

# Annual Report

Conwy County Borough Council

**2021 - 2022**



**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 the April 2021 – March 2022 Annual Report for Conwy County Borough Council. Every year we produce this report to review the progress we have made, how we have managed our budget, our successes and areas for improvement. We also publish a summary version to give a more general ‘at a glance’ overview.

During this period, we have continued to respond to the ever changing landscape of the pandemic, delivering our services whilst keeping people safe and supporting our communities as we renew our services and adapt to the longer term impacts of COVID.

This has been another challenging year for everyone, especially in light of the economic situation and the cost of living crisis. However, we have performed well in delivering good quality services, helping to improve lives and look after our environment. This is recognised through the high number of achievements and accreditations that have been secured and endorsement from our external regulators.

The conflict in Ukraine towards the end of the year presented another global challenge and one where we are proud to say, despite challenges, we are responding positively at a local level. Since the conflict began, we have been able to help a large number of Ukrainian refugees escape the dangers of the war, providing them with accommodation and support for their daily living needs within our county. We will continue to provide this support for as long as it is needed and we are thankful for those within the community who have welcomed families into their homes.

All of this has been achieved through an excellent working relationship between the Cabinet and the Senior Team and hard work of our staff and Elected Members. This high-trust relationship has enabled clear direction, confident decision-making and swift implementation. We always feel very proud of what we achieve as ‘Team Conwy’, but never more so than this financial year.

What makes Conwy unique is the deeply embedded ‘Team Conwy’ approach of Members and Officers. We treasure close working relationships between the Leader and CEO; the Cabinet and Senior Team; our Local Members and Officers. These relationships are built on a shared commitment to deliver for the people of Conwy. It is these relationships that have enabled us to rise to the challenges of the past year in such an extraordinary way and which makes Conwy so very special.

### **Our Performance**

Our performance has been informed by a clear Cabinet vision and confident Senior Leadership Team decisions.

Despite the pandemic and other macro-environmental challenges, we have not only met our corporate objectives but in many cases exceeded them, obtaining the highest standards of performance across a variety of services.

Below is a summary of our key achievements:

#### **Modernisation & Support Services - we have:**

- a) Implemented hybrid meetings for all public meetings to improve accessibility and in compliance with legislation.

- b) Implemented hybrid meeting technology within our Council offices to improve the flexibility and accessibility of internal and democratic meetings.
- c) Delivered local full fibre network coverage to 34 sites, including 11 Town and Community Councils, improving their digital connectivity and expanding free Wi-Fi provision within our communities.
- d) Updated internal monitoring structures and processes in our schools to align with the national direction of self-evaluation and improvement. This will enable schools to focus on key areas for improvement and have greater ownership of their performance management.
- e) Maintained comprehensive monitoring processes for all schools. External inspections and quality assurance indicate that education attainment has improved from the previous year, despite the continuing challenges of the pandemic.
- f) Continued to increase and improve the provision of IT equipment in schools with more than 1,000 items of hardware delivered during the year, including end user devices and digital screens to support delivery of the new curriculum.
- g) Achieved the national Society for Innovation, Technology and Modernisation (SOCITM) award for best user satisfaction in recognition of 'demonstrating exceptional service user satisfaction'.
- h) Achieved a Geoplace Exemplar Gold award for our address data.
- i) Engaged with communities in developing our new 5 year draft Corporate Plan 2022-2027.
- j) Implemented Microsoft Teams to enhance hybrid working and improve operational efficiency.
- k) Implemented an online booking system for the public to make face to face appointments with us.
- l) Launched our Coaching Culture, a digital learning platform to equip our managers with essential coaching skills.
- m) Developed our Workwise Framework and office hybrid working model.
- n) Administered a number of Welsh Government grants for our residents and businesses related to the pandemic and cost of living crisis, including:
  - 3,254 COVID self-isolation payments totalling £2.1m;
  - 37,000 cost of living support scheme payments;
  - £41,775 food poverty / household support grants awarded to the County's food banks.
- o) Achieved best in Wales for number of customers signed up to electronic billing (48.6%) and direct debit (87.2%).
- p) Achieved a council tax collection rate of 97.4%, which is the 4<sup>th</sup> highest collection rate in Wales.
- q) Maintained our silver award of the Corporate Health Standard for the 3<sup>rd</sup> consecutive year.
- r) Achieved Customer excellence for Revenue & Benefits and Environment Roads and Facilities Teams for the 12<sup>th</sup> consecutive year.

#### **Environment - we have:**

- a) Achieved our best ever recycling rate, with 71% of waste collected being reused, recycled and composted.
- b) Secured funding to import 1 million tonnes of sand onto the beach at Rhos on Sea and make improvements to the highway.
- c) Continued to deliver flood alleviation and coastal defence schemes county-wide, reducing the risk of flooding to a further 252 properties;
- d) Improved and extended our flood awareness and preparedness information through a range of communication media to further support and educate our vulnerable communities;
- e) Secured £300k grant funding to install electric vehicle charging infrastructure to support an electric fleet.
- f) Developed a Local Area Energy Plan for Conwy County.
- g) Built a tree nursery to grow locally harvested trees and to maximise the growing of tree species with the greatest carbon absorption potential.

- h) Planted an additional 2,073 trees in the County.
- i) Switched 92% of our street lights to LED.
- j) Continued to install renewable technology as part of our refurbishment of public toilets.
- k) Achieved Level 5 Green Dragon Environmental Standard for the seventh consecutive year.
- l) Continued to maintain and improve our built environment, completing 3 schemes to strengthen the County's bridges.  
Continued to work with community groups to improve and protect our parks and green spaces.
- m) Completed active travel improvement schemes in Towyn, Kinmel Bay and Abergele.
- n) Achieved 97% of our streets being rated at a good level of cleanliness.
- o) Achieved 23 awards for our parks and green spaces, including 10 Green Flag awards.

**Social Well-being - we have:**

- a) Improved the sustainability and management of the teaching assistant provision for additional learning needs by integrating the service into school settings.
- b) Completed our Active and Healthy Future strategy, aiming to improve physical literacy, providing people with the skills, confidence and motivation to participate in sport and physical activity at every stage of their life.
- c) Reviewed and improved the process for recording school staff training, resulting in improved quality of school staff safeguarding training completion data.
- d) Improved the recruitment process to make it even safer by integrating safeguarding considerations at every stage of the process.
- e) Delivered 133 units of affordable housing, an increase from the previous 2 years and exceeding our annual target of 123 units.
- f) Published the first Local Authority Prospectus, providing information to housing associations and other stakeholders about where to search for land and property to deliver new affordable housing.
- g) Secured £8.6m in social housing grant, an increase from the previous 2 years.
- h) Transferred Council land and assets for development into affordable housing, delivering 34 additional affordable housing units in the County.
- i) Established the affordable housing programme board to support accelerated supply of affordable housing using Council-owned assets.
- j) Established a regional 'rightsizing' group as a collaborative way to consistently ensure tenant housing needs are met and inequalities are reduced.
- k) Offered empty property owners a £25,000 grant to bring their property back into use as affordable housing, initially targeting smaller properties in central locations.
- l) Participated in the Welsh Government private leasing scheme pilot in partnership with Denbighshire Council, helping households on lower incomes or at risk of homelessness access the private rented sector. 16 households at risk of homelessness were provided with housing during the year.
- m) Improved the identification and proposed allocation of land to meet future housing needs through a bespoke site assessment working group and shared database for key stakeholders.
- n) Delivered 92 social care wellbeing activities with 700 people taking part.
- o) Increased Ffit Conwy memberships back up to 94% of pre-covid levels.
- p) Implemented the Time to Change Wales initiative, further supporting the wellbeing of our staff.
- q) Increased our provision of swimming lessons back up to 98% of pre-covid levels.
- r) Delivered a range of wellbeing activities through our libraries, including Tai Chi, Yoga and dementia-friendly anxiety management classes.
- s) Set up a health hub with a MIND information point at Glasdir Library.
- t) Achieved the status of being a dementia-friendly organisation, training our staff and engaging with schools to raise awareness and improve understanding of dementia.
- u) Established a Dementia Forum to foster open and collaborative discussions for those involved in the development, implementation and reporting of dementia care across Conwy.

- v) Introduced constructive leisure sessions with the Youth Service to engage young people in positive leisure activities in Colwyn Bay and surrounding areas where anti-social behaviour dispersal notices were higher. This led to a decrease in the number of anti-social behaviour incidents and the number of yellow cards issued by North Wales Police.

#### **Culture - we have:**

- a) Implemented the 'Work Welsh' scheme for Council staff in partnership with the National Centre for Learning Welsh, to strengthen Welsh skills in the Council, including having access to a full time Welsh tutor. This led to an increase in staff take up of the scheme of 65% (31 staff) when compared to the previous year.
- b) Launched the 'Sgwrsio' Scheme (speaking Welsh in the workplace), providing learners at intermediate level the opportunity to practice speaking Welsh with a fluent Welsh speaker.
- c) Developed the new library at Glasdir, Llanrwst, featuring one of Wales' largest and best-equipped children's libraries, heritage exhibitions, museum object displays, meeting space and external seating.
- d) Provided a range of cultural, heritage and Welsh language activities through our theatres, museums and libraries, with more than 136,000 people participating.
- e) Implemented the Conwy Culture Portal, providing online access to heritage information.
- f) Developed our culture strategy 'Creu Conwy, Creating the Spark', which sets out the direction for culture and information over the next 5 years.

#### **Economic - We have:**

- a) Administered £4.9m in COVID grants, helping 2,433 businesses respond to the challenges of the pandemic.
- b) Established a business fund where businesses can apply for a grant of up to £5,000 to help them recover from the pandemic, reduce their carbon emissions or contribute to town centre /high street development.
- c) Secured Outline Business Case approval for the digital connectivity project 'Last Few Percent', as part of the North Wales Growth Deal programme. This project aims to provide broadband to those properties currently without coverage.
- d) Secured Community Renewal Funding to deliver 5 skills and employability projects: 'Confidently You'; 'Therapeutic Counselling'; 'Mental Health Recovery College'; 'Pathway and Development Courses'; and 'Libraries as Community Hubs'.
- e) Held a hospitality jobs fair in partnership with the Department for Work and Pensions, attended by 16 Employers offering more than 300 jobs.
- f) Launched a Corporate Recruitment project to raise awareness of the careers, development and benefits we offer as an employer.

#### **Areas we will continue to focus on**

As part of our governance arrangements, we regularly self assess our performance and ask ourselves what difference are we making and where do we need to focus improvement. As part of this process we review our corporate risks and scan the horizon for potential pressures which we need to plan for. Below are areas we will focus attention in this next financial year.

- a) It has become clear that many learners have not progressed as much as they might in terms of their progress in learning through the pandemic and some learners have been impacted upon more than

others. Funding from the 'Recruit, Recover, Raise: Accelerating Learning Programme' will help schools secure additional capacity to support learners' needs.

