal Risk Management Programme (CRMP) to investigate the possibility of improving the Counties coastal defence infrastructure at numerous locations along the coastal frontage – Llanfairfechan, Llandudno, Penrhyn Bay, Colwyn Bay, Llanddulas and Kinmel Bay.</p> <p>Outline Business Cases have been, or are in the process being, completed which identify preferred options to reduce the potential of future flooding from the coast.</p> <ul style="list-style-type: none"> • Llandudno North and West Shores – OBC is being finalised with a public drop in session in July prior to presenting to Scrutiny, cabinet and then the Welsh Government. • Penrhyn Bay – OBC due to be presented to Welsh Government shortly for consideration. • Llanfairfechan –Detailed design – WG have given go ahead to finalise a preferred scheme and to take forward to detailed design. Scope is being agreed with Welsh Government prior to tender. • Colwyn Bay Phase 2b – Detailed Design – Tenders are currently being sought for a Consultant to carry out a detailed design for the frontage between Rhos on Sea eastwards. • Llanddulas and Kinmel Bay – OBC due to be submitted to Welsh Government soon. 		
A6.3	Supporting residents and businesses to recycle more and waste less.	 Green
<p>Four weekly domestic refuse collections were launched county-wide on 24th September 2018. Prior to the launch an extensive communication plan was delivered between June and September 2018.</p>		

65% of municipal waste was reused, recycled or composted during 2018/19 and is the best annual performance to date. Following the first 6 months of 4-weekly domestic refuse collections, there has been an increase in the recycling rate of 2% from the previous year. There has been an increase in the tonnage of recycling collected from Conwy residents at the kerbside. There has also been a reduction in domestic waste collected for disposal of 17kgs per household when compared to the previous year.

% commercial waste recycled is 49% which is also the best performance to date.

A6.4	Work with Welsh Government to influence a sustainable recycling industry e.g. producer responsibility schemes. We will procure from environmentally responsible providers.	 Green
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We continue to attend national events and network with all Wales waste groups attended by Welsh Government officials who are considering the key topic areas that concern local authorities, e.g. a requirement to implement a producer compliance scheme for disposable nappies.

Officers have also presented updates and evidence based learning on the 4 weekly refuse collection at national industry conferences - LARAC, (Local Authority Recycling Advisory Committee), CIWM (Chartered Institute of Waste Management) APSE (Association for Public Service Excellence) and Regional WRAP (Waste and Resources Action Programme) focus groups.

Our Waste Manager has been invited to sit on the project board for National AHP (Absorbant Hygiene Products) project to establish treatment infrastructure in Wales.

A6.5	Reduce the Council's carbon footprint and carbon emissions by investing in renewable energy.	 Green
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LED lighting upgrades continue with 6 additional sites upgraded. Phase 3 of the street lamp upgrades is complete, resulting in 2,400 street lanterns upgraded to LED. Phase 4 will commence in 2019/20 to see a further 2,400 street lanterns upgraded to LED. During 2018/19, 21 Low Carbon Schools presentations have taken place at schools across the County.

A6.5a	Encourage communities to develop their own renewable energy projects.	 Red
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The Dolwyddelan project in its proposed form is no longer viable due to business rates being too high and the window closing for WEFO funding (Welsh European Funding Office). Discussions have taken place with Welsh Government to try and resolve the issues but there was only a 2 year window for business rate reduction on current schemes. We continue to explore alternatives to use this renewable energy in consultation with Scottish Power. We are also exploring whether renewable energy can be converted to hydrogen for use in transport solutions.

We are considering installation of solar PV in rural schools, which are also utilised as community assets. We are exploring partnership opportunities to further develop energy conservation measures across communities.

Dolwyddelan project still on hold. Awaiting direction from GPB regarding climate change emergency and forward strategy

A6.6	Promote the development of a tidal lagoon in Colwyn Bay	 Amber
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The Tidal Lagoon and Renewable Energy is a priority outcome in our Economic Strategy. Whilst Tidal Lagoons in South Wales have been stalled due to the 'strike price' being unviable when compared against nuclear, the results associated with Wylfa have provided greater emphasis to progress the Tidal Lagoon further. As part of initial stages, we are working alongside Glyndwr University to prepare an Economic Costs and Benefits Analysis, which will assess the regeneration, renewables, tourism, economic and resilient and coastal protection benefits of such a strategic scheme. The outcome of the Marine Plans and the White Paper will further inform Welsh Government's strategic direction and potential for tidal power. The next step for us is to work with Tidal Energy Companies to prepare the Evidence Plan, consisting of Coastal processes, Fish, Intertidal & subtidal benthic ecology, Coastal birds, Marine mammals, Habitat Regulations Assessment, Water Framework Directive and Marine Conservation Zone.

6.2. How will we know we are making a difference?

Measures Code	Measures Title	Actual 17/18	Target 18/19	Actual 18/19	Target 19/20	Bench mark	Bench mark ranking	Perf. RAG
M6.1a	No. of flood awareness events held	11.00	10.00	13.00	10.00			 Green
Between April 2018 and March 2019 a total of 13 flood awareness sessions were held with residents in Dolwyddelan, Abergele, Pensarn, Kinmel Bay, Betws y Coed, Mochdre and Kinmel Bay.								
M6.1b	Number of properties where the risk of flooding has been reduced following the implementation of flood defence measures	85.00	20.00	606.00	377.00			 Green
The risk of flooding to properties on School Bank Road, Llanrwst; Graiglwyd, Penmaenmawr; Maes Hyfryd, Glan Conwy; Dolwyddelan; Eldon Drive, Abergele; Maes Aled, Llansannan has been reduced as a result of the installation of telemetry equipment to monitor critical trash screens. A further 90 homes and 4 businesses have seen a reduced risk of flooding as the result of a flood alleviation scheme on Chapel Street, Mochdre.								
M6.3a	Percentage of municipal waste reused, recycled or composted	63.37	66.00	64.78	67.00			 Amber
Following the first 6 months of 4-weekly domestic refuse collections, there has been an increase in the recycling rate of 2% from the previous year, despite the target being narrowly missed. The outcome of this measure has been affected by a reduction in the tonnage of rubble and wood received at our household waste recycling centres. The outturn of M6.3c confirms that there has been an increase in the tonnage of recycling collected from Conwy residents at the kerbside. There has also been a reduction in domestic waste collected for disposal of 17kgs per household when compared to the previous year.								
M6.3b	Average amount of residual household waste collected for disposal per household (Kgs)	262.06	249.00	244.86	160.00			 Green
The outturn of 245 Kgs of residual waste collected for disposal per household is a reduction of 17 Kgs per household when compared to the previous year.								
M6.4	Percentage change in carbon dioxide emissions (CO2) from the activities of Conwy County Borough Council	-6.81	-5.00	-17.21	-7.00			 NA
Target achieved. A reduction of 1,974 tonnes of CO2 in 2018/19 equates to a 17% reduction from 2017/18 emissions.								
M6.5	National Survey for Wales Capacity (in MW) of renewable energy equipment installed	72.00	No target	No data	No target			 NA
No data has been published by Welsh Government at Local Authority level.								

6.3 Self-evaluation of performance

Well-being of Future Generations Journey Checker Self-Assessment – Leading the Way

Our actions show we are the first organisation to be taking these actions and are a guide for others to follow.

The roll out of four weekly refuse collections (weekly recycling collections) has been extremely successful and in the main, well received, after an extensive period of community engagement. We have already seen a significant improvement in recycling rates. The National survey for Wales 18/19 bulletin stated we were the top performing authority in Wales for people's view whether people feel informed about the council's recycling service. 76% were satisfied with the recycling service and 80% felt that green spaces were looked after well. There has been good progress on coastal defence schemes and we have exceeded our targets for reducing the risk of flooding to properties. There has been good progress to reduce our carbon footprint and to share knowledge on low carbon in schools.

How does this outcome contribute to the well-being goals?

The action we take now by tackling recycling and renewable energy, will help us address the long trend of climate change. This outcome supports the Well-being goals for cohesive communities, an equal Wales, healthy Wales, a prosperous Wales, a resilient Wales and globally responsive.

6.4 Areas for improvement / development

We will continue to promote and create opportunities when they arise to develop renewable energy schemes through the use of our own assets or by assisting communities to develop their own scheme. Our actions to increase renewable energy schemes and to promote the development of a tidal lagoon are both long term projects which require a great deal of development. These schemes, and our ambition to influence producer responsibility, require a collaborative approach and a continued education and behaviour change campaign in order to prevent further damage to the environment. We are working in partnership through the Public Service Board, to develop a joint policy statement to protect the environment across the North Wales region, and to collectively meet the Welsh environmental targets.