- b) Schools continue to face challenges with covid transmission and ongoing support in managing the impacts of the pandemic is critical to maximise safety and minimise associated risks.
- c) Improving our completion of safeguarding training by identifying and removing barriers to training completion.
- d) Managing the increasing demand for social housing against the reduced turnover of existing housing stock and limited supply.
- e) Managing the unprecedented high levels of homelessness and highest levels seen of households in temporary accommodation. The Rapid Rehousing Transition Plan is in development, focussing on real prevention and periods of homelessness being rare, brief and non-repeated.
- f) Identifying and allocating additional land to meet the increased need for affordable housing as indicated in the Local Housing Market Assessment (LHMA). Conwy has the lowest level of general needs social housing in Wales. Supply over many years has not kept pace with the demand for housing. This situation has been further exacerbated recently by the significant rise in homelessness and changes in the housing market leading to many more people being priced out of the market to either rent or buy.
- g) Developing collaborative approaches to implement preventative health and wellbeing measures which reduce reliance on health and social care.
- h) Reviewing the sustainability of the care sector with increased demand and rising care costs placing significant pressure on our care providers.
- i) Continuing to support our resident and business communities in response to the economic challenges.
- j) Reinstating our flood awareness events which were impacted by the pandemic restrictions.
- k) Managing our physical infrastructure to ensure it is safe, sustainable and climate resilient.
- l) Mitigating and adapting to the effects of Climate Change and working towards our net carbon zero target.
- m) Maximising opportunities for our staff to learn and use Welsh and for children and young people to access Welsh through their education.
- n) Contributing to the national target of 1 million Welsh speakers by 2050 as set out in the Welsh Government's 'Cymraeg 2050' strategy.
- o) Managing our cyber resilience and service continuity in light of increased digital demand and external cyber threats.
- p) Maximising the funding Conwy is eligible to receive from the Shared Prosperity Fund.
- q) Managing the impacts of increased inflation on service resilience.
- r) Improving our approach to recruitment and retention to ensure a sustainable workforce.
- s) Monitoring the impact of our hybrid working model on service quality, team culture and staff wellbeing.

## 2. Statement of Responsibility

We report on performance in 2 stages.

### Stage 1: Improvement Plan Objectives

In accordance with the Local Government & Elections (Wales) Act 2021 and the Well-being of Future Generations (Wales) Act 2015; we must regularly review our improvement objectives and set a clear plan for each financial year. We have a five year strategic plan for improvement, called the Corporate Plan, which details our wellbeing objectives. We review the plan every year to ensure that the wellbeing objectives remain relevant and affordable. The Corporate Plan for 2017 – 2022 was approved in October 2017 and was last reviewed in September 2021 to reflect on the changes in priorities. This review covers the remaining 12 months of the plan (up to 31<sup>st</sup> March 2022) and the final year of the 2017 – 2022

administration. Since the May 2022 county council elections, we have now completed the drafting and engagement on a new 5 year Corporate plan for 2022 – 2027 which will be approved and published in October 2022.

### **Stage 2: Assessing Performance**

Every year we self-assess our corporate governance arrangements and performance to check that we're making a difference and meeting the goals we set. We publish this self-evaluation in the Corporate Plan Annual Report. This year's Annual Report focuses on the performance of the improvement objectives set for 2021/2022. The annual report was approved by Council on 20<sup>th</sup> October 2022 and we published it on our website immediately afterwards.

Under the Local Government & Elections (Wales) Act 2021 we are also required to publish a self-assessment responding to three statutory questions

- Is the Council exercising its functions effectively?
- Is the Council using its resources economically, efficiently, and effectively?
- Does the Council have effective governance in place for securing the above?

The self-assessment is included as an appendix of our Annual Report.

### **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 (AGS) 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 Governance & Audit Committee as part of the Statement of Accounts. This year the AGS will be presented to Governance & Audit Committee in November 2022.

## **3. Financial Summary**

As a public accountable body, we must provide value for money in the services we provide to the community. We charged the tenth lowest Council Tax at Band D in Wales for 2021/2022. A large part of the funding for Local Authorities in Wales is from the Welsh Government through a revenue support grant (RSG). For 2021/2022 the Aggregate External Finance (AEF), (which includes the RSG and a proportion of the National Non Domestic Rates collected), increased by 3.6% on a like for like basis with the position for 2020/2021. This was the sixth worst Settlement in Wales.

In real terms the settlement provided sufficient additional funding for the pressures facing schools but nothing towards the pressures facing social services and other services. Any resource shortfall for 2021/2022 was to be met from significant budget reductions for all services and an increase in the Council

Tax. The estimated shortfall was £3.848m and a number of measures were implemented to meet the shortfall. These included:

- Excluding schools, all other departments were required to make budget reductions. Social Services were required to identify 1%. All other services were required to identify 2%. Services were required to provide details of the initiatives proposed in order to meet the savings targets.
- Council Tax was increased by 2.95%.

More detailed information on our budgets can be found on the Conwy website. Budgets are approved by Council at the start of the year in February or March and the outturn position is reported in the Statement of Accounts which is presented to the Governance & Audit Committee in the autumn.

Since 2013 we have delivered more than £65m of savings. The proposed savings for services for 2021/2022 alone were £2.155m. 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, generating income 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.

The Coronavirus pandemic continued to affect the lives and livelihoods of people, the economy, and public services during the year. These factors were further compounded by Brexit, rising inflation and rising costs. With a predicted recession looming, it is clear that local government finances will continue to be significantly affected for a period of time to such an extent that local government will need additional funding through additional Government grant support.

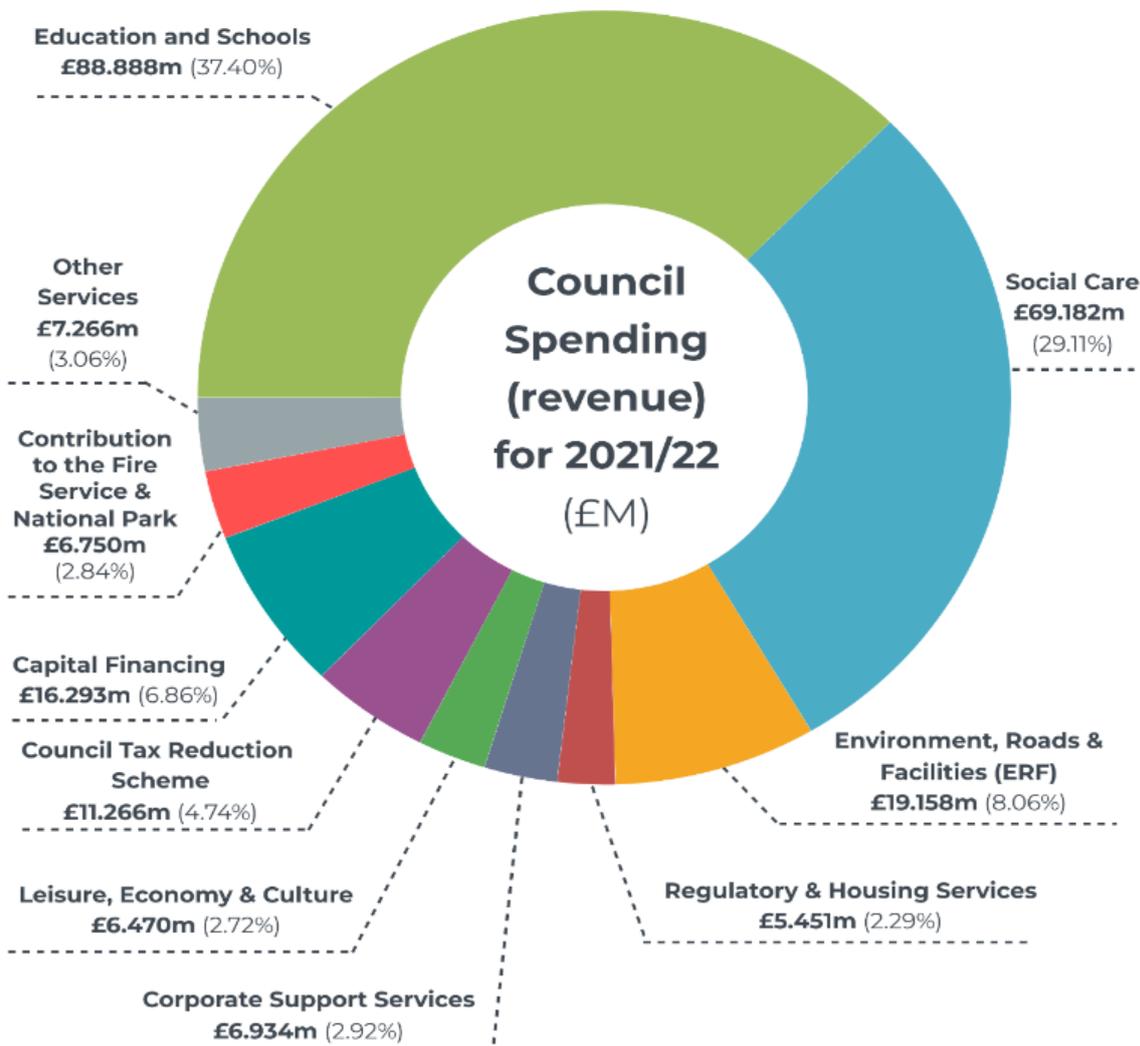
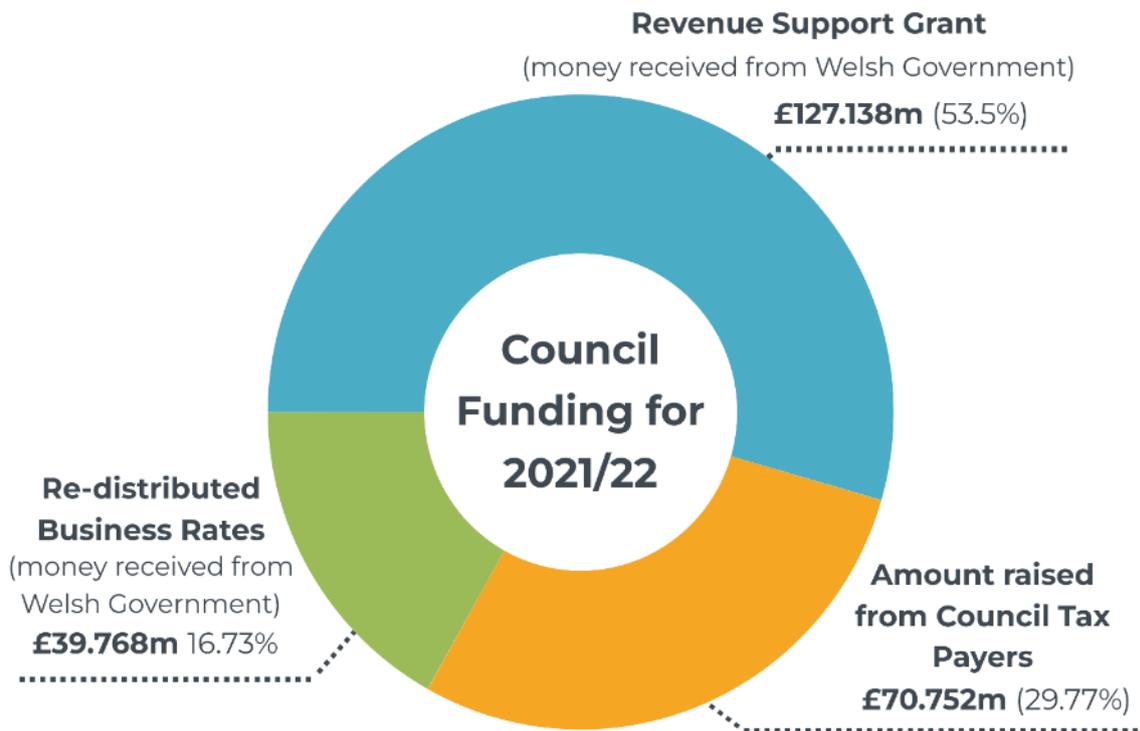
UK Government grant support continued during the year to support affected sectors, including local government. The 'Hardship Grant' continued to be available to reimburse covid-related expenditure and lost income.