Outcome 7 - People in Conwy live in a county where heritage, culture and the Welsh language thrive



7.1. Our Priority Actions

Action Code	Action Name	Perf. RAG
A7.1	We will develop our libraries into community hubs that provide a wide range of services and activities.	Green
<p>The Culture & Information service now manages the Coed Pella reception staff. A paper on the Information Hubs project will be presented to the New Opportunities Board for approval to establish a new project. The approved project benefits are:</p> <ul style="list-style-type: none"> the level of customer service delivered across the County would be more equitable as no matter where you lived, there would be a council service within your community where you could easily go and obtain information and advice. access to information and advice for citizens would be the same as there would not be the requirement to travel long distance. a key Corporate Plan 2017-2022 commitment would be achieved. a key action agreed as part of the Communications and Engagement Strategy would be achieved. there would be further investment in resources i.e. staff and technology in community based services as a result of formalising them as Information Hubs. 		
A7.2	We will develop a Conwy Culture Centre	Green
<p>Construction update:</p> <ul style="list-style-type: none"> Glazing is in the process of being installed. The building is now watertight and only the sedum left to complete on the roof. The retaining wall by the footpath is near completion. The Amphitheatre at the rear of the Culture Centre is progressing with the first tier being constructed. All internal blockwork is about 90% complete. The basement has been sealed, with the hygrometer indicating that the humidity levels are reducing. The external zinc cladding is in progress, and all the steelwork has been decorated white. <p>Activity Plan update:</p> <ul style="list-style-type: none"> 6 staff and volunteers have gained recognised qualifications. 844 children & young people and 1297 adults have engaged in Conwy Culture Centre activities during the year. 68 activity sessions have been held over 12 months. 12 young people have gained recognised accreditation. Staff and volunteers have accessed 5 workforce development programmes as part of the Culture Centre Project. 2 staff have achieved Agored Level 2 British Sign Language. 2 staff and 5 Volunteers have undertaken Agored Level 2 Oral History (awaiting results). The Creative Ambition Project trainee was nominated for a National Skills Academy Creative and Cultural Skills Award. 60% of the collection has been recorded and packaged in line with recognised standards. Conwy Culture Centre has gained 'Working Towards Accreditation' (WTA) status. To date, over 200 volunteer days have been dedicated to collections management. 15 volunteers have been recruited to the Conwy Culture Centre project. Volunteers have contributed over 260 days to the project, equating to over £16000 in financial match-funding. To date, over 200 volunteer days have been dedicated to collections management. 68 heritage outreach sessions have been delivered across Conwy County. 1297 adults have participated in Conwy Culture Centre's heritage outreach programme. 844 children have participated in Conwy Culture Centre's heritage outreach programme. 122 people who are traditionally marginalised from mainstream activity have participated in Conwy Culture Centre's heritage outreach programme. 100% of outreach programme participants have provided positive feedback about the session and their learning. 14 dedicated reminiscence boxes have been developed and trialled with user groups. 1 Welsh language group has been established with a view to this acting as a steering group for the development of further Welsh language cultural activity. 1 film showing the development of the Dawns i Bawb project has been completed. It is being prepared for the Centre launch and to be included in a free online digital resource for professionals, carers and families supporting people with dementia. 		

A7.3	We will develop an Arts Action plan to capture the positive impact the arts can have on all aspects of well-being	 Green
<p>The focus for this work has changed at the request of Members and will now be included within a new Conwy Culture Strategy.</p> <ul style="list-style-type: none"> - background data / consultation has been collated. - a brief for the project has been drafted. - funding applications are in progress. 		
A7.4	We will harness arts, culture and creative industries to support the regeneration of our communities.	 Green
<p>During the first six months of the year, which is always the quietest part of the year, arts activities at Venue Cymru attracted 76,000 people to the area. A further 19,500 people attended events at Theatr Colwyn. Oriol Colwyn also attracted people to the exhibitions at its home in Theatr Colwyn and to the highly praised Hidden Hospitality exhibition on Llandudno promenade.</p> <p>Venue Cymru and Theatr Colwyn contribute significantly to the local economy. In 2017 an independent economic impact estimated that Venue Cymru contributes £33.5m economic impact to the area annually.</p> <p>The service runs a range of projects that support skills development for young people that help them achieve at both school and in their early working lives. Projects run by the service also support well-being and community cohesion in a number of ways including inter-generational projects, work in schools, dementia projects, work with the over 50s and projects focusing on mental well-being.</p> <p>In the last 6 months of the year 89,684 people attended events at Venue Cymru; 10,000 people attended take pART at Venue Cymru; 10,600 people attend a film screening at Theatr Colwyn.</p>		
A7.5	Through the Conwy Welsh Language Strategy & Welsh Education Strategy we will encourage learning and speaking Welsh as a part of everyday life (Corporate Response)	 Green
<p>An updated Welsh Language Strategy has been developed and was presented to Cabinet in June 2019. We are hoping to appoint a Welsh Language Officer on a fixed term basis to promote the Welsh Language..</p> <p>Our ambition for the next five years is to halt the decline and increase the number of Welsh speakers in Conwy. As a result, we are proposing to increase the number of Welsh speakers in Conwy by 2% over the next five years, with a view to considering a longer term target to increase the number of Welsh speakers over the next 15 years. We aim to achieve this through working with partners.</p> <p>Work Welsh courses have now been arranged and 75 members of staff have completed courses:</p> <ul style="list-style-type: none"> 43 members of staff completed entry level 1 15 members of staff completed foundation level 2 12 members of staff completed intermediate level 3 5 members of staff completed intermediate level 3 at Nant Gwtheyrn 141 members of staff have completed Welsh language awareness sessions through Corporate Induction. <p>We have teamed up with the National Centre for Learning Welsh and Bangor University to take part in an innovative new pilot scheme. Over the next 10 months, a National Learning Welsh Centre tutor will be based at Council offices providing courses for staff to learn and/or improve Welsh in the workplace. Funded by the National Learning Welsh Centre, the scheme aims to help encourage and embed Welsh language skills amongst staff. The Welsh Tutor will be teaching in the mornings and working with the language team in the afternoon.</p> <p>The Welsh Language Education Strategy was approved in December 2017. We are continuing to promote the Welsh Language Charter in all category 1 (Welsh medium) schools as well as promoting Cymraeg Campus in all category 4 & 5 schools. The Charter aims to improve the social use of the Welsh language and raise awareness of the Welsh culture and citizenship. Questionnaires around the use of raising awareness of the Welsh language have been completed and received back, schools have been verified and 2 schools received the bronze award and 12 schools achieved the silver award.</p> <p>11 schools will be continuing to meet the requirements for the silver award for 2018/19 Academic Year. All schools are utilising a database which enables them to measure and monitor the pupil's use of Welsh.</p>		

At the start of Academic Year 2018/19, 82.51% of primary school children transferred from Welsh medium primary schools to a Welsh medium secondary schools, 1.5 percentage points less than the previous year. In order to ensure linguistic continuity and progression, schools support parents and pupils during the transition from KS2 to KS3 and encourage pupils to remain in Welsh medium education.

7.2. How will we know we are making a difference?

Measures Code	Measures Title	Actual 17/18	Target 18/19	Actual 18/19	Target 19/20	Bench mark	Bench mark ranking	Perf. RAG
M7.1a	The number of virtual visits to libraries	148,349	No target	182,924	No target			 NA
Annual virtual visits have increased to 182,924, an increase of 34k on 2017/18, with a marked increase in use of the library catalogue and the library webpages.								
M7.1b	Number of heritage related workshops/ events supported by the service at museums/ other venues	48.00	85.00	123.00	No target			 Green
There were 35 workshops for the independent Museums and 88 workshops for the Culture Centre.								
M7.1c	Number of services and activities offered from library buildings	72	1,260	1,363	No target			 Green
The data includes activities at community libraries within library opening hours. In 2017/18 this was not included.								
M7.1d	National Survey for Wales - % of people attending or participating in arts, heritage museum libraries activities at least three times a year.	No data	No target	28.00	No target			 NA
National Survey for Wales 2018/19. This appears to be above average for Wales.								
M7.2	Number of arts events and activities undertaken to encourage participation in the arts which also support well-being delivered by Conwy Arts Service, Venue Cymru and Conwy Arts Trust	452.00	70.00	354.00	No target			 Green
M7.3	% of staff within the Council's services who are able to speak Welsh (excluding school teachers and school based staff) - according to service division	30.00	No target	29.00	No target			 NA

Measures Code	Measures Title	Actual 17/18	Target 18/19	Actual 18/19	Target 19/20	Bench mark	Bench mark ranking	Perf. RAG
M7.3a	% of posts designated as 'Welsh essential' which were filled by a Welsh speaker.	100.00	100.00	100.00	100.00			 Green
M7.3b	No of staff who take up the Welsh in the Workplace training offer	No data	No target	75.00	No target			 NA
75 members of staff filled the 5 courses from Cymraeg Gwaith which were given to us free of charge (worth approx £55k). Of the 75, 50 are continuing with their courses, and another 25 are starting new courses from June 2019.								
M7.3c	% of Welsh 'mystery shopper' audits which resulted in compliance with the Welsh language standards.	No data	80.00	100.00	90.00			 Green
M7.4	% of pupils accessing welsh medium education as at Pupil Level Annual School Census.	21.97	23.50	22.00	23.00			 Red
Take from PLASC 2019.								
M7.5a	% of primary school children in welsh medium education that go to welsh medium secondary school	93.75	94.00	82.51	94.00			 Red
Academic Year 18/19 (PLASC 2019).								
M7.5b	Number of Welsh language promotion/ awareness events held in collaboration with our partners	198.00	No target	1300.00	No target			 NA
<p>In 2018/2019, libraries held over 1,300 Welsh / bilingual activity sessions and 3,400 people attended. 165 of these activities were held by partners in our libraries and include:</p> <ul style="list-style-type: none"> • Promotion of Welsh language from birth, Ioga Babis, Cymraeg i Blant and Clwb Cwtsh (introducing families to Welsh vocabulary and phrases relevant to caring for young children). • Our summer activity programme included 'Parti Magi Ann' in partnership with Menter Iaith Conwy, and bilingual 'Dawns i Bawb' sessions. • For the 50th birthday of Abergele Library our events included a presentation and discussion with a Welsh language author and bilingual story session – Y Linddynn Llwglyd Iawn / The Very Hungry Caterpillar (also celebrating a 50th birthday!). • Commemoration of the Suffragette movement and Votes for Women with the University of Bangor (Llandudno Library). • As part of the national Libraries Week campaign in Wales, Llandudno Library was the venue for a bilingual gig, with Edyth and Camp Fire Social. • We continue to support 2 monthly Welsh medium Reading Groups and provide the complete range of available materials in all formats published in Welsh, this includes a range of professionally approved titles translated into Welsh to support people with Dementia and their carers. • During 2018/19 the Welsh language offer within our electronic resources was extended, to e-magazine and e-comics. <p>Culture - 19 activities including:</p> <ul style="list-style-type: none"> • Culturehubs is a LEADER-funded project to provide cultural participation opportunities throughout some of Conwy County's more rural areas. In the financial year 2018 – 2019 the project held 10 sessions in hub areas in the medium of 								

Welsh. In some areas such as Llansannan the project is targeting the delivery of activities that bring Welsh learner groups together with fluent Welsh speakers. The project is ongoing in 2019/20 and will run in excess of 30 events before project end.

- Fusion: 2 Welsh medium sessions 'Old School days' with schools run through the Fusion project and held at the Archive (Ysgol Glan Morfa 30 pupils and 29 pupils Ysgol Llanefydd).
- The Culture Centre project, in partnership with Menter Iaith, has set up a Welsh language learners group, which is currently being held once a month at Conwy Library. It will move to the Culture Centre when it opens. The group is an opportunity for Welsh learners and first language Welsh speakers to get together in a relaxed environment to use and practice their Welsh. Sessions are themed and have included guided walks of Bodlondeb Woods and themed discussion around contemporary issues. This started in March 2019 and 2 sessions have been held.

7.3 Self-evaluation of performance

Well-being of Future Generations Journey Checker Self-Assessment – **Owning our Ambition**

We are taking well managed risks, reaching out to other sectors and collaborating on funding and staffing. Staff are empowered to work across sectors and influence change.

We are on track to open a new purpose built culture centre in 2019. This is an innovative co-location project that will feature:

- A new area library for Conwy, Deganwy and Llandudno Junction
- A new home for Conwy Archive
- An arts and heritage hub with interactive interpretation and historic collections on display
- A programme of accredited training opportunities for all ages
- Volunteer support and development opportunities for people all over the county

We have used arts and culture not only to maximise people's health and well-being, but also to increase tourism and therefore the prosperity of the area. We have maximised the Welsh Government Work Place Welsh offer and we are pleased that we have been able to appoint a Welsh Language Officer on a fixed term basis.

How does this outcome contribute to the well-being goals?

Our rich heritage will have been protected for future generations and all areas of society will be able to access the arts to improve their well-being. Speaking Welsh will be part of everyday life in all communities. This outcome supports the Well-being goals for cohesive communities, culture and Welsh language, an equal Wales, healthy Wales, and a prosperous Wales.

7.4 Areas for improvement / development

The increase in online library use reflects the change in public preference for services. We are working to develop our libraries into community hubs which will provide a wide range of services and act as a focal point for communities. We will also continue to promote the Welsh Language and promote the benefits of accessing Welsh medium education.

Outcome 8 - People in Conwy contribute to their community. They are informed, included and listened to



8.1. Our Priority Actions

Action Code	Action Name	Perf. RAG
A8.1	We will work with communities to develop place plans	Amber
<p>The approach to delivering and supporting communities to prepare place plans was presented to Cabinet in October 2018 and subsequently launched. The launch included the publication of the place plan Toolkit, Website and Engagement Tool. The approach is being delivered via the Local Development Plan (LDP) review which is on track and in line with the regional LDP Delivery Agreement. 5 groups have been advised on the place plan process. Presentations have been given to the Town & Community council forum. The place plan officer was involved in the advisory group overseeing the launch of the place plan Website created by Planning Aid Wales http://www.placeplans.org.uk/. A web page on our website has been created alongside the Planning pages. A background paper for place plan processes has been included in the Replacement Local Development Plan.</p>		
A8.2	We will review how we engage communities and ensure all communities have the opportunity to be involved in service development	Amber
<p>The Community Involvement Strategy is on the website. Involvement training is now part of the Corporate Training plan. All reports presented to democracy must evidence what consultation has taken place.</p> <p>All committee meetings are open to the public, and a number of committee meetings are webcast, and we have a process for members of the public to table items for discussion at scrutiny committees. The public also has the option of launching an e-petition. Involvement and accountability in a complex organisation is not without its challenges. We need to enable people to understand, get involved and influence our work in a way that is not overly burdensome or complex. We have strived to do this by making our key documents more accessible in format – using simple language, infographics and translating them into British Sign Language (BSL). In December 2018 a Digital BSL interpretation service was launched for Deaf people who use British Sign Language, and this has greatly improved their access to services. The County Conversation is another method to keep things simple. Every public organisation named under the Well-being Act must engage – and it is important that we don't over burden communities and repeat the same questions. Through the County Conversation we have shared feedback across organisations and used it to inform relevant engagement developments in order to avoid duplication. We are also using social media more to invite views and our social media presence is currently under review to assess if there are improvements we can make. In addition, any decision presented for democratic approval must also detail what consultation has taken place, as well as completing an equality impact screening.</p> <p>The Authority's approach to engagement is to encourage greater community ownership and to be more community led. The National Survey for Wales is good evidence of this; 79% of residents stated they knew how to get information about the Authority (compared to the Wales average of 76%) however there is room for improvement in relation to people's perception of decision making. Despite having a process in place for engagement for all key decisions, 23% of respondents felt they had the opportunity to participate (compared to a Wales average of 17%). A key challenge which remains is building the level and diversity of community involvement in engagement processes. The Authority is aware that improving community involvement is a key way to work collaboratively, to listen and change when there are opportunities for better integration. It is essential that identified issues are addressed to stop them in the longer term. We have a programme in place for diversity in democracy, and we are developing new material to explain what a councillor does and what the council does.</p> <p>Customer Service Excellence Standards have been achieved for the sixth consecutive year for Environment, Roads and Facilities and Revenue & Benefits Services.</p>		
A8.3	We will review and update our Communication Strategy making the information we share relevant and more accessible	Green
<p>A Communication Strategy has been approved and an action plan is now in place. The action plan will be reviewed on a regular basis by the operational working group and will be overseen by the strategic communications group - chaired by the Strategic Director for Economy and Place. Significant work has been done to improve our approach to social media, the language we use and increased use of imagery and videos. We are also reviewing our approach to accessibility and how our website works for people with a visual impairment.</p>		

A8.4	We will maximise the use of digital technology and digital channels to provide more effective and efficient access to services	 Green
<p>Over 50 new online forms have been developed. We are now placing a greater focus replacing high volume transactions. We are looking to merge Conwy and Waste apps. We have developed an e-petition platform and a staff ideas management system. The IT team has gone through a restructure with an aim to expand development capability so that more interactive and integrated forms can now be planned.</p> <p>We are also looking to support the development of contact centres including a pilot of the first use of chatbot type technology to help direct calls. Call queue positions and automated call back provision has also been introduced.</p>		
A8.5	Work with communities, transport providers and other partners to undertake a fundamental review of transporting the public and access to services. We will pilot innovative alternative options.	 Amber
<p>A report has been drafted providing future opportunities for community transport within the County. Work is being undertaken in partnership with Transport for Wales to look at how future transport provision can best serve the area and in particular develop access to services.</p> <p>Work is being done in conjunction with the North Wales Metro project to ensure services are joined up and moving forward ensure access for everyone to key areas within North Wales.</p> <p>As part of this a trial will be undertaken late 2019 to look at a model of Demand Responsive Transport (a form of transport where vehicles alter their routes based on particular transport demand rather than using a fixed route or timetable), which will provide a more sustainable and effective delivery method for transport in rural communities. The initial trial will take place in the Conwy Valley area.</p>		