Conwy acted as an agent on behalf of Welsh Government and distributed a number of business grants to local businesses, to a total value of £79.16m. In addition, the Welsh Government supported local businesses by providing £17.6m in business rates relief.

Conwy assisted the Welsh Government with a number of other schemes to support the community. These included £2.141m in self-isolation payments, £41,000 to the County's food banks, £1.08m in winter fuel support payments and Cost of Living Support Scheme payments made to 37,000 households.

In terms of the budget for 2021/2022, this was monitored and controlled during the year and reports and presentations were presented to democracy to alert Members to an overall high level assessment of our likely financial position. The level of uncertainty was reflected in the financial position reported on a regular basis. The projected budgetary deficit changed significantly as the level of uncertainty reduced, culminating with a year-end position which produced an overall balanced budget and our balances and reserves increasing.

The diagrams below shows where the money (income) came from and how we spent our budget in 2021/2022.



**2021  
to 22**

# What your money is spent on each year

This example is based on a **Band D property council tax** of **£1,383.50** per year.

## Education & Schools



£480.17

## Social Care



£420.74

## Interest Costs & Asset Repayment



£94.85

## Council Tax Reduction Scheme & Business Rate Relief



£65.58

## Corporate Support Services



£40.37

## Fire Service & National Park payments



£39.29

## Emptying Bins & Recycling



£32.69

## School Transport



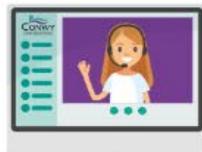
£32.03

## Roads & Infrastructure



£27.92

## Modernisation & Corporate Fees



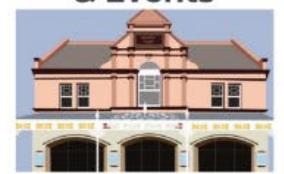
£25.14

## Public Protection, Licensing & Environmental Health



£18.23

## Tourism, Theatres, Conferences & Events



£13.59

## Managing Council Buildings



£13.50

## Libraries



£12.87

## Waste to Energy Site/Disposal



£11.67

## Street Cleaning



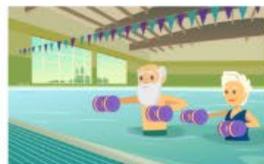
£11.58

## Democracy



£10.78

## Swimming Pools & Leisure Centres



£10.65

## Homelessness Prevention



£10.59

## Supporting Businesses & the Community



£7.70

## Parks & Gardens



£6.97

## Revenue and Benefits & Financial Assessment Team



£6.43

## Youth Services



£5.26

## Countryside Management



£2.90

#### 4. Evaluation of our Performance by Citizen Outcome

The information below details the review of progress made to deliver the Corporate Plan priorities (our wellbeing objectives) during the financial year 2021/2022. We are not able to compare our performance with the other 21 local authorities in Wales for 2021-22 because not all datasets have been collected nationally and those that have will not be shared for comparison purposes as local authorities have operated very differently over the past 12 months.

For measures where no data for 2021/22 is available, this is indicated with **N/A**.

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	Red
Measure within tolerance to progress work to meet target	Amber
Target for the measure has been	Green
Not applicable/ no target set	N/A

#### Overview of the Corporate Plan Actions and Measure Performance

Outcome 1 - People in Conwy are educated and skilled			
A1.1	Green	M1.1g	N/A
A1.2	Green	M1.1h	N/A
A1.3	Green	M1.3a	N/A
A1.4	Green	M1.3b	N/A
A1.5	Green	M1.3c	N/A
		M1.4a	N/A
		M1.4c	N/A
		M1.4d	N/A
		M1.4e	N/A
		M1.4f	N/A
		M1.4g	N/A

Outcome 2 - People in Conwy are safe and feel safe			
A2.1	Green	M2.1	Green
A2.2	Green	M2.2	Green
A2.5	Green	M2.4a	Red
		M2.4b	Red
		M2.4c	N/A
		M2.4d	Red
		M2.4e	Red
		M2.5	Green
		M2.6	N/A

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

Outcome 4 - People in Conwy are healthy and active			
A4.1	Amber	M4.1a	N/A
A4.2	Green	M4.1b	N/A
A4.3	Green	M4.1c	N/A
A4.4	Green	M4.2	N/A
A4.5	Green	M4.3	N/A

Outcome 5 - People in Conwy live in a county which has a prosperous economy			
A5.1	Green	M5.1	N/A
A5.1a	Amber	M5.1ai	N/A
A5.2	Green	M5.1aii	N/A
A5.3	Green	M5.2a	N/A
A5.4	Green	M5.2b	Green
A5.5	Green	M5.3	N/A
A5.6	Green	M5.3a	N/A
A5.7	Green	M5.3b	N/A
		M5.4a	N/A
		M5.4b	N/A
		M5.5a	N/A
		M5.5c	N/A
		M5.5d	N/A

Outcome 6 - People in Conwy value and look after the environment			
A6.1	Green	M6.1a	Red
A6.2	Green	M6.1b	Red
A6.3	Green	M6.3a	Green
A6.4	Green	M6.3b	Red
A6.5	Green	M6.3c	Amber
A6.5a	Green	M6.4	N/A
A6.6	Amber	M6.4ai	
A6.7	Green	M6.4aii	
A6.8	Green	M6.4aiii	
		M6.4aiv	
		M6.5	N/A

Outcome 7 - People in Conwy live in a county where heritage, culture and the Welsh language thrive			
A7.1	Green	M7.1a	Red
A7.2	Green	M7.1d	N/A
A7.3	Green	M7.1e	N/A
A7.5	Green	M7.3a	N/A
		M7.3b	N/A
		M7.3c	Green
		M7.3d	N/A
		M7.3e	N/A
		M7.3f	N/A
		M7.4a	N/A
		M7.4b	N/A
		M7.4c	Green
		M7.5b	N/A

Outcome 8 - People in Conwy contribute to their community. They are informed, included and listened to			
A8.2	Amber	M8.2	N/A
A8.3	Amber	M8.2a	N/A
A8.4	Green	M8.2c	N/A
A8.5	Green	M8.2d	N/A
A8.6	Green	M8.5	N/A
A8.7	Green		

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
A9.5	Green	M9.4e	Red
		M9.6b	N/A
		M9.6c	N/A

## Self-Assessment

The Wellbeing of Future Generations Commissioner has developed a self-assessment tool for public bodies to evidence the extent to which their wellbeing 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’ mind set 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.

## Outcome 1 - People in Conwy are educated and skilled



### 1.1. Our Priority Actions

Action Code	Action Name	Performance 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.	 Green
<p>The new school improvement framework ensures that learner progression and wellbeing is at the centre of all our efforts to deliver high standards and aspirations. It also encourages collaboration rather than competition between schools and provides a clear separation of assessment from accountability.</p> <p>National Categorisation will finish and be replaced by a robust self-evaluation system where good practice can be shared and, when improvement is needed, can be urgently addressed via tailored, high-quality support from the regional consortia and local authorities. Schools will be supported to complete self-evaluations by improvement advisers, with a suite of information and support available through the National Resource on Hwb.</p> <p>A summary of each school’s improvement priorities and development plan will be made public and published, which will provide parents with better, more detailed and up-to-date information, a departure from what was available under categorisation.</p> <p>Following the release of the school improvement framework from Welsh Government, GwE will be working with schools to ensure this is implemented consistently across Conwy and will:</p> <ul style="list-style-type: none"> <li>- Make available to schools any information they hold which would be beneficial for schools’ self-evaluation (e.g. attendance analyses produced by the local authority), as part of a culture of partnership working.</li> <li>- Share relevant information and intelligence about schools between each other, reinforcing their professional partnership.</li> <li>- Consider school level evidence and information to help determine schools’ support needs and capacity to support others; and to contribute to their own self-evaluation of their services to support schools (e.g. direct support; professional learning; use of intervention powers).</li> </ul>		
A1.2	Develop systems to effectively challenge and support schools performance throughout the Local Authority.	 Green
<p>Conwy Education Services restructured and repurposed its School Effectiveness Service to create an Education Improvement Service. Although the recent repurposing within the education department brought additional challenges, officers feel that these changes are now fully embedded. The new leadership structure has strengthened lines of communication and accountability.</p> <p>The development of this service will work within the context of the strategic values and aims of Conwy County Council, and national requirements for the delivery of Education in order to:</p> <ul style="list-style-type: none"> <li>• ensure high quality education for all children and young people in the various settings across the County by working with others to contribute to school development, improvement and effectiveness;</li> <li>• work in partnership to provide strategic advice, guidance and leadership to schools and the Authority on the aspects of education which do not fall within the functions of GwE as well as other stakeholders and partners;</li> </ul>		

- contribute to the provision of a positive, supportive and challenging context for all Conwy schools in a coherent and consistent manner;
  - advise and support schools and the Council on education, organisation and management issues and, in addition, work with other Corporate and Education Officers and Leads in securing services to meet these objectives;
  - review and create robust operational, communication and guidance systems and structures in order to provide an effective and efficient service;
  - develop effective governance, support effective business management processes at school and settings level as well as for the wider EIS Team;
  - provide reports and presentations to Corporate and Education Senior Managers, the public and Elected Members;
  - support the service in delivering a range of high level projects (including Business Plans) across a diverse and complex department;
  - co-ordinate consultations with the public and partners in relation to the work of the service in delivering a range of statutory services to young people and the wider community;
  - develop a team which is reflective, recognises impact, constantly reviews practice and addresses change efficiently and in consultation;
  - build resilience within the team through a shared understanding and knowledge of the responsibilities of team members.
- GwE have provided an overview and update on the support and professional learning offered to schools on Accelerated Learning to the Education and Skills Scrutiny Committee. This provided elected members with an opportunity to question and challenge the models described.
  - During the pandemic it is clear that many learners have not progressed as much as they might in terms of their progress in learning, some having been impacted more seriously than others. Evidence from a range of reliable sources, including those focusing closely on Wales, suggests that most or all learners have been affected, and that the most vulnerable have been affected the most.
  - The GwE ‘support package’ gives schools access to resources and learning materials to support the Accelerated Learning Programme, with a focus on improving the consistency and quality of teaching and the development of literacy and numeracy skills across the curriculum and the age range.
  - It is a cross-phase support and both GwE primary and secondary advisors have been working on developing the resources and supporting schools.

A1.3	Work with schools to implement the Digital Competencies Framework.	 Green
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Following last year’s grant allocation from Welsh Government, schools ordered hardware and this has now been delivered to schools and installations have been completed. This hardware was a range of end user devices (Wave 4) and digital screens (Wave 5) to support teaching and learning of the new curriculum.

We have had confirmation of this year’s Wave 5 grant allocation again from Welsh Government and have plans in place to use this to purchase additional screens so that we are able to reach our baseline standard of a digital screen in every teaching classroom that is 3 years old or less, based on internal data that we hold. With any remaining grant funds (following Wave 5 sign off), we will utilise this to purchase end user devices based on our inventory needs ensuring this aligns with the digital strategy.

GwE have developed their own Education Digital Strategy to support the ICT vision and long term ICT development programmes in schools through a cluster arrangement which has used the Welsh Government 360 digi evaluation tool to support schools on setting their baseline knowledge and information.

As a result they are working collaboratively with GWE and the first digital facilitators meeting will be held in June to re-start the programme. This will allow us to work collaboratively with GWE and schools in Conwy and will highlight and enhance the work already taking place in our schools as well as helping to identify how we can develop this further moving forward.

The primary ICT steering group continues to meet on a termly basis to share good practice and collaborative working and a similar secondary group with representatives from secondary schools in Conwy has started to meet and follow a similar agenda to the primary group.

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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We were able to restart some of our pre-pandemic activities (such as school swimming since end of Oct) and have been delivering a range of programmes:

**PRIMARY SCHOOLS:**

Since the restarting of schools in September 2020, the Actif Conwy team have developed a new support programme for primary schools in Conwy, called Back to School / Active Together. The purpose of this new programme is to assist schools with providing physical activity / sport sessions for all their pupils.

**SECONDARY SCHOOLS:**

The Actif Conwy team provided funding for secondary schools in order for the schools to provide activity programmes for their learners. The Young Ambassadors programme will restart in September 2022.

**LEARN TO SWIM:**

Primary schools have restarted school swimming lessons, focusing on intensives for Year 5 & 6 pupils mainly.

Leisure centre swimming lessons (after school time) are being delivered at almost full capacity. The biggest challenge facing the service is an ever increasing waiting list as a direct result of the pandemic. Measures have been brought in place to try and minimise the waiting list, such as hiring Rydal Penrhos swimming pool during the evenings. Staffing levels continues to be challenging.

**ACTIVE START (0-3 YEARS OLD):**

Active family wellbeing:

Online 'Active Family Wellbeing' classes continue to be delivered twice weekly via Facebook Live.

A1.5	We will continue to support schools with on-going covid controls and policies	 Green
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Schools continued to face challenges from January to March 2022, with a high number of Covid-19 cases. We continued to support schools with:

- Regular updates in a briefing document which included reference to all current guidance from Welsh Government. The document was accompanied by a conference call for Headteachers
- Supporting schools with working directly with Test Trace Protect
- Collection of staffing absence data to report and monitor
- Delivery of Co2 monitors to schools
- Supporting schools with management of cluster outbreaks
- Ensuring effective communication with parents / carers
- Sharing information from health in relation to Covid-19 vaccinations

All schools have continued to review their risk assessments and ensure appropriate mitigations are in place in line with current guidance.

Welsh Government announced the plan to extend the free school meal payments for learners isolating until the 30th June and for school holidays up until the 31st August 2022, Conwy continued to make direct payments to those eligible.

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

Measures Code	Measures Title	Actual 20/21	Target 21/22	Actual 21/22	Performance Rating
M1.1g	The percentage of Year 11 leavers not in education, training or employment (NEET)	1.60	No target	2.26	 NA
24 young people did not have a known destination, therefore they were recorded as NEET. Education, employment and training opportunities during 2021 may have been impacted by the pandemic.					
M1.1h	Average Capped 9 score for pupils in year 11	No data	No target	No data	 N/A
Academic Year 20/21 data has not been published by Welsh Government due to Covid.					
M1.3a	% of governors who have undertaken the mandatory new Governor training within 12 months of commencing in post	No data	100.00	No data	 N/A
We have continued to share information regularly with governing bodies in relation to the completion of mandatory training. All governing bodies are aware of the training requirements and we are further reviewing our training matrix to be shared with all schools to indicate the mandatory and recommended training to be completed. The collation of this data is currently under review to ensure we are able to report accurately and therefore no data is currently available to be published, however all individual schools continue to monitor training completion rates.					
M1.3b	% of governors who have completed mandatory Safeguarding training within 12 months of commencing in post	No data	100.00	No data	 N/A
We have continued to share information regularly with governing bodies in relation to the completion of mandatory training. All governing bodies are aware of the training requirements and we are further reviewing our training matrix to be shared with all schools to indicate the mandatory and recommended training to be completed. The collation of this data is currently under review to ensure we are able to report accurately and therefore no data is currently available to be published, however all individual schools continue to monitor training completion rates.					
M1.3c	% of governors who have completed the mandatory Handling Data training within 12 months of commencing in post	No data	100.00	No data	 N/A
We have continued to share information regularly with governing bodies in relation to the completion of mandatory training. All governing bodies are aware of the training requirements and we are further					

reviewing our training matrix to be shared with all schools to indicate the mandatory and recommended training to be completed. The collation of this data is currently under review to ensure we are able to report accurately and therefore no data is currently available to be published, however all individual schools continue to monitor training completion rates.					
M1.4a	% of pupils leaving primary school that are able to swim	No data	75.00	No data	 N/A
No data has been collected throughout 21/22 for this measure due to Covid although swimming lessons have restarted in November 2021 across Conwy schools.					
M1.4c	% of 7-11 year olds participating in 20 or more physical activity sessions (extra-curricular)	No data	60.00	No data	 N/A
No data has been collected throughout 21/22 for this measure due to Covid.					
M1.4d	% of 11-16 year olds participating in 20 or more physical activity sessions (extra-curricular)	No data	20.00	No data	 N/A
No data has been collected throughout 21/22 for this measure due to Covid.					
M1.4e	% of children who are overweight or obese (National Survey for Wales)		No target	No data	 N/A
There is no data as there has been no recent Welsh Government survey					
M1.4f	Number of hours volunteered by young ambassadors in Conwy		7,500.00	No data	 N/A
No data collected throughout 21/22 for this measure due to Covid. Young Ambassadors will restart in the academic year 2022-23.					
M1.4g	Number of young people (11-16 years) who have a Ffit Junior Membership	96.00	No target	228.00	 NA
The increase in take up of Ffit Junior Membership since last year is pleasing to note					

## Self-evaluation of performance

### Well-being of Future Generations Journey Checker self-assessment – Leading the Way

The current pandemic continued to present considerable challenges for our schools and learners during the year. However, in the face of these challenges, positive progress continued to be made and our schools are improving their performance. This is underpinned by robust monitoring structures and processes which enhance how schools manage and monitor their performance, with learner progression and wellbeing at the forefront of how our schools deliver their high standards and aspirations.

We continued to accelerate our digital education strategy and improved digital resilience in our schools with significant increases in the provision of IT equipment during the year. Like all councils across Wales, we have been leading the way because this has been a systemic, transformational change to how things have always been done in collaboration with other bodies.

In addition to improving digital literacy, good progress has been made in supporting people to improve their physical literacy. Through our Active and Healthy Future Strategy we can provide people with the

skills, confidence and motivation to take part in different sports and physical activities at every stage of their life.

**How does this 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.

**Areas for improvement / development**

We recognise that the challenges of the pandemic for our learners and schools are still prevalent and continue to cause disruption. Our schools and learners must be commended for the way they have continued to adapt to the ever changing landscape. It is reassuring to see that the assessment methods nationally continue to allow for disruption and periods of self-isolation and grade outcomes will continue to recognise the loss of learning time and overall disruption as a result of the last 2 years of the pandemic.

Evidence continues to show that many learners have not progressed as much as they might in terms of their progress in learning through the pandemic and some learners have been impacted upon more than others. The additional funding announced by the Education Minister as part of the accelerated learning programme 'Recruit, Recover, Raise Standards', will help our schools acquire the much needed additional resources to support learners' needs and help them recover from the significant educational impacts of the pandemic.

## Outcome 2 - People in Conwy are safe and feel safe



### 2.1. Our Priority Actions

Action Code	Action Name	Performance RAG
A2.1	We will ensure that within the council, there is a consistent corporate approach to safeguarding and that all services are following the framework that supports the Corporate Safeguarding policy	Green
<p>There has been a corporate drive to increase the overall percentage of completion for all e-learning mandatory training and we have continued to see good attendance at Designated Safeguarding Manager's meetings. We continue to reiterate the message that Safeguarding is everyone's responsibility.</p> <p>Safeguarding week was a success with a number of training events/conferences taking place. One of which was a PREVENT Conference which had over 80 delegates in attendance.</p> <p>The Corporate Safeguarding Policy will need to be reviewed in line with current legislation and process.</p>		
A2.2	We will monitor our approach and aim to continually improve safe recruitment and employment	Green
<p>The recommendations in the latest internal Audit follow-up report have been completed.</p> <p>The New Starter Checklist document has been developed and distributed to HR Link Officers and Heads of Service. It has also been published on the intranet.</p> <p>This is in addition to recent improvements that have been made to make the recruitment process safer, including:</p> <ul style="list-style-type: none"> <li>Printed and online recruitment material and job adverts to contain safeguarding statement</li> <li>Job profile (landing) web page for individual jobs to include safeguarding statement</li> <li>Safeguarding statement has been included in CCBC's Corporate Facebook Account terms and conditions</li> <li>Safeguarding Statement to be included in Conwy's Social Media Policy</li> </ul> <p>We also offer a 'Safer Recruitment for Managers' course.</p>		
A2.5	Seek assurance from schools that Governors are completing safeguarding training	Green
<p>All school governors are aware of the need to undertake and complete safeguarding training. The completion rates of the training continues to be monitored. It is currently not possible to record completion rates for Governors on i-Trent. A separate method of recording this information has been created for the Clerk of Governors to complete which includes completion dates for each Governor against each safeguarding training module.</p>		

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

Measures Code	Measures Title	Actual 20/21	Target 21/22	Actual 21/22	Performance Rating
M2.1	% of staff commencing in post with 2 references	100.00	100.00	100.00	Green
<p>All 615 new starters commenced in post with 2 references.</p>					

M2.2	% of new staff employed who have a DBS check (where required).	100.00	100.00	100.00	 Green
All 479 new starters needing DBS checks had a DBS check completed					
M2.4a	% of staff receiving safeguarding training within a 12 months of commencing in post	24.80	100.00	17.60	 Red
<p>17.6% of staff covering the whole of the Council completed the safeguarding training within 12 months of commencing in post. This figure rises to 25.1% when schools are removed from the calculation. A due diligence report was presented to Finance &amp; Resources Scrutiny in March 2022, which highlighted the work we will be completing to improve mandatory training. The data above reflects the statistics <u>at the end of March</u>. Since then we have reviewed the process which was implemented in December 2021 for the recording of school staff training. We have completed a matching exercise for school staff who have completed the CCBC mandatory training, to ensure this is reflected in the reporting of equivalent training which the school staff would undertake. This has seen an increase in 222 school staff being recorded as completing mandatory safeguarding training. We are continuing to work with the relevant services to understand what the barriers are for training being completed, and whether there are any data recording issues which need to be addressed. We will report back to Scrutiny on progress in November 2022.</p>					
M2.4b	% of casual staff receiving safeguarding awareness training within 6 months of commencing in post. (on-line training now available)	1.50	100.00	7.22	 Red
<p>Whilst we have made positive strides in relation to Safeguarding training, as reported to Finance &amp; Resources Scrutiny in March 2022, casual employees have always been a difficult group to capture. This is due to the fact that their employment is often sporadic as expected of a casual employee. Not all casual employees will be assigned work and therefore, services are required to train this group of employees, some of which may never be provided with work. Our casual group are also mainly staff who rely on face to face training which the Authority has been unable to deliver over the last two years.</p>					
M2.4c	% of school staff receiving safeguarding awareness training within 6 months of commencing in post. (on-line training now available)	0.00	100.00	No data	 N/A
<p>There have been a number of challenges in relation to understanding the completion rates within schools. Whilst Hwb will record that an employee has completed their training, the absence of any unique personal information i.e. payroll number, makes any transfer of data by digital means invalid. A new process was introduced in December 2021 where School Cluster Business Managers have been provided with a digital form to record all mandatory training which has been completed by employees in their schools. As part of the discussions held by the Corporate Organisation Development Manager, the following matters have been identified and are being addressed: a) There are three different 'Keeping Learners Safe' modules in Hwb. For the purpose of recording completions, Corporate HR have worked with Education to collect data of those school employees who have completed level 1, 2 and 3 training. Further clarity is needed as to whether the level 1 training is equivalent to that being completed by corporate services which we know meets the required learning outcomes set out by Welsh Government or whether school employees should be completing all three modules of Keeping Learners Safe. We have reviewed the process. And we have worked with the relevant services to understand what the barriers are to this training being completed and what data recording issues which need to be addressed. This is being monitored closely.</p>					