8.2. How will we know we are making a difference?

Measures Code	Measures Title	Actual 17/18	Target 18/19	Actual 18/19	Target 19/20	Bench mark	Bench mark ranking	Perf. RAG
M8.1	No. of communities being supported to develop a place plan.	4.00	No target	5.00	No target	0.00		 NA
Communities were supported during 2018/19. These were: <ul style="list-style-type: none"> • Abergele • Llanfairfechan • Llanrwst • Towyn & Kinmel Bay 								
M8.2	% of residents who feel they can influence decisions affecting their local area (National survey for Wales)	28.00	No target	19.00	No target			 NA
National Survey for Wales 2018/19. This appears to be average for Wales.								
M8.2a	Number of complaints received	356.00	No target	299.00	No target			 NA
M8.2b	% of corporate complaints successfully dealt with at stage 1	90.20	90.00	86.40	90.00			 Amber
M8.2c	Number of compliments received	463.00	No target	423.00	No target			 NA
M8.4i	No. of customer transactions which are available online	117.00	125.00	157.00	180.00			 Green
M8.4ii	The total number of payments received online	58,067	No target	121,068	No target			 NA
Since the introduction of Parent Pay, the number of on-line payments received have increased dramatically (hence the very high number in the last 6 months compared to the previous period). This will become more representative as time moves forward and we can measure this more accurately.								
M8.4b	The % of leisure bookings that were completed online	25.80	25.00	31.54	30.00			 Green
M8.4bi	The % of primary school pupils with active parent pay accounts	No data	25.00	85.49	25.00			 Green
Data for is for Conwy primary schools only								

Measures Code	Measures Title	Actual 17/18	Target 18/19	Actual 18/19	Target 19/20	Bench mark	Bench mark ranking	Perf. RAG
M8.4bii	The % of school admissions (parental preference) applied for online	3.94	25.00	3.94	25.00			 Red
Now that much of the development work has been completed, there will be greater promotion of the on-line application methods with a view to increasing the percentage of on-line applications received.								
M8.4biii	The % of school transport applications received online	No data	25.00	27.91	25.00			 Green
M8.4biv	The % of ERF service requests completed online	No data	25.00	48.65	25.00			 Green
M8.4bv	% of Council Tax single person discount applied for online	25.00	25.00	27.10	25.00			 Green
Customers are routinely advised to claim the discount via the on-line application form, either via the web site of Conwy App.								
M8.4bvi	% of Council Tax student discount applied for online	57.43	25.00	56.95	60.00			 Green
Our website and App now provide a much easier option for submitting such claims								
M8.4bvii	The % of Council Tax paid for online	2.16	5.00	8.67	5.00			 Green
This method is offered more now, as the team do not take payments over the phone. However other teams do take payments should that be required. Direct Debit is still the preferred means of payment.								
M8.4bviii	% of online transactions in Venue Cymru	37.11	25.00	63.84	25.00	0.00		 Green
M8.4c	The % increase in the payments received online (transactions)	125.73	10.00	177.16	10.00	0.00		 Green
M8.4di	The % of customers receiving e-billing	No data	No target	35.39%	40.00	0.00		 Green
M8.4dii	The % of Direct Debit payers for council tax	80.83	81.50	82.45	82.50	0.00		 Green
We now have the option to send email mailshots via the direct.gov site which has proved very successful.								
M8.5	% of people satisfied with their ability to get to / access the facilities and services they need. (National Survey for Wales)	No data	No target	81.00	No target	0.00		 N/A
National Survey for Wales 2018/19. This appears to be average for Wales.								

8.3 Self-evaluation of performance

Well-being of Future Generations Journey Checker Self-Assessment – **Owning our Ambition**

We are taking well managed risks, reaching out to other sectors and collaborating on funding and staffing. Staff are empowered to work across sectors and influence change.

The launch of our communication strategy has developed excellent improvements in our approach to branding, plain language, job advertisements and social media. This is evidenced in the National Survey for Wales results that revealed 79% of people stated they knew how to get information about the council. There has been positive feedback from Deaf people who are using the video interpretation service and we are delighted with the level of take up with our new online forms.

How does this outcome contribute to the well-being goals?

By improving the way we work with communities, we will enable people to play an active role in what happens within them. This outcome supports the Well-being goals for cohesive communities, a resilient Wales, an equal Wales, healthy Wales, and a prosperous Wales.

8.4 Areas for improvement / development

Ensuring we gain the views from a diverse range of people remains a priority. We are also developing a customer strategy and focusing on the communication needs of people who have a visual impairment.

Outcome 9 - CCBC is resilient (Efficient)

9.1. Our Priority Actions

Action Code	Action Name	Perf. RAG
A9.1	We will exploit advancements in technology to transform the way our staff deliver their day to day work, looking at the tools they use as well as the facilities and locations where they work	 Green

Through the work of the Modernisation Programme, several new technologies have been bought to support staff to transform the way in which they deliver their day to day work. These include:

- Visiontime - supporting flexible working for Staff
- Electronic Document Management (EDM) - supporting the digitisation of paper files and creation of electronic workflows
- iTrent - creating electronic workflows for HR based processes
- CAMMS Performance and Project Management System - creating full electronic processes around performance and project management
- Managed Print Service - allows for follow me printing and scanning from any printing device
- Skype for business - allows staff to take their telephone anywhere and encourages video conferencing
- Laptops and Docking Station - allows staff to work from any Council location or from home as required

The implementation of the Workwise operating model across all Council Services has exploited the use of EDM and over 2.5 million documents are now stored digitally. This has allowed staff to work more flexibly as they can access their files electronically or from other office locations. Over 4600 staff files have been digitised and over 11,000 new staff documents have been uploaded to iTrent since the digital storage method was introduced. This has been a great space saving exercise. It is estimated that 6500 files equates to 100 filing cabinets worth of space and 100 filing cabinets equates to 60m² of office space that is no longer required or could be used for other uses.

The creation of electronic workflows through EDM means that less paper is created in the first instance and there is a less need to print. Workwise has also introduced a Managed Print Service which has reduced the number of Multi-functional devices (MFDs) the Authority leases / owns. Through economies of scale there have been savings on the overall cost. Staff can now print and scan from any Council building which saves time and provides further flexibility. The number of reams of paper purchased since 2013/14 has reduced by 40% and the cost of colour printing has reduced by 75%.

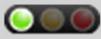
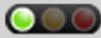
Workwise has also introduced mobile technology for staff including laptops and skype allowing them to work flexibly from different locations. 100% of staff who should have Skype are now skype enabled. The introduction of skype and video conferencing technologies has reduced the requirement for staff travel to meetings and therefore made savings. It has also allowed people to stay in locations after meetings and therefore not travel back to their base. The number of staff miles travelled has reduced by over a million since 2013/14.

Alongside the implementation of Workwise has been the construction of the Coed Pella building in Colwyn Bay. This has allowed the Authority to close 16 ageing and inefficient buildings and open 1 building that is fit for purpose. Coed Pella has been developed to fit exactly with the new way of working under Workwise. There is minimal room for paper and desk ratios have been set at 6 desks to every 10 members of staff. Coed Pella brings many benefits through co-location of Services and being energy efficient. A report on the benefits of the modernisation programme can be found [here](#). In summary it states:

The programme has achieved all 16 of its objectives and all 26 of its benefits:

- 40% reduction in the number of reams of paper purchased since 2013/14
- 27% reduction on the number of sides printed across the Authority since 2014/15
- 78% reduction in cost of colour printing since 2014/15
- 20% reduction in carbon emissions associated with Authority owned buildings since 2013/14
- Over 1 million reduction in the number of miles travelled by staff since 2013/14
- A cost avoidance of around £8million attributed to the repair and maintenance costs of the buildings that have been decommissioned in favour of Coed Pella
- 21% increase in the number of transactions/services that can be access online 24/7
- 4% decrease in the percentage of empty retail spaces in Colwyn Bay Town Centre since 2013/14.

Our emphasis for the new programme will be on making the Council as financially strong and resilient as possible. We will be asking for ideas to help.

A9.2	We will work with Welsh Government on the regional collaborative approach to Local Government	 Green
<p>The Authority has responded to the Green Paper 'Strengthening Local Government, Delivering for People'. The Authority is an active partner in a number of regional and sub-regional partnerships, including the North Wales Economic Ambition Board, Regional Social Care Partnership, Regional Residual Waste Project, sub regional food waste scheme, and Conwy and Denbighshire Public Services Board. Recently a regional meeting was held with Welsh Government and the Well-being of Future Generations Commissioner's office to discuss the practicalities of the proposed changes to the performance management framework which will take place from 2020 as part of the Local Government Bill, which will soon receive Royal Assent.</p>		
A9.3	We will monitor the impact of Brexit so that we are sufficiently prepared for the implications of the UK exiting the EU	 Green
<p>The Principal European and External Funding Officer is now the EU Exit lead for Conwy at the Local Resilience Forum. An EU Exit project team has been established, with cross-service representation. It is chaired by the Chief Executive. An EU Exit risk register has been established, with mitigating actions. These actions will be undertaken once a final date for the exit of the UK from the EU has been determined. The Principal European and External Funding Officer is keeping a 'watching brief' on EU Exit developments, and will provide information and guidance to Services on the likely impact of the various EU Exit scenarios on Service delivery once the situation becomes clearer.</p>		
A9.4	We will continue to develop & support our staff	 Green
<p>Following consultation with Services, the Corporate Learning and Development Plan for 2019/2020 has been developed and launched. The plan offers over 250 hours of formal learning and development, as well as signposting to the Authority's Mandatory Learning Modules. In response to the Senior Management Team Charter and our endeavours to become more of a learning organisation, the plan has been updated to include opportunities to understand and develop a growth mindset, coaching skills for managers, as well as looking at innovation and enterprise from a local government perspective. In addition to the above, employees are encouraged to take responsibility for their own self-directed learning via access to information via TED Talks.</p> <p>There are a range of health and well-being support measures including counselling and rapid access physiotherapy, a range of family friendly and work life balance policies, staff discount and benefits platform, yoga, pension scheme, improved flexitime arrangements and a major improvement in working conditions for staff relocating to Coed Pella. A further significant development is the progress being made with career grades in our Environment Roads and Facilities Service.</p>		

9.2. How will we know we are making a difference?

Measures Code	Measures Title	Actual 17/18	Target 18/19	Actual 18/19	Target 19/20	Bench mark	Bench mark ranking	Perf. RAG
M9.4a	% of staff who feel they are supported by their line manager	90.00	89.00	No data	No target			 N/A
There has been no new survey since 2018.								
M9.4b	% of staff who feel they have the right training to do their job	92.00	90.00	No data	No target			 N/A
There has been no new surveys since 2018.								
M9.4c	% of staff who feel that Conwy takes the development of its workforce seriously	79.00	77.00	No data	No target			 N/A
There has been no new surveys since 2018.								
M9.4d	% of staff who feel supported when doing the difficult parts of their job	88.00	87.00	No data	No target			 N/A
There has been no new surveys since 2018.								
M9.4e	% of employees completing the Corporate Induction within appropriate timescales	70.00	100.00	79.04	100.00			 Red
105 spaces were offered on Corporate Induction between this periods of which 83 spaces were taken.								