M2.4d	% of school supply staff receiving safeguarding awareness training within 6 months of commencing in post. (on-line training now available)	0.00	100.00	1.92	 Red
<p>Whilst we have made positive strides in relation to Safeguarding training, as reported to Finance &amp; Resources Scrutiny in March 2022, school supply staff are a difficult group to capture. This is due to the fact that their employment is often sporadic as expected of a casual employee.</p> <p>Not all casual employees will be assigned work and therefore, services are required to train this group of employees, some of which may never be provided with work. We will be working with Education services to understand what the barriers are to this training being completed and whether there are any data recoding issues which need to be addressed.</p>					
M2.4e	% of total staff (all groups) receiving safeguarding awareness training within 6 months of commencing in post. (on-line training now available)	22.80	100.00	17.60	 Red
<p>Given the positive strides we have made in relation to Safeguarding training, as reported to Finance &amp; Resources Scrutiny in March 2022, the number of new employees completing their safeguarding training in their first 6 months of employment is considerably lower than expected. The data above reflects the statistics <u>at the end of March</u>. Since then we have reviewed the process. We will be returning to Finance &amp; Resources Scrutiny in October 2022. During this time we will be working with the relevant services to understand what the barriers are to this training being completed and whether there are any data recoding issues which need to be addressed.</p>					
M2.5	% of newly elected Councillors attending compulsory safeguarding training as identified by the Democratic Services Committee	100.00	100.00	100.00	 Green
<p>All Councillors have received the compulsory training.</p>					
M2.6	Number of reports from staff who have raised a concern about vulnerable people	916.00	No target	1098.00	 N/A

### Self-evaluation of performance

#### Well-being of Future Generations Journey Checker self-assessment – Being More Adventurous

Safety and safeguarding remains a priority for the Council. The Corporate Safeguarding Board (CSB) and Designated Safeguarding Managers (DSM) remain alert to the risks of the continuing pandemic and the potential negative impact on vulnerable people. Our message that safeguarding is everyone’s responsibility assists with improvements in safeguarding reporting and the success of ‘Safeguarding Week’ and in particular the ‘PREVENT’ conference, provides further assurance that the importance of safeguarding remains a high priority for the Council.

This importance is further endorsed by the improvements seen in the increased uptake of safeguarding training amongst school staff during the year and how we have integrated safeguarding into every stage of our recruitment process. Our ‘Safer Recruitment for Managers’ training course ensures our managers are well equipped with the skills they need to recruit safely.

### **How does this 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.

### **Areas for improvement / development**

Safeguarding remains a key priority for us and we will work to improve our safeguarding training completion by identifying and removing barriers to staff completing the training. The pandemic restrictions had made it difficult to deliver training for those staff who are not able to complete it virtually and require face to face sessions. The data above reflects the statistics at the end of March. Since then we have reviewed the process and we anticipate an improvement in the next reporting period.

## 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	Performance 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

To understand what type of affordable housing is needed and where, it is important to have an up-to-date Local Housing Market Assessment (LHMA) in place. In February 2022, Conwy’s interim LHMA was approved. The interim assessment was prepared in line with Welsh Government guidance ‘Local Housing Market Assessment Guide (2006)’ and supplementary guidance ‘Getting started with your Local Housing Market Assessment (2014)’.

Welsh Government issued new guidance in April 2022 and a consistent timetable for all local authorities in Wales to complete their LHMA, in line with the recommendation set out in the independent review of affordable housing supply in Wales 2019. Conwy’s interim LHMA will be updated accordingly.

In addition to the LHMA, Conwy published the first Local Authority Prospectus, in line with Welsh Government guidance, in August 2021. The Prospectus provides housing associations and other stakeholders with the information they need to make informed decisions about where to search for land and property to deliver new affordable housing. The Prospectus is updated and published bi-annually.

133 units of affordable housing were delivered during 2021/22 via the social housing grant programme. An increase of 34 units and 43 units compared to 2020/21 and 2019/20 delivery.

Conwy’s 2021/22 social housing grant allocation of £8,595,462 was fully allocated and claimed within the financial year. An increased of £5,697,498 and £2,777,607 compared to 2020/21 and 2019/20 allocation.

Although the new housing delivery has increased, the turnover of existing stock has reduced and demand has increased. As a result the gap between supply and demand is widening.

On average, each year the housing register demand increases by 60 applicants, however, demand between 2020/21 and 2021/22 increased by 262 applications.

To support the social housing development programme and reduce development barriers such as availability of land, the following Council owned land and/or assets have been transferred to a Registered Social Landlord partner to develop affordable housing.

Delivered:

- Penmaenhead, Old Colwyn - 6 units
- Y Gorwel - 1 large unit (6 bedroom)
- Ysgol Maelgwyn, Llandudno Junction - 27 units

On site:

- Plas Penrhyn, Penrhyn Bay, 21 units
- 7 Coed Pella - 6 units.

In early 2022 an Affordable Housing Programme Board was established. The aim of the programme is to support the acceleration of the supply of affordable housing using Council owned assets. The board coordinate affordable housing projects and tasks, provide support to break down barriers to bringing developments forward and provide oversight.

It has been identified that it would be beneficial to appoint a preferred Registered Social Landlord development partner. A framework is currently being developed.

In addition to building new homes, it is important that existing housing stock is utilised, including empty properties. To consider how to make best use of existing stock, a regional 'rightsizing' group has been set-up. The purpose of the Group is to, in collaboration develop a consistent approach to rightsizing activities and communication across north Wales. Rightsizing is the term used when a tenant moves to a property that meets their current housing needs.

The role of the group is to implement the recommendations set out in the CIH Tyfi Tai report 'Right place, right home, right size?' A report commissioned by the group, to highlight which activities would support 'rightsizing' for tenants living in social housing.

To achieve the above the group have signed-up to the Rightsizing principles set out below:

*Principle 1* - Commitment to tenant engagement to develop and implement rightsizing activities and communication.

*Principle 2* – Commitment to a flexible approach to rightsizing activities to meet the needs of tenants now and in the future.

*Principle 3* – Commitment to monitor rightsizing activities and implement service improvements where necessary.

*Principle 4* – Commitment to reducing inequalities in housing.

Work is on-going to bring empty properties back into use as affordable housing. To reduce the waiting time for applicants in need of 1 bed accommodation, an empty property grant scheme has been set-up. Empty property owners are being offered a grant of up to £25,000 to bring their properties back into use as affordable housing, in return for 5 years nominations rights and rent at Local Housing Allowance rate. Smaller properties in central locations have been targeted, and if all properties are successful, a total of 23 x 1 bed units will have been brought back into use by 2022/23.

Conwy in partnership with Denbighshire County Council, took part in the Welsh Government Pilot private leasing scheme in August 2020 (one of three pathfinder authorities, having successfully bid for the opportunity), it had been set up to help lower income families, and household who are homeless or at risk of homelessness, access the private rented sector. Property acquisitions to the scheme ended in March 2022, with a total of 16 properties being leased by Conwy for a 5 year period; 9 in Conwy and 7 in Denbighshire. These properties are all occupied by households who were owed homelessness duties. This scheme has now been replaced by 'Leasing Scheme Wales' (LSW), the aim is to acquire 92 properties within 5 years.

A3.2	Work with partners to further strengthen our homelessness prevention services	 Green
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Presentations to the service remain high and households in temporary accommodation remain at the highest levels seen. Additional progress has been as follows:

Rapid Rehousing Transition Plan (RRTP) - a Project Group has been set up to develop our plan for meeting the Welsh Government's aim of transforming the whole approach to homelessness provision so that those

who present as homeless each and every day experience a system which is focused on real prevention; and where that fails, as it occasionally will, homelessness is rare, brief and non-repeated. Crucial to this will be a shift towards a rapid re-housing model which will minimise the time that households are homeless and spend time in temporary accommodation which will require an investment in resources and build on the partnership approach we currently have in place. Ongoing engagement with partners to develop the plan will be key.

To support the above, a Business Case was submitted to support the growth of the team and bring in key roles like a Landlord Liaison Officer. This was awarded this half year and plans into 2022/23 to build on this and strengthen team resources and partnership working.

We have also secured ongoing 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”. This post was in the team previously but funding ended. There is now new funding available for 22/23.

Housing First continues to grow and another 5 individuals will join the team in 2022/23.

A3.3	Increase the supply of appropriate market housing which meets identified need.	 Amber
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The Local Development Plan (RLDP) is currently progressing to Deposit Consultation planned for early 2023. The plan currently promotes 4500 market units and 1700 affordable housing units with appropriate land allocations and policies to meet the needs. A pause and review has been implemented twice, one to understand the impact of Covid and the other to consider the new Census data. These reviews have ensured that the planned level of housing is correct over the next 15 years.

The new LHMA indicates a need of 1700 affordable units that need to be delivered via the planning process up to 2033. Strategic Planning Policy are working with Welsh Government, Registered Social Landlords and developers to increase the current allocation in the RLDP to meet this need by 2033. This work is subject to a current ‘affordable housing call for sites’ consultation process and workshop with key stakeholders to identify and allocate additional sites to increase affordable housing. This work should be completed by October 2022 prior to bringing a RLDP affordable housing strategy report via the political process. The RLDP housing and affordable housing strategy will also include a hierarchical approach to policy implementation to ensure that there are various flexible approaches for developers and RSLs to increase affordable housing delivery. For example, land allocations and polices will be promoted to deliver sites in three areas 1) at the viable policy level working with private developers (e.g. 30% supply), 2) sites specific to RSLs only to deliver a minimum of 50% affordable housing in line with the Minister’s ambitions, and 3) a 100% affordable housing exceptions policy for land in both urban and rural areas.

The Town Centre First study is now in draft form, which identifies a number of policy amendments areas to improve housing delivery in town centres. The work will result in amendments to policy to provide greater flexibility for town centre housing alongside the needs for retail, business and community uses. A Town Centre Workshop was held in June 22 with key stakeholders. Next step is to present the work and suggested policy amendments via the political process in November 2022.

The affordable housing viability study has been further reviewed to take account of increased development costs, development quality requirements, and new national policy requirements, such as the costs associated with net-benefit in biodiversity on site. The final viability work will be presented to the Affordable Housing Workshop planned for mid-October 22 prior to Cabinet approval.

Improved knowledge of the second/holiday homes impact on communities/housing supply is being progressed with the intention of bringing forward a 'Principle Residence Policy' restricting all new build residential to local market/affordable housing. Controlling existing houses is also under review via the potential use of Article 4 Directions. Subject to the release of Welsh Government's amendments to the Use Classes Order, the policy will be progressed via political process later this year prior to RLDP Deposit consultation. A working has been established to progress this work.

A Houses in Multiple Occupation (HMO) Working Group has also been established to review the current HMO policy as part of the RLDP. This work is likely to be ready for political presentation December 2022. An engagement event will be provided to the Landlords Forum to inform the policy review process in October 2022.

A Holiday Accommodation Zone (HAZ) Working has been established to review the current HAZ policy and zones. The work will consider flexibility in change of use, including the potential acceptability to accommodate emergency/temporary accommodation. The work is subject to the on-going evidence gathering stage prior to a workshop planned in November 2022.

Progress Groups have been established between the RSLs and Developers to progress and enable the remaining Local Development Plan (LDP) sites in the currently adopted LDP. This has resulted in progression of the LDP sites consisting in a mix of market and affordable housing.

The intention is for all this work to be completed by October/November to inform the RLDP Housing Strategy up to 2033. Reports are expected through the political process early in the new year. An amber status is applied due to a number of unknowns e.g. when Welsh Government will amend the use classes, assessment of further land options to meet need.

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)	 Green
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We have maintained regular contact with all providers throughout the Covid pandemic and collate regular information on the number of vacant beds within the sector. Covid has had a significant impact and we are seeing a large numbers of vacancies arise within both residential and nursing homes in Conwy. The situation is being monitored closely and we have had joint meetings with Betis Cadwaladr Health Board and with the hardest hit providers to investigate the reasons and consider solutions and support.

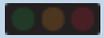
Given the impact on Covid we are no longer considering an increase in supply at this time, although improving quality remains a priority. Under new guidance we are required to produce a Market Stability Assessment in 2021-22 that will assess the current situation and inform our strategy and action going forward.

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

Measures Code	Measures Title	Actual 20/21	Target 21/22	Actual 21/22	Performance Rating
M3.1a (i)	Number of new affordable housing units (funded through Conwy's Affordable Housing Development Programme) provided by size and tenure - Social (including supported housing for vulnerable people)	82.00	123.00	72.00	 Green

19 x 1 bed 34 x 2 bed 18 x 3 bed 1 x 4 bed The target of 123 is the combined target for both M3.1a(i) and (ii) the sum total of the two measures is 133 therefore the outcome is 10 more than the target					
M3.1a (ii)	Number of new affordable housing units (funded through Conwy's Affordable Housing Development Programme) provided by size and tenure - Intermediate (low cost home ownership / rent)	42.00	No target	61.00	 NA
41 x 2 bed 19 x 3 bed 1 x 4 bed					
M3.1b	Number of new affordable housing units which were previously empty homes	5.00	No target	8.00	 NA
The improved outturn performance over that reported in 2020/2021 is due to the inclusion of more empty dwellings onto the Private Sector Leasing Scheme (plus two properties having been purchased by an RSL). Property sizes: 1 bed - 1 2 beds - 4 3 beds - 2 7 beds - 1					
M3.1c	Number of new affordable housing units provided during the year as a % of all new housing units during the year	No data	30.00	28.74	 Red
This is a reduction on the previous year. This is due to a restart of the building industry following COVID and a high number of committed sites with planning permission not having started construction. It is highly likely that the next annual reporting period will see an increase in the number of affordable homes built once the committed supply begin construction.					
M3.1d	Total number of additional housing units provided during the year	290.00	No target	254.00	 N/A
This is a reduction on the previous year (290). This is due to a restart of the building industry following COVID and a high number of committed sites with planning permission not having started construction. It is highly likely that the next annual reporting period will see an increase in the number of homes built once the committed supply begin construction.					
M3.2a	Number of applicants for social housing on the common housing register	1,204.00	No target	1,719.00	 N/A
Band 1 - 239 Band 2 - 1296 Band 3 - 9 Band 4 - 174 Total - 1719					
M3.2b	% of cases where homelessness has been prevented	86.11	No target	67.14	 N/A

A total of 237 households were accepted as per section 66, 24 lost contact and 143 successfully supported and prevented from becoming homeless. Unfortunately, the prevention rate to date has decreased to a level well below a rate ever reported for this measure, however, this was anticipated due to the impact of the “everyone in policy” and the lack of affordable housing solutions open to people to prevent their homelessness.

M3.2c	Number of open homelessness cases	598.00	No target	729.00	 N/A
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The number of homelessness cases continues to rise. This is in line with increasing presentations to the service overall. There are an average of 103 presentations per month to the service. Limited move in and affordable housing options in the County mean that duties cannot be ended as quickly so cases open remain high.

M3.2d	Number of households in temporary accommodation at the end of the period	246.00	No target	290.00	 N/A
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The numbers of households is increasing in temporary accommodation due to more entering accommodation than moving on from it. A total of 58 people were placed into temporary accommodation in March 2022 and 48 people were moved onto suitable permanent accommodation. This resulted in a gain of 10 into accommodation. This is an ongoing trend due to the limitations of move on options in the County at the moment.

M3.3a	% of new market homes that are 1 or 2 bedrooms	No data	No target	No data	 N/A
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Due to Covid 19 The Joint Housing Land Availability Study has been delayed as a result of Welsh Government guidance. Applying an average trend over the past years 5 results in 290 new housing a year the back log count is currently being undertaken to include figures for the past 2 years the data will therefore not be available until later in the year.

M3.3b	% of new market homes that are 3 bedrooms	No data	No target	No data	 N/A
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Due to Covid 19 The Joint Housing Land Availability Study has been delayed as a result of Welsh Government guidance. Applying an average trend over the past years 5 results in 290 new housing a year the back log count is currently being undertaken to include figures for the past 2 years the data will therefore not be available until later in the year.

M3.3c	% of new market homes that are 4+ bedrooms	No data	No target	No target	 N/A
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Due to Covid 19 The Joint Housing Land Availability Study has been delayed as a result of Welsh Government guidance. Applying an average trend over the past years 5 results in 290 new housing a year the back log count is currently being undertaken to include figures for the past 2 years the data will therefore not be available until later in the year.

M3.4a	Number of independent care sector (e.g. residential and care home) beds in the County	1,454.00	No target	1,452.00	 Green
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As at 31.03.2022, a total of 1,452 independent care sector beds was recorded in the County.

M3.4b	% change of independent care sector (e.g. independent and nursing home) beds in the County	No data	3.70	0.00	 Red
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As at 31.03.2022, a total of 1,452 independent care sector beds was recorded in the County. There were no new beds recorded in 2021/22.

M3.4d	Number of people on the waiting list for Conwy existing extra care schemes	No data	80.00	77.00	 Green
<p>The breakdown of people on the waiting list for Conwy’s existing extra care schemes is as follows:</p> <p><i>Tan Y Fron - 26, Hafod Y Parc – 19, Hafan Gwydir – 20, Llys Y Coed - 12</i></p> <p>During this period we have seen an increase in out of county applications. All are people from the localities of the schemes who have moved away, they have family living locally who want them to move back to Conwy so they are able to support them. The highest number is in the applications for Hafan Gwydir which include 10 out of county applications. We continue to see applications from the residents of the Colwyn CRT who have a need for extra care housing.</p>					

**Self-evaluation of performance**

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

Meeting the increasing demand for affordable housing remains a significant challenge, compounded by rising homelessness, rising house prices and the cost of living crisis. However, we have continued to make good progress in increasing the new affordable housing provision during the year through our social housing grant programme, where an additional 133 units were delivered, exceeding our annual target of delivering 123 units.

In addition to building new housing, good progress has been made in utilising existing stock, including bringing empty properties back into use to help address the limited housing supply and the reduced turnover of existing housing. An empty property grant scheme has been set up to encourage property owners to offer their empty properties as affordable housing, with 23 properties targeted initially. As part of the Welsh Government private leasing scheme pilot, we were able to house 16 households who were owed homelessness duties.

We continued to work hard to support care providers throughout the challenges of the ongoing Covid pandemic ensuring that they had the help they needed. However, the number of vacant beds within both residential and nursing homes in Conwy remains a concern and the situation continues to be monitored.

**How does this 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.

**Areas for improvement / development**

Managing the unprecedented high levels of homelessness and highest levels seen of households in temporary accommodation remains a significant challenge. This is compounded by an insufficient supply of affordable housing, where Conwy has the lowest level of general needs social housing in Wales. The Rapid Rehousing Transition Plan will be a positive transformation in our approach to homelessness prevention, focussing on real prevention and periods of homelessness being rare, brief and non-repeated. This shift towards rapid re-housing will require investment in additional resources and a further strengthened partnership approach to ensure its success.

## Outcome 4 - People in Conwy are healthy and active



### 4.1. Our Priority Actions

Action Code	Action Name	Performance 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.	 Amber
<p>We are currently starting an in house review of the National Exercise Referral Scheme (NERS) as this is being done Nationally by Public Health Wales. The internal review will identify areas for improvements as the national review could result in lower funding towards the scheme at a local level.</p> <p>Meetings have taken place with Education and Social Care. Leisure have developed a junior membership which has seen a good take up in membership. We are investing in facilities which will support Education for the changes in the PE curriculum which will be more focussed on health and well-being and not just sports. Leisure is also exploring opportunities within the Social Care service including family hubs and play.</p>		
A4.2	We will focus on Adverse Childhood Experiences and provide support to parents through multi-agency approaches.	 Green
<p>We continue to make the best use of available grant funding to provide a range of services to children families and vulnerable adults.</p> <p>This activity is now embedded in the service as Business As Usual and has been completed.</p> <p><b>The Edge of Care multi-agency panel</b> are now fully embedded into practice and take place on a weekly basis. There is regular commitment from CAMHS, family centres, youth services, the Family Intervention Team and the Strengthening Families Team.</p> <p><b>Early Intervention Panel</b></p> <p>The edge of care coordinator and the Team Manager provide early intervention multiagency consultation panels once per month. The purpose of these meetings is to focus on how to support families on the brink of entering managed care services. It also is an opportunity to consider whether some families would benefit from the managed care process. As a result some cases have been prevented from going through to managed care services.</p> <p><b>The Strengthening Families Team and the Family Intervention Team</b> work with parents and children affected by Adverse childhood experiences on daily basis delivering therapeutic interventions which address their individual circumstances. The five Family Support Teams all offer a weekly timetable of activities on four different levels:</p> <ul style="list-style-type: none"> <li>• Open access groups – often delivered in partnership with other agencies such as health, and third sector</li> <li>• Information, advice and assistance – including referrals to other organisations and joint working with them</li> <li>• Targeted group work (parenting programmes) – sometimes delivered in partnership with other agencies, such as CDC, Health, third sector</li> <li>• One to one support from a Family Workers, involving multi-agency meetings where needed.</li> </ul> <p><b>The Family Support model</b> continues to focus on early intervention and prevention through multi-agency</p>		

approaches. The five Family Support Teams all offer a weekly timetable of activities. Each area team provides:

- Domestic Abuse services (provided through commissioned service)
- Family breakdown: Family relationships support, and Family Counselling (provided through commissioned service)
- Access to mental health support
- Access to bereavement support
- Abuse: Clear pathways to ensure support for families affected by abuse; positive parenting courses and one to one support
- Building resilience: Family Wellbeing Profile is a collaborative tool with an emphasis on empowering families and increasing resilience; open access and peers support groups – to build resilient communities; promotion of the 5 Ways to Wellbeing

We work with the North Wales Police Early Action Together programme, offering an alternative pathway for seeking support for families who do not require a safeguarding referral. The focus of the training has been on understanding of vulnerability and the impact of Adverse Childhood Experiences.