9.3 Self-evaluation of performance

Well-being of Future Generations Journey Checker Self-Assessment – **Owning our Ambition**

We are taking well managed risks, reaching out to other sectors and collaborating on funding and staffing. Staff are empowered to work across sectors and influence change.

We have made excellent progress with our modernisation programme which provides greater flexibility for residents and access to services, as well as creating savings. The move to Coed Pella has been positive and staff have stated that it has greatly improved collaborative working.

How does this outcome contribute to the well-being goals?

Across all areas of work we will ensure that we aim to meet the needs of the present without compromising future generations. We will endeavour to make the best decisions we can in light of the financial restraints we face.

This outcome supports the Well-being goals for cohesive communities, a resilient Wales, an equal Wales, healthy Wales, and a prosperous Wales.

9.4 Areas for improvement / development

Year on year budget reductions remain a significant challenge. We will continue to look for more savings and modern ways of working that meet people's needs. We will continue to monitor the political agenda and prepare accordingly for EU Exit.

6 Working Collaboratively

Working collaboratively is one of a number of ways we can improve service efficiency. We already have a well-established history of working in collaboration and we are fully committed to working across the region and across Wales as a means of securing improvements in service quality and value for money for its residents. We are a member of the North Wales Regional Leadership Board and North Wales Ambition Board.

We have worked collaboratively to develop a number of initiatives. The anticipated benefits vary – some are to improve service efficiency, avoid costs and create savings, others are to improve service standards or resilience. We have developed guidance on collaboration implementation which sets out the steps an Officer in Conwy should follow when leading on the establishment of a collaboration with other public sector organisations. We have also developed a collaboration benefits assessment which has been applied to Conwy led initiatives. The assessment aims to ensure that we are clear whether the anticipated benefits have been realised. All joint working initiatives are logged on a collaboration spreadsheet and they are monitored through Scrutiny & Overview Committees.

The list below does not reflect all areas of work, but highlights the projects in place which are we lead and/or support the delivery of the Corporate Plan priorities (improvement objectives). Collaborative projects which are now live, and considered 'business as usual' or are co-ordinating partnerships as opposed to a managed project, have been removed from the list.

Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
1	North Wales Public Protection Collaboration	Co-ordination	Outcome 2 People in Conwy are Safe & Feel Safe
Description			
<p>To provide Public Protection Services on a regional basis. The agreed regional service delivery priorities are to undertake joint projects on:</p> <ol style="list-style-type: none"> 1. Single Local Air Quality Review and Assessment Reports 2. Contaminated Land Assessments 3. Environmental Crime: Service design and support 4. Licensing Policies 5. Targeted business support for 'poor' hygiene rated food, premises 6. Housing: Licensing of houses of multiple occupation (HMOs) 7. Radon monitoring of premises 8. Age Restricted Sales – North Wales promotion of PASS accredited proof of Age schemes. 9. Implementation of Doorstep Crime Strategy 10. Trader Approval Scheme - Implementation 			
Benefits of the collaboration			
<ul style="list-style-type: none"> • Cost avoidance - Travel, officer time, management time, training - projects designed once not six times. • Procurement - Provides for reduced cost of RIAMS advice and support (and in the future Tascomi database system). • Service Improvement - Impact of regional projects is greater for community. • Better able to retain staff. • Improved staff morale - Project lead roles and best practice reports provide some career enhancement and opportunity to be involved in more substantial regional work. • More skills. 			

Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
2	Conwy and Denbighshire Community Safety Partnership	Integrated	Outcome 2 People in Conwy are Safe & Feel Safe
Description			
The Joint community Safety Partnership has been in operation since 2008. The aim is to prevent crime and disorder in Conwy and Denbighshire through partnership working.			
Benefits of the collaboration			
<ul style="list-style-type: none"> • Better coordination. • Reduction in the displacement of crime. • Reduction in duplication. • Added value. • Reduction in crime. 			
Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
3	North Wales Safer Communities Board	Co-ordination	Outcome 2 People in Conwy are Safe & Feel Safe
Description			
Coordinates activity to reduce crime and disorder across North Wales. Regional level priorities are: Mental health, Hidden crimes (Domestic abuse/Sexual abuse) Technology enabled crimes Child Sexual Exploitation & PREVENT Counter terrorism.			
Benefits of the collaboration			
<ul style="list-style-type: none"> • Ensure there is joint working across North Wales on the serious crimes. • A coordinated response that citizens in Conwy will benefit from directly and indirectly. 			
Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
4	Conwy and Denbighshire Public Services Board (PSB)	Co-ordination	ALL
Description			
In April 2016, the Well-being of Future Generations (Wales) Act 2015 established a statutory board, known as a Public Services Board (PSB), in each local authority area in Wales. Conwy and Denbighshire have used the power within the Act to merge both of their separate PSBs into a single PSB for the Conwy and Denbighshire region. The PSB is a collection of public bodies working together to improve the well-being of their county.			
Benefits of the collaboration			
The PSB published their well-being objectives in April 2018. The plan identifies 3 priorities - 1. People - supporting good mental well-being for all ages, 2. Community - supporting community empowerment, 3. Place - supporting environmental resilience. Benefits include:			
<ul style="list-style-type: none"> • Sharing of resources and good practice. • Collaborative approach to problem solving and a longer term view. • Increase staff and expertise working together on the PSB priorities and opportunities to think differently. • Increased capacity to share work on PSB priorities and work with communities. 			

Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
5	Conwy Social Care Workforce Partnership	Co-ordination	Outcome 1 People in Conwy are Educated & Skilled
Description			
Social Care Workforce Development Programme is to have in a place a partnership to collaborate on workforce development and learning for the social care sector as whole within each local authority.			
Benefits of the collaboration			
<ul style="list-style-type: none"> • Sustainability of the social care workforce and support for the sector to meet the requirements of the Regulation & Inspection (Wales) Act. • Increase in employment opportunities for citizens of Conwy. • Developing a skilled workforce Increase in the quality of care provided within Conwy. 			
Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
6	North Wales Regional Partnership Board (Part 9 Board)	Co-ordination	Outcome 4 People in Conwy are healthy and independent
Description			
The Social Service and Well-Being (Wales) Act 2014 came into effect on 6th April 2016. Part 9 of the Act sets out specific responsibilities for partners in terms of partnership working and the forming of new governance arrangements. The Act requires that Local Authorities and their Local Health Board establish a Regional Partnership Board to manage and develop service to secure strategic planning and partnership working between local authorities and Local Health Boards and to ensure effective services, care and support are in place to best			
Benefits of the collaboration			
<ul style="list-style-type: none"> • Whole system change and reinvestment of resources to a preventative model that promotes good health and well-being and draws effectively on evidence of what works best. • Care is delivered in joined up ways centred on the needs, preferences and social assets of people (service users, carers and communities). • People are enabled to use their confidence and skills to live independently, supported by a range of high quality, community based options. • Embedding co-production in decision making so that citizens and their communities shape services. 			
Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
7	Regional Commissioning Board	Co-ordination	Outcome 4 People in Conwy are healthy and independent
Description			
The focus of the Regional Commissioning Board will be to jointly oversee strategic commissioning across Adults and Children's' services provision in North Wales for social care and health services. The Board will give assurances and direction to partners within a regional and national context, ensuring that the commissioning of services in North Wales is based on best practice, giving value for money and sustainable quality services. The Board will engage with key partners including local authority and health commissioners and procurement officer.			
Benefits of the collaboration			
<ul style="list-style-type: none"> • Co-ordinate effective delivery of an endorsed regional work programme relating to strategic commissioning. • Collate and share information on good practice across the regions. • Ensure effective engagement with stakeholder groups. 			

Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
8	Single Point of Access	Integrated	Outcome 4 People in Conwy are healthy and independent
Description			
Provides the front-line customer facing response to citizens seeking information, advice and assistance with their health, social care or well-being need.			
Benefits of the collaboration			
<ul style="list-style-type: none"> • Easy route into adult social care and health, enabling opportunities for members of the public to gain support from District Nursing and Social Worker/OT with co-ordinated response provided. Increase quality of service by having a wider breadth of provision. • Increase resilience by having shared staff and knowledge. • To help older people in particular to remain healthy and living independently within their own communities. • To enable citizens with enough information to self-support rather than reliance on statutory services. • To respond quickly if their situation changes with access to Health and Social Care. 			
Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
9	North Wales Social Care and Well-being Improvement Collaborative	Regional Integrated	Outcome 4 People in Conwy are healthy and independent
Description			
The North Wales Social Care and Well-being Improvement Collaborative includes the six local authorities in North Wales, Betsi Cadwaladr University Health Board and other partners. The aim is to improve services, make the most of the resources available, reduce duplication and make services more consistent across North Wales. More information about the partnership can be found here: https://www.northwalescollaborative.wales/			
Benefits of the collaboration			
To provide strategic leadership and management of a range of health and social care programmes across North Wales. It aims to bring about service improvements, maximise resources available, reducing duplication achieving consistency and transformation.			
Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
10	Conwy Rural Local Action Group	EU Grant Funded Co-ordination	Outcome 1 - People in Conwy are educated and skilled Outcome 5 - People in Conwy live in a county that has a thriving economy Outcome 6 - People in Conwy live in a sustainable environment Outcome 7 - People in Conwy live in a county where heritage, culture and Welsh language thrive Outcome 8 - People in Conwy are informed, included and listened to
Description			
The Vision for the Conwy Local Action Group is to: "Create a prosperous future for Rural Conwy." This collaboration is a private - public partnership responsible for delivery of the LEADER element of the Rural Development Programme for Wales 2014 - 2020. The group awards funding based upon potential projects fit with a Local Development Strategy for Rural Conwy that they have previously been responsible for developing. In addition to the direct funding it is responsible for, they (through the administrative body provided by CCBC) provide a "Rural Proofing" function for wider CCBC policies and assist local individuals, businesses and group. In order to do so they have established the following Strategic Objectives:			

- SO1. Develop a diverse economic base and suitably qualified workforce in rural Conwy
- SO2. Provide accessible transport for those who cannot access or do not have access to conventional public transport.
- SO3. Improve the economic exploitation of the cultural, built and natural environment
- SO4. Support community cohesion/integration and access to basic services

The LEADER themes within are as follows:

1. Adding value to local identity and natural and cultural resources
2. Facilitating pre-commercial development, business partnerships and short supply chains
3. Exploring new ways of providing non-statutory local services
4. Renewable energy at community level
5. Exploitation of digital technology

The cross-cutting themes are as follows:

- Tackling Poverty & Social Exclusion (TP & SE)
- Equal Opportunities & Gender Mainstreaming (EO & GM)
- Sustainable Development (SD)
- Welsh Language (WL)
- Supporting the Uplands (StU)

Benefits of the collaboration

The LAG’s core function is the delivery of LEADER projects under the Rural Development Plan (RDP). The board provides an environment for the co-ordination of local activities to generate sustainable regeneration. The LAG status has to exist in order to be awarded LEADER funding in to the County.

Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
11	North Wales Economic Ambition Board (NWEAB)	Regional Co-ordination	Outcome 5 People in Conwy live in a county that has a thriving economy

Description

This project aims to have a regional strategic approach to improving the North Wales Economy. The NWEAB has a number of work streams, in which Conwy is fully engaged: Supply Chain Development, Skills, Connectivity & Infrastructure, Inward Investment, and European. Conwy chairs the latter, and on behalf of the NWEAB has taken on the lead body role for the Regional Engagement Team Project. The Engagement team are based at the Conwy Business Centre.

Benefits of the collaboration

The vision of the Board is to establish North Wales as a confident and outward looking region with a diverse and high value economy, providing a range of quality, sustainable employment opportunities for its people. The benefits will be to increases economic productivity, competitiveness and growth in the region. This will be measured by (reducing) the gap between a) the regional and national annual growth rate in regional GVA; and b) the gap between those areas which are lagging behind the regional average growth rate and those performing more strongly. The benefits realised are the efficiencies gained through economy of scale.

Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
12	Baylife+ Programme / Vibrant and Viable Places Programme	Co-ordination	Outcome 5 People in Conwy are live in a county which has a thriving economy

Description			
<p>To ensure the integrated delivery of the regeneration of Colwyn Bay. Its purpose is to deliver a programme of improvements and regeneration initiatives to the wider Conwy Regeneration Area (RA), aligned to the themes detailed in the Welsh Government's North Wales Coast 2016 Action Plan -</p> <ul style="list-style-type: none"> • To coordinate the delivery of the Colwyn Bay Masterplan and its resultant projects. • To coordinate the application of a range of funding streams to support the regeneration and improvement of the area, including regional, RA and European funding. • To coordinate the Programme's activities with interdependent schemes, particularly those relating to the wider RA. • To ensure that the components of the Programme are delivered on time. 			
Benefits of the collaboration			
<ul style="list-style-type: none"> • People in the RA have the opportunity to be educated and skilled to enable them to reach their full potential. • The people of the RA have safe, appropriate and improved housing with local access to support services. • The people in the RA are healthy, safe, active and independent with improved well-being. • The RA has a thriving, diverse, sustainable and prosperous economy and is a great place to live, work and visit. • The RA has physical and natural environment which are carefully managed so its potential is used to maximum effect for present and future generations. • The RA is an easy place to travel access and explore. • The RA is an informed and cohesive community. <p>The Programme's portfolio of projects is designed to achieve these benefits within the Programme timetable.</p>			
Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
13	North Wales Residual Waste Treatment Partnership	Regional Integration	Outcome 6 People in Conwy live in a sustainable environment
Description			
<p>This project is a regional approach to the management and disposal of residual waste. It aims to secure a long term sustainable and cost effective solution for the treatment of residual waste in the region</p>			
Benefits of the collaboration			
<ul style="list-style-type: none"> • Cost avoidance of £31,288,000 for period April 2015 to March 2041. • Procurement costs shared between five Authorities. • Energy from waste provides a more sustainable environmental solution to landfill. This will also reflect positively in terms of performance towards statutory recycling targets and landfill reduction obligations. • Provides long term sustainable waste treatment solution. • Waste will no longer be buried in the ground – it will be treated in a more sustainable manner. • Assists the Council towards achieving environmental commitments and statutory recycling responsibilities. • Reduces risk of LA not having a long term treatment solution for residual (non-recyclable waste). • Assists the Council towards achieving environmental commitments and statutory recycling responsibilities. • Reduces risk of LA not having a long term treatment solution for residual (non-recyclable waste). 			

Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
14	North East Wales Food Waste Hub	Regional Integration	Outcome 6 People in Conwy live in a sustainable environment
Description			
This project is a regional approach to the management and disposal of food waste. It aims to secure a long term sustainable and cost effective solution for the treatment of food waste in the region			
Benefits of the collaboration			
The benefits will include the cost avoidance of £1,276,730 for a 15 year period and shared procurement costs between 3 Authorities.			
Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
15	North West Wales Regional Compost Demonstration Facility	Regional Integration	Outcome 6 People in Conwy live in a sustainable environment
Description			
This is a collaboration project for a North West Wales Regional Compost Demonstration Facility to treat food waste and green garden waste to PAS 100 Standard in compliance with Animal Bi-product regulations.			
Benefits of the collaboration			
<ul style="list-style-type: none"> • The sustainable treatment of food and garden waste creates soil improver. • Sustainable treatment of waste complies with the Welsh Government's preferred and most sustainable food treatment solution – anaerobic digestion. • Cost avoidance versus sending food waste to landfill. Avoidance of fines of £200 per tonne for not achieving statutory recycling targets. • Benefit of scale – long term treatment solution. • Contributes towards statutory recycling targets as a sustainable treatment solution as opposed to landfill. 			
Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
16	Conwy Strategic Housing Partnership	Co-ordination	Outcome 3 - People in Conwy have access to affordable, appropriate, good quality accommodation that enhance the quality of their lives
Description			
The purpose of the Strategic Housing Partnership is to monitor the development and implementation of the Local Housing Strategy and related strategies, with a focus on to co-ordinating and strengthening housing related activities across all services and partner organisations. The Partnership's objectives are:			
<ul style="list-style-type: none"> • Increase the supply of affordable housing options for those with lower incomes. • Work towards meeting the diverse accommodation and support needs of everyone in our county now and in the future. • Improve the condition and energy efficiency standards of our housing. • Ensure people understand their housing options to enable them to make an informed decision. 			
Benefits of the collaboration			
Improved services and increased delivery outputs. This will be demonstrated in the annual reports from the partnership.			

Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
17	Conwy People's Partnership Board	Co-ordination	Outcome 4 - People in Conwy are healthy and active
Description			
Conwy People's Partnership is a multi-agency strategic cross-sector group bringing together key partners to work on shared principles and priorities. The Partnership will provide a clear framework to improve services and provision for everyone living in Conwy County Borough.			
Benefits of the collaboration			
Supporting the reduction in the number of NEETS, Collaborative Emotional Health Training, Bereavement leaflet, supported implementation of Flying Start, Families First, Communities First, Foundation Phase and Childcare Sufficiency.			
Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
18	GwE/Regional School Improvement	Regional Integration	Outcome 1 - People in Conwy are educated and skilled
Description			
To ensure that there is a consistent approach to improving educational attainments for all learners across the North Wales region.			
Benefits of the collaboration			
To share good practice and to support continued improvement to all stages of primary and secondary school education.			
Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
19	Conwy & Denbighshire Youth Justice Service	Sub Regional Integrated	Outcome 2 – People in Conwy are safe and feel safe.
Description			
The Youth Justice Service works to prevent offending and re-offending and has a key role in making our communities safe. Young people who are at risk of offending or who have offended are assessed using the Youth Justice Board's assessment tools (ONSET and ASSET) which identify the specific problems that make the young person offend as well as measuring the risk they pose to others. The Youth Offending Service then identifies and provides multi-disciplinary interventions to address the needs of the young person with the intention of preventing offending or re-offending.			
The Youth Justice Board (www.yjb.gov.uk) oversees the youth justice system in England and Wales and monitors the nationally-set performance indicators for Youth Offending Teams. Local performance is overseen by the Youth Offending Service Management Board which comprises the statutory partners along with Career Wales, substance misuse and elected members.			
Benefits of the collaboration			
<ul style="list-style-type: none"> • A joint team is value for money covering a larger area and higher caseload but still working from a comparative budget. • The service has received two inspections on the quality of the work delivered and have been found to be a well performing YJS. • The service has also taken part in a number of thematic inspections again with positive and consistent reports that the inspectors continue to find practice to prove we are a well performing YJS. 			

Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
20	Conwy & Denbighshire Safeguarding Children's Delivery Group & Conwy & Denbighshire Safeguarding Adult's Delivery Group	Co-ordination	Outcome 2 – People in Conwy are Safe and Feel Safe
Description			
The Delivery groups meet quarterly to drive the North Wales Regional Board priorities specifically in relation Conwy & Denbighshire. Collaboration is a statutory requirement under the Safeguarding Board Regulations 2015 Wales			
Benefits of the collaboration			
Good Safeguarding Practice and a regional approach to the development of policies and procedures			
Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
21	Integrated Services Board	Co-ordination	Outcome 4 – People in Conwy are health and active
Description			
The purpose of the Board is to provide strategic leadership to the development of the model for Health and Well-being Services within the Area. It also is responsible for developing and overseeing the delivery of integrated services in the counties of Conwy & Denbighshire in line with the agreed objectives of the Health Board and partner agencies, including Welsh Ambulance Service Trust, Conwy County Borough Council and Denbighshire County Council; and the local delivery of the Part 9 Regional Partnership Board priorities.			
Benefits of the collaboration			
The arrangement has formalised effective integration developments especially with the health board. We have secured significant grant funding regionally and the Board functions as a distribution and monitoring group. The Board has developed integrated services and responded to the national parliamentary review 'A Healthier Wales'.			
Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
22	Destination Conwy	Co-ordination	Outcome 1 -People in Conwy are educated and skilled
Description			
Destination Conwy, brings together representatives from the tourism sector in Conwy to support Conwy County Borough Council in delivering Destination and tourism Management across the county. The group are working to the Destination Conwy Management plan, which contains the priorities over the next 10 years. And include: a) Winter Tourism, developing Conwy into an all year round destination. b) Developing a growth deal project for a Tourism hub in the county.			
Benefits of the collaboration			
A supportive and responsive private sector supporting the growth of the tourism economy. The group has bid for Visit Wales funding over the years and successfully attracted funding.			
Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
23	Skills and Employability Board	Co-ordination	Outcome 5 -People in Conwy live in county that has a prosperous economy
Description			
The Conwy Skills & Employability Strategic Board was established in order to meet the Corporate Plan outcome 'People are educated and skilled'. The Board is led by CCBC and includes a Director, Cabinet Portfolio Holders, Scrutiny representative and Heads of Service on the Board. The Board also includes the Principal of Coleg Llandrillo and the lead for the Regional Skills Partnership. The Board has a strategic overview, and provides leadership and direction for the agreed skills and employability priorities for Conwy. In 2018, four work streams were developed to fulfil Conwy's priorities / needs – these are: Social Care & Health, Tourism & Hospitality, Creative & Digital, and Food, Land Management & Diversification.			

Benefits of the collaboration

Working together with partner organisations is allowing the Board to make strong links and see a wider, more holistic picture of the wealth of skills and employability projects and initiatives that are underway in Conwy (and beyond). It is also allowing us to:

- Strongly contribute to regional initiatives and documents such as the Regional Skills & Employment Plan.
- Identify any gaps in terms of workforce skills in the context of the North Wales economy, which will allow us to avoid duplication.
- To monitor and review national, regional and local research data, and to implement our strategy based on this evidence.
- Share resources where possible, and work together on initiatives and projects.
- To encourage and maintain strong communications and coordination between partner organisations, in order that duplication is avoided, added value is provided, and that strategic goals are met.
- To actively engage with the North Wales Economic Ambition Board / Regional Skills Partnership and to address actions within all key strategic plans and documents.
- Specific benefits such as Conwy staff joining Higher Apprenticeships provided by GLLM – directly as a result of meetings that have taken place.

7 Wales Audit Office Assessment of Our Performance

7.1 Wales Audit Office Annual Improvement Report (AIR) 2018/19

The Wales Audit office (WAO) work to support the Auditor General as the public sector watchdog for Wales. Each year the Auditor General is required to audit the improvement planning and reporting arrangements of Welsh councils, Fire and Rescue Authorities and National Park Authorities, and to assess whether each authority will meet statutory continuous improvement duties. The findings of which are published in the Annual Improvement Report (AIR).

The AIR for 2018/19 concluded that

The Council is meeting its statutory requirements in relation to continuous improvement but faces challenges going forward.

There were no formal recommendations for improvement. Proposals for improvement were noted in individual audits. The report can be found here: [AIR 2018 2019](#)

During 2018/2019 the Wales Audit Office undertook several inspections. A summary of all the inspection reports is included within the AIR. The detailed reports are all published on the WAO website and can be found here: [WAO Audit Reports for CCBC](#). The WAO work programme for 19/20 can be found here: [Work programme](#)

7.2 Care Inspectorate Wales (CIW)

[Care Inspectorate Wales](#) is the independent regulator of social care and childcare in Wales. CIW register, inspect and take action to improve the quality and safety of services for the well-being of the people of Wales. CIW publish Reviews & Evaluation of Social Service Departments' Performance.

In 2018, the CIW wrote to us to explain that their system of Inspection and Review was changing. Also, the new RISCA (2016) regulations came into force in 2018.

A Consultation with Looked After Children and their Carers was undertaken by the CIW in September 2018. Feedback included: Looked After Children in Conwy said that they were happy with their social workers and felt listened to. Whilst young care leavers fed back that they consistently benefitted from the support of their Personal Advisors. Foster Carers also had the opportunity to meet with the Inspector and feedback their viewpoints on the rewards and also the challenges of being a foster carer.

A Report following an Inspection of Glan Yr Afon Children's Home was published in December 2018. There were no issues of noncompliance to report. The Inspectors concluded that Glan Yr Afon is providing a very good standard of care for the young people who use the Service.

An Inspection of Conwy Domiciliary Care Services was undertaken in January 2019. This Inspection was completed under a new format of Inspection and a report was published in May 2019. The report referenced a high level of satisfaction from individuals and carers who receive domiciliary care services from the Conwy 'in house' teams. It also contained a number of recommendations for the Service, which will aim to improve care and support planning for people who access these services.

The [Conwy Social Care Annual Report 2018/19](#) is produced as part of what is known as the Annual Council Reporting Framework. It contains a Director's introduction and information about the key achievements of the service for the year and the key aims for the year ahead. It was published in July 2019.

7.3 Estyn

Estyn is led by Her Majesty's Chief Inspector of Education and Training in Wales and inspects quality and standards. It is a Crown body, established under the Education Act 1992. Estyn is independent of the National Assembly for Wales but receives its funding from the Welsh Government. The word Estyn is a Welsh word meaning 'to reach out' and 'to stretch'.

A total of eight Primary/Additional Learning Needs schools were inspected by Estyn during the financial year 2018/2019. Two received a judgement of excellent and four received a judgement of good. No school was judged as adequate and unsatisfactory. In addition 3 schools successfully came out of an Estyn category.

Excellent	2
Good	4
Adequate	0
Unsatisfactory	0

Out of Estyn category	3
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Of the four Secondary schools that were inspected or re-inspected, one successfully came out of Estyn review, while two were judged as adequate and one unsatisfactory.

Excellent	0
Good	0
Adequate	2
Unsatisfactory	1

Out of Estyn category	1
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Action plans have been put in place where necessary to enable improvement.

When reports have been published action plans have been put in place to implement recommendations and or proposal for improvement. They are reported to Audit and Governance Committee who also monitor progress to implement the recommendations and or proposals for improvement.

Audit and Governance Committee papers can be found here: [Audit and Governance Committee Papers](#)

8 Welsh Local Government Association (WLGA) Public Accountability Measures (PAMs)

In order to assess and compare how well we are doing across Wales, the WLGA has a number of all Wales performance measures covering key policy areas. Public Accountability Measures consist of a small set of “outcome focused” indicators. They reflect those aspects of local authority work which local authorities agree are considered to be important in terms of public accountability. For example, recycling, educational attainment, sustainable development, etc. This information is collected and reported nationally, validated, and published annually. This section provides an overview of our performance against these national measures.