A4.3	We will work to ensure Conwy citizens have timely access to mental health assessment and support.	 Green
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Covid 19 forced the physical hub and location in Conwy Mind to close. However the service has been offered remotely with many people remaining engaged and receiving support. A business and development plan has been agreed for the next 5 years which will support our statutory services within Mental Health and Vulnerable People. Some of the services offered remotely have been welcomed and this will form part of the model post Covid.

A4.4	We will develop approaches to encourage people to take part in physical activity	 Green
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Prom Xtra returned to a live event in May with taster sports activities in cricket, rugby and paddle boarding worked into the programme.

The events team ran the Tour of Britain in September, which included activation for getting out on your bike. We have also actively marketed Ffit Conwy offers to the public during the year.

We were able to restart some of our pre-pandemic activities (such as school swimming since end of Oct) and have been delivering arrange of programmes in primary and secondary schools through the Actif Conwy Team. The Learn to swim programme has also restarted but has not extended to all year groups yet.

Active family wellbeing (ages 0-3):

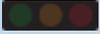
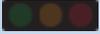
Online 'Active Family Wellbeing' classes continue to be delivered twice weekly via Facebook Live.

We continue to maintain high quality parks and green spaces, which provide attractive environments, free of charge, for people to experience, in spite of stark funding shortages. Continued investment in maintaining and improving this infrastructure is critical in providing the right environment for citizens and customers to look after their physical and mental wellbeing.

The recently published Corporate Learning and Development Plan includes a section on encouraging a healthy lifestyle. This provides staff with a number of initiatives that they can take part in including walks. Time to Change Wales was a new initiative launched in February 2022 to support mental wellbeing. There are a number of staff benefits including cycle to work scheme and Carefirst Zest which support colleagues to take part in physical exercise.

A4.5	We will work to achieve the Corporate Health Standard in order to support the well-being of staff	 Green
The Authority had a revalidation assessment in March with a view to maintaining and extending our Corporate Health Standard Silver Award. Our revalidation was successful and our Silver award will be extended for another 12 months. There was also an acknowledgement from the assessor of the phenomenal work that Conwy has done over the last 12 months and how a lot of the work we have been doing is the equivalent of Gold standard.		

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

Measures Code	Measures Title	Actual 20/21	Target 21/22	Actual 21/22	Performance Rating
M4.1a	The percentage of adults who completed a period of reablement and have a reduced package of care and support 6 months later	7.66	10.00	No data	 N/A
This performance indicator was previously a statutory social care measure reported to Welsh Government. However, since the implementation of the new WG Performance Management Framework in April 2020, there is no longer a requirement to submit data for this measure. In addition, this measure has been replaced by newer reablement metrics. These metrics will be monitored locally and data submitted to WG on an annual basis. The new reablement metrics have also been included within the new Corporate Plan 2022 - 2027.					
M4.1b	The percentage of adults who completed a period of reablement and have no package of care and support 6 months later	58.31	75.00	No data	 N/A
This performance indicator was previously a statutory social care measure reported to Welsh Government. However, since the implementation of the new WG Performance Management Framework in April 2020, there is no longer a requirement to submit data for this measure. In addition, this measure has been replaced by newer reablement metrics. These metrics will be monitored locally and data submitted to WG on an annual basis. The new reablement metrics have also been included within the new Corporate Plan 2022-2027.					
M4.1c	% People receiving social care support who report that they can do what matters to them	No data	60.00	No data	 N/A
This question formed part of a survey required to be completed by Welsh Government. The survey was called the Citizen's Survey. There is no longer a requirement by WG for local authorities to undertake the Citizens Survey. There is no data available for this Corporate Plan measure.					
M4.2	% of people participating in sporting activities three or more times a week (National Survey for Wales)	28.00	No target	No data	 N/A
There has been no recent Welsh Government Survey conducted.					
M4.3	Number of new Social Care Wellbeing activities initiated within communities	110.00	No target	151.00	 N/A
In 2021-22 we provided a total of 151 sessions in which 1,080 people participated.					

## **Self-evaluation of performance**

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

Good progress has been made to develop sustainable preventative health and wellbeing models, including investment in our leisure facilities to support delivery of our physical education curriculum with a wider focus on health and wellbeing in addition to sport.

We continued to be innovative in the ways we delivered our health and wellbeing activities, which had a positive impact upon participation during the year. 700 people took part in 92 social care wellbeing activities and the activities in our libraries, such as yoga and Tai Chi, were well attended. To further support wellbeing, we set up a health hub in Glasdir Library with an information point for MIND so people could access mental health support and information.

We continued to support our staff with their physical and mental wellbeing during the year. We launched the Time to Change Wales initiative, to tackle and end stigma and discrimination around mental health and encourage staff to talk about it in the workplace. We also retained the silver award of the Corporate Health Standard for a 3<sup>rd</sup> consecutive year, which is a national mark of quality for health and well-being in the workplace.

#### **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.

#### **Areas for improvement / development**

The sustainability of the care sector remains a significant concern, with service demand continuing to increase at a significant rate. The capacity to meet this demand is compounded by difficulties in recruitment and staff shortages in the sector and rising costs for care providers. The preventative actions we take to improve health and wellbeing and our continued efforts to promote the benefits of working within social care are critical in helping to sustain these services and keep people healthy.

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



### 5.1. Our Priority Actions

Action Code	Action Name	Performance RAG
A5.1	To provide businesses to help them remain viable/ recover from the economic impact of COVID 19	Green
<p>We continue to engage and support businesses with their requests.</p> <p>From October through to December Business Support worked on the process / criteria for the Welsh Government Business Development grant. This was then withdrawn by WG prior to launch to bring in the January Covid grant.</p> <p>In January and February the team delivered the Covid Emergency Fund grants. Work commenced in earnest on engagement plans with networking and engagement to launch Business Networks / Forums in key towns.</p> <p>Linked to our engagement with businesses, we have continued to promote advice and funding opportunities through our social media channels and we have continued updating the website to ensure that we have communicated changes to businesses.</p>		
A5.1a	Enable Conwy's businesses to benefit from the major economic developments across the region and support them to take advantage of the opportunities from the North Wales Growth Deal and the wider growth vision	Amber
<p>Conwy Officers have been closely involved in all of the five programmes of the Growth Deal to secure benefit for Conwy and its residents. The latest Growth Deal project to come forward for Outline Business Case approval is the 'Last Few Percent' digital connectivity project which aims to bring broadband to those properties which currently don't have connections. The Senior Responsible Officer for this regional Growth Deal project is a Conwy Officer.</p> <p>Meanwhile, alongside the Growth Deal, the Conwy team have been working with the Growth Deal Programme Office to prepare a Regional Investment Prospectus which will enable us to draw down £104m of funding for North Wales of which £20m would be for Conwy. The team have also been working on three separate Levelling Up Fund bids, which if successful would bring considerable economic benefit to the county.</p>		
A5.2	To review the Conwy Economic Growth Strategy to ensure that the priorities are still pertinent in light of Covid 19	Green
<p>A review the Local Development Plan was commissioned which included a review the 5 Objectives and 6 Cross Cutting Themes of the Economic Growth Strategy (EGS) 2017-2027 taking into account the impact of the pandemic.</p> <p>We have drafted an Action plan to start delivering the objectives and we continue to act on and monitor the actions. An update report was taken to Economy and Place Overview and Scrutiny Committee on the 16th of February 2022.</p>		
A5.3	To complete the new premises in Conwy's Penmaen road (Tremorfa Enterprise park) to support the growth of businesses	Green

The premises (in so far as the industrial units) were completed in January 2021.

A5.4	Support skills development including apprenticeships to equip people to be ready for work opportunities in the region	 Green
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We drew down UK Government Community Renewal Funding for 5 Skills and Employability projects under the Skills and Recovery for Growth Programme:

1. Confidently You – a pre-employment project which focuses on reducing social isolation, building resilience, increasing confidence/self-esteem, developing soft practical, financial, digital and employability skills, volunteering, gaining qualifications, improving physical and mental health.
2. Therapeutic Counselling - Short-term work-focussed counselling and coaching to support people to overcome mental health barriers to employment.
3. Mental Health Recovery College - Developing the Recovery College concept to evaluate the impact on individuals' mental health/wellness, employability, community cohesion and social prescribing.
4. Pathway and Development Courses – delivering a range of pathway and development training courses incorporating sector specific accredited qualifications, employability skills and work placements in growth and priority sectors in Conwy. These include Security, Construction, Reuse/Recycling, Green Industries and family learning activities.
5. Libraries as Community Hubs - A feasibility study with a number of work packages in order to identify and pilot an implementation model based on local research and good practice across the UK. This will include identifying potential service providers, looking at examples of good practice and producing terms of reference for establishing a multi-agency Digital Inclusion group to coordinate digital participation within the community. It will also cover identifying digital barriers and approaches to tackle digital inclusion locally and identifying training requirements for staff. The project will culminate in running a pilot project at Llanrwst Library to test the proposed Community Hubs and the Recovery College models, including reading-for-wellbeing projects.

Continued delivery of a range of European Social Fund and Welsh Government funded national and regional employability programmes to upskill, prepare and support young people and people of working age into employment or training, as well as in work support. (Communities for Work, Communities For Work Plus, PaCE, Cynydd/Progress, Trac projects). All these programmes incorporate skills and training courses to support development and progression into employment.

A Hospitality Jobs Fair was held in Llandudno in partnership with Dept of Work & Pensions to promote opportunities within the sector. A total of 16 Employers attended with 300 + jobs on offer

- 76 Customers came through the door
- 4 Kickstart applications were made
- 1 Kickstart start confirmed
- 92 Jobs applied for or will be applied for
- 34 interviews lined up and 5 trial shifts at a local restaurant
- 2 Job starts
- 8 customers signed up for C4W and more to contact/showed an interest
- 3 customers signed up for Hospitality Courses

A Jobs Expo was held in Colwyn Bay, which was attended by over 170 jobseekers including young people. 70 local and regional businesses attended to promote a wide range of opportunities including apprenticeships and self-employment support. The Expo also included CV and Interview Skills workshops ran by Careers

Wales.		
<p>A virtual course was piloted, We Discover, for young people aged 16-24 years including Care Leavers. It was run by We Mind the Gap, a North Wales based charity. The 10-week virtual programme helped young people from Conwy to discover and build a positive future for themselves. Topics included - New confidence, Self-esteem, Friendship, Broadened horizons, Fun Role models, New skills, Support with writing CVs and cover letters, Continued mentoring into next steps. All participants enrolled into an alumni programme.</p> <p>A series of workshops and activities have been held to engage and support young people who had been adversely affected by Covid 19 to improve their resilience, mental health and reduce social isolation. These included online cookery workshops/accredited skills in the hospitality/catering industry including L2 Food Hygiene, yoga/mindfulness and confidence building development sessions at Adventure Parc Snowdonia.</p>		
A5.5	Develop a winter tourism offer to strengthen the sector making it more sustainable for investment and employment.	 Green
<p>The winter tourism marketing campaign resumed on 5th February 2022 and ran for eight weeks with radio airtime and an online competition promoting winter breaks in Conwy. Our website and social media channels highlighted the many attractions, activities and experiences that can be enjoyed on a winter break in the area.</p>		
A5.6	Encourage other stakeholders to help defend the coastline and protect critical infrastructure including the A55 and mainline rail and trunk sewer at Colwyn Bay	 Green
<p>A commitment has been made by Welsh Water to contribute £600k to the coastal defence improvement scheme at Old Colwyn in 2022/23.</p> <p>Additional areas of concern along the coastline have been identified at Penmaenmawr / Dwygyfylchi. Stakeholder engagement with Network Rail is ongoing in these areas.</p>		
A5.7	We will restructure our services to enable us to focus on regeneration strategies across the county	 Green
<p>The Economy and Culture Restructure Project has now been completed, with an end of project report produced in April 2022. Restructuring in all but two of the sub-services is complete, with the two remaining sub-services adopting a two phase approach – the first phase of which has also been completed.</p> <p>In January and February 2022, two Economy and Culture Service visioning sessions were held, the first for the management team and the second for direct reports to management team and other nominated staff. These sessions produced a draft vision for the service and Service Outcomes which have been used as the basis for business planning for 2022/23.</p>		