The following tables report the actual out turn performance figure against target for the Public Accountability Measures (PAMs). A detailed report was presented to Finance & Resources Overview and Scrutiny Committee on 5th August 2019, which can be accessed here: [Year End Performance Indicator Report](#)

Where the target has not been achieved the service has put actions in place to address the issues. These actions are monitored as part of the 6 monthly Service Performance Reviews to ensure we manage the performance during the year.

The key used in the Performance column is explained below:

Compared to target set:	
Target met	
Within tolerance to progress work to meet target	
Not Meeting target and below tolerance level	
No target set	

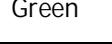
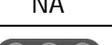
Conwy features in the top quartile in Wales for the following:

- The percentage of Year 11 leavers not in education, employment or training.
- The percentage of streets that are clean.
- The average number of working days taken to clear fly tipping incidents.
- The average number of days taken to deliver a Disabled Facilities Grant.

And the bottom quartile for the following:

- The percentage of B roads in poor condition.
- The percentage of C roads in poor condition.
- The percentage of food establishments which are 'broadly compliant' with food hygiene standards.
- The percentage of appeals that upheld the authority's decision in relation to planning application decisions and enforcement notices.

Measures Title	Actual 17/18	Actual 18/19	Target 18/19	Target 19/20	Wales Benchmark	Rank in Wales (out of 22)	Analysis of Performance
Community Development Service							
PAM/017 - The number of visits to local authority sport and leisure centres during the year where the visitor will be participating in physical activity, per 1,000 population	10,008.34	10,095.26	8,250.00	8,500.00	9,094	7	 Green
PAM/036 - Number of affordable housing units delivered per 10,000 households	No data	0.30	No target	No target	Not yet available	Not yet available	 NA
PAM/040 - The % of Quality Indicators (with targets) achieved by the library service	No data	87.50	87.50	87.50	Not yet available	Not yet available	 Green
PAM/041 - The % of NERS clients who completed the exercise programme	No data	57.96	No target	No target	Not yet available	Not yet available	 NA
PAM/042 - The % of NERS clients whose health had improved on completion of the exercise programme	No data	64.70	No target	No target	Not yet available	Not yet available	 NA
Corporate Human Resources							
PAM/001 - Conwy Council Total - Number of working days/shifts per FTE lost due to sickness absence	9.68	9.98	23.74	9.40	10.3	9	 Green
Education							
PAM/033 - Percentage of pupils assessed in Welsh at the end of the Foundation phase	No data	23.11	No target	No target	Not yet available	Not yet available	 NA
PAM/034 - Percentage of year 11 pupils studying Welsh (first language)	No data	19.85	No target	No target	Not yet available	Not yet available	 NA
PAM/007 - Percentage of pupil attendance in primary schools	94.84	94.64	95.00	95.00	94.6	10	 Amber
PAM/008 - Percentage of pupil attendance in secondary schools	94.36	94.07	94.50	94.50	93.9	8	 Amber
PAM/046 - The percentage of Year 11 leavers not in education, employment or training (Destination Survey).	1.30	No data	1.25	TBC	1.5	2	 NA

Measures Title	Actual 17/18	Actual 18/19	Target 18/19	Target 19/20	Wales Benchmark	Rank in Wales (out of 22)	Analysis of Performance
Environment, Roads and Facilities							
PAM/030 - Percentage of municipal waste reused, recycled or composted	63.37	64.78	66.00	67.00	Not yet available	Not yet available	 Amber
PAM/010 - Percentage of streets that are clean	98.67	98.88	96.00	96.00	95.9	2	 Green
PAM/020 - Percentage of A roads in poor condition	3.47	3.90	4.00	4.00	3.7	14	 Green
PAM/021 - Percentage of B roads in poor condition	4.26	5.79	7.50	7.50	4.7	20	 Green
PAM/022 - Percentage of C roads in poor condition	14.45	15.37	17.00	17.00	7.7	19	 Green
PAM/035 - Average number of working days taken to clear fly tipping incidents	2.61	1.41	5.00	5.00	2.3	5	 Green
PAM/043 Kilograms of residual waste generated per person	140.89	129.60	135.00	85.00	Not yet available	Not yet available	 Green
Regulatory and Housing Services							
PAM/023 - The % of food establishments which are 'broadly compliant' with food hygiene standards	96.60	93.61	No target	No target	95.5	19	 NA
PAM/012 - % of cases where homelessness has been prevented (as defined by Section 66 of the Housing (Wales) Act 2014)	58.43	69.97	65.00	65.00	64.8	10	 Green
PAM/013 - The % of private sector dwellings that had been vacant for more than 6 months that were returned to occupation during the year through direct action by the local authority	1.76	1.56	No target	No target	4.1	16	 NA
PAM/015 - Days taken to deliver a Disabled Facilities Grant	163.78	125.55	170.00	150.00	212.6	1	 Green
PAM/018 - The % of all planning applications determined in time	No data	89.83	No target	No target	89.3	11	 NA
PAM/019 - The % of appeals determined that upheld the authority's decision in relation to planning application decisions and enforcement notices	52.17	56.25	No target	No target	68.3	18	 NA

Measures Title	Actual 17/18	Actual 18/19	Target 18/19	Target 19/20	Wales Benchmark	Rank in Wales (out of 22)	Analysis of Performance
Social Services							
PAM/026 - Carers reporting they feel supported to continue their caring role	69.57	62.18	No target	No target	Not yet available	Not yet available	 NA
PAM/024 - People who are satisfied with the care and support they received	83.26	77.85	No target	No target	Not yet available	Not yet available	 NA
PAM/025 - The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	0.33	0.66	1.00	1.00	Not yet available	Not yet available	 Green
PAM/028 - The percentage of assessments completed for children within statutory timescales	100.00	100.00	96.00	96.00	Not yet available	Not yet available	 Green
PAM/029 - The percentage of looked after children on 31 March who have had 3 or more placements during the year	10.38	7.69	10.00	10.00	Not yet available	Not yet available	 Green

9 Get Involved

Conwy County Borough Council is committed to improving our services and it is important that we listen to what you, the community, say. We welcome your comments or suggestions for improvements for the Council to consider at any time of the year, so please let us know. You can join The County Conversation to share your views and ideas about the County or your local area.

**Sgwrs
y Sir**
Cliciwch yma i
ymuno!



**The County
Conversation**

Click here to
join in!



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www.instagram.com/sgwrsysircountyconversation



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01492 574000

BT Relay Service Customers with hearing or speech impairments can contact any Council service by dialling 18001 before the number they require.

We want to hear Young People's views

Having a say isn't just for adults. Our young people are the future generation and we want to hear your views too! There are lots of ways you can have your say in Conwy, all of the services working with children and young people in Conwy give opportunities for you to have your say. In particular, Conwy Youth Council are about you having a voice and having a choice in decisions that affect you. They are your representatives, and work on projects, and have a say on things that can make a difference to children and young people in Conwy.

If you want to get involved go to the [Youth Council Facebook page](#) (English) or Welsh [Facebook page](#).

This Annual Report, the Corporate Plan, the Annual Governance Statement and the Wales Audit Office Annual Improvement Report are all published on our website in English and Welsh. www.conwy.gov.uk/corporateplan or www.conwy.gov.uk/accountability.

You can also access the Reports on our free public access computers which are in all Council Libraries and Bodlondeb and Civic Office Receptions.

In order to be sustainable and to reduce printing costs, a limited number of paper copies of the Annual Report are available at these locations:

- All Council Libraries
- Mobile Library
- Housebound Service
- Bodlondeb Council Office, Conwy
- Mochdre Council Office
- Coed Pella Council office, Colwyn Bay

A paper copy can be requested by calling 01492 574000.



We are happy to provide this document in large print, audio CD, braille and British Sign Language.

Please call 01492 574000 to arrange a copy.

10 Where to Get More Information About Your Council

- Be Digital – [AppConwy](#) provides the latest news updates from the Council and features local service information such as school announcements, job vacancies and waste collection days. To try out our app simply download AppConwy from the AppStore, PlayStore or Windows Store.
- Our Website www.conwy.gov.uk
- Social Networks - You can follow us on Twitter and Face book
- Conwy County Borough Council's Corporate Plan 2017 - 2022 and 6 monthly Performance Reports www.conwy.gov.uk/corporateplan
- The Local Government Data Unit collect, present and compare the National Performance Measurement Framework data for all councils in Wales. A performance measurement report detailing Conwy's progress over a period of years is available on our website:
www.dataunitwales.gov.uk
www.mylocalcouncil.info
- Wales Audit Office inspect all Welsh Local Authorities' performance. National and council specific audit reports can be found at: www.wao.gov.uk
- Estyn inspect all primary & secondary schools and Local Education Authorities across Wales. All inspection reports can be accessed at: www.estyn.co.uk
- The Care Inspectorate Wales (CIW) inspect the quality of social care establishments and some early years provision across the County. All inspection reports can be accessed at: www.careinspectorate.wales