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

Measures Code	Measures Title	Actual 20/21	Target 21/22	Actual 21/22	Performance Rating
M5.1	New business floor space developed during the financial year	21,800.00	No target	0.00	 N/A
No new business floor space developed this year.					
M5.1ai	Start-up grants issued	83.00	No target	No data	 N/A

Start-up grants remain unchanged as these were delivered as part of WG Covid support. The Conwy Business Support Grant does not cover start up.					
M5.1aii	Covid grants issued	2,058.00	No target	375.00	 N/A
TOTAL COVID GRANT 2020-22 – 3864 Applications, £4,886,791.02 Paid and 2433 Businesses Supported. Covid Emergency Fund (Jan-Feb 22) – 315 Applications, £191,000 paid and 171 Businesses Supported					
M5.2a	Business directly supported by projects delivered by CCBC	No data	No target	260.00	 N/A
A total of 260 businesses have been directly supported – this includes grants delivered, Colwyn creative and digital bursary, Webinars delivered etc.					
M5.2b	Investment facilitated or financially supported by CCBC through the Conwy Economic Growth Strategy (2017- 2027)	91,000.00	No target	6,222,191.00	 Green
Between Oct 21 and Mar 22 we dealt with the following investment into the county via Business Support and External Funding opportunities. Business Support - £5,077,791 Other investment - £1,144,400 The above amounts do not include Community Renewal Funding.					
M5.3	Number of Modern apprenticeships on the staff structure	9.00	No target	9.00	 N/A
M5.3a	Number of staff employed by Conwy County Borough Council following an apprentice qualification at Grwp Llandrillo Menai	97.00	No target	116.00	 N/A
These included a modern apprenticeship post + personal development apprenticeships.					
M5.3b	Number of work experience placements (when covid measures permit)	4.00	No target	47.00	 N/A
There has been an increase in work experience numbers due to the government Kick-start initiative.					
M5.4a	Number of visitors in winter months (Oct - Feb)		No target	0.153m	 N/A
The figures have been affected by Covid restrictions on travel					
M5.5a	% of children living in poverty (where household income is less than 60% of the British average income).	No data	No target	33.70	 N/A
In Conwy County, for 2020/21 there were 6,350 children in low income families. This represents 33.7% of all children under 16. The majority of these are in working families (4,600). This is an increase of 1,675 since 2019/20 and is higher than the figures for Wales (31.9%) and Great Britain as a whole (22.8%)					
M5.5c	Number of businesses supported	7,387.00	No target	4,740.00	 N/A
Businesses have been supported through business support emails, calls and limited face to face, grants and signposting.					

M5.5d	Number of businesses engaged with	10,000.00	No target	5,424.00	 N/A
<p>The breakdown of how businesses have been engaged with is as follows:</p> <ul style="list-style-type: none"> <li>• 182 Business Updates (newsflashes) sent during the year - each one sent to over 5000 businesses / individuals</li> <li>• 324 face to face / telephone engaged directly linked to events, forums &amp; networking.</li> <li>• 100 new subscribers to business communications during the period.</li> </ul>					

**Self-evaluation of performance**

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

The Council continued to provide significant support to the business community during the year, including keeping track and communicating various changes which were announced in order to help businesses recover from the economic impact of the pandemic and improve their sustainability. Extensive engagement took place with more than 5,000 businesses and since the start of the pandemic, we have administered £4.9m in covid grants to 2,500 businesses, helping them respond to the economic challenges brought about by the pandemic.

Good progress has been made to address the ‘digital divide’ between our towns and rural communities as part of the North Wales Growth Deal, further enabling our businesses to benefit from regional economic developments. Conwy is leading on the ‘Last Few Percent’ project which aims to provide sustainable and affordable broadband connectivity to benefit North Wales’ communities and businesses.

We continued to help people develop their employability skills to give them the best chance of securing employment, through establishing our 5 skills and employability projects as part of the Skills and Recovery for Growth Programme. These projects focus on building personal resilience and self-esteem in addition to developing the practical skills needed for employment. They also provide opportunities to gain sector specific qualifications in a range of industries including security, construction and environment.

Through the Kickstart scheme, we were able to offer an additional 43 work placements to 16 to 24 years olds during the year. Coupled with increases in the number of apprenticeships supported by the Council, these improvements build further resilience into the County’s future workforce.

**How does this 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.

## **Areas for improvement / development**

There are several external factors which present challenges to the county's economic sustainability, including the current cost of living crisis; rising inflation and the threat of a recession; the war in Ukraine; the impacts of the UK's exit from the European Union on our supply chain; and the ongoing uncertainty surrounding Covid. In order to mitigate the effects of these challenges, we will continue to work with Welsh Government and the UK Government to deliver their programmes, projects and initiatives to improve local economic resilience and regeneration. We will continue to support our local businesses and support people with their employability skills so that we have a sustainable workforce for the future, and we maximise funding opportunities to help accelerate improvement.

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



### 6.1. Our Priority Actions

Action Code	Action Name	Performance RAG
A6.1	Support and educate communities to prevent/prepare for flooding.	 Green
<p>Morfa Rhuddlan, Llanfair TH and Conwy Valley flood forums are now set up and meeting on a regular basis.</p> <p>Flood awareness and preparedness information has been promoted through a series of Twitter and Facebook posts which were viewed over 50,000 times. These included information on flood warnings, high tides and weather warnings in advance of events happening.</p> <p>Improvements have been made to the CCBC website with updated information on flood awareness and preparedness, including the flood awareness document which has also been placed in libraries in vulnerable communities throughout Conwy.</p>		
A6.2	Subject to funding, implement sustainable coastal and flood defence schemes that are fit for purpose.	 Green
<p>With up to 85% funding received from the Welsh Government, the following flood defence schemes are underway within the County:</p> <ul style="list-style-type: none"> <li>- Llanfairfechan Coastal – funding received for detailed design which is underway.</li> <li>- Llandudno Coastal – currently in the detailed design stage.</li> <li>- Penrhyn Bay Coastal – construction phase underway.</li> <li>- Rhos on Sea (Colwyn Bay Phase 2b) – construction phase underway.</li> <li>- Colwyn Bay Phase 3 (Old Colwyn/ Splash Point) – construction phase underway.</li> <li>- Llanddulas/Kinmel Bay – detailed design underway.</li> <li>- Eldon Drive, Abergele – construction of phase 1 completed with phase 2 design underway.</li> <li>- Schoolbank Rd, Llanrwst – pre-design completed, outline business case underway.</li> <li>- Nant y Felin, Llanfairfechan – design completed and due to go to construction this financial year.</li> <li>- Graiglwyd and Bryn Helyg, Penmaenmawr – currently in the detailed design phase.</li> <li>- Llansannan – construction phase underway.</li> <li>- Church St., Dolwyddelan – currently in the detailed design phase.</li> <li>- Gethin Terrace, Betws y Coed – currently in the detailed design phase.</li> </ul> <p>Detailed design and construction will utilise best practice and strive for sustainability in construction methods employed.</p> <p>A summary of the progress of coastal defence schemes in Conwy is presented to Economy and Place Scrutiny every 6 months.</p>		
A6.3	Supporting residents and businesses to recycle more and waste less.	 Green
<p>We are delighted with the community efforts that have taken place to ensure we recycle as much as possible. Between April 2021 and March 2022, 71% of waste collected was reused, recycled or composted. 62% (24,000 tonnes) of household waste collected at the kerbside was reused, recycled and composted.</p>		

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
<p>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. Absorbent Hygiene Products (AHP) collections, Extended producer responsibility, Deposit return schemes etc.</p> <p>Our Waste Manager sits on the project board for the National AHP project to establish treatment infrastructure in Wales, and also on the national project board for Ultra Low Emission Vehicles. The results of the innovative pilot of a digital deposit return scheme were presented to Democracy in December 2021 and received support to develop and implement a digital deposit return scheme in Conwy to safeguard the future of kerbside collection services.</p>		
A6.5	Reduce the Council’s carbon footprint and carbon emissions by investing in renewable energy.	 Green
<p>The Climate Challenge Programme is making good progress. A total of 5 of the 7 projects are now in the delivery stage. In terms of renewable energy investment, a grant of £300k from Welsh Government via WLGA has been secured for the installation of charging infrastructure to support the extension of an electric fleet.</p> <p>Procurement is underway for the installation of electric vehicle charging infrastructure at 2 council sites, namely Builder Street and Bron y Nant depots. At the Builder Street depot, 7 charging stations will be installed,(powered by a 50kw PV array and some grid resilience), as a pilot to test the efficiency of the PV array in charging electric fleet, including HGVs. At Bron Y Nant depot 6 charging stations will be installed, powered by the grid.</p> <p>The Local Area Energy Plan is making good progress. The final plan has been received and has been presented to the Economy &amp; Place Overview and Scrutiny Committee and to Cabinet &amp; democratic approval was received.</p> <p>This work has been incorporated into the Climate Challenge Programme where investments will be made into renewable energy as appropriate.</p>		
A6.5a	Encourage communities to develop their own renewable energy projects.	 Green
<p>The Local Area Energy Plan includes how the Council can best facilitate the provision of low cost and low / net zero carbon energy to communities, helping to tackle energy poverty and security whilst ‘keeping it local’ in line with the Welsh Government policy on local ownership of energy generation. As part of our transfer of public conveniences, we are encouraging new owners to install energy conservation measures at the facilities, including: renewable energy; rainwater harvesting and other carbon reduction technologies. As part of our public convenience refurbishments, we are also integrating sustainable travel infrastructure by installing electric vehicle and bicycle charging facilities. Energy conservation, renewable energy and low carbon technologies are implemented as part of ongoing works and we are encouraging town and community councils to adopt a similar approach.</p>		
A6.6	Promote the development of a tidal lagoon in Colwyn Bay	 Amber
<p>The Conwy Local Area Energy Plan (LAEP) has now been approved by Cabinet. The LAEP identifies the Tidal Lagoon as one of the 7 interventions to support net zero in Conwy. Specific actions are also identified to provide greater support for the tidal lagoon. A Programme approach to delivering the LAEP</p>		

and tidal lagoon is being drawn up to be delivered via the Climate Challenge Board and Regional Local Development Plan Programme.

We are awaiting the outcome of Welsh Government’s Tidal Lagoon Pathfinder submission.

A6.7	Implement the Biodiversity and Resilience of Ecosystems duty plan	 Green
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A new Ecologist has been appointed. The Biodiversity delivery plan is being prepared and was presented to Democracy in August 2022.

A6.8	Climate Challenge - The Council will publish a clear plan for a route towards the Authority being a net zero carbon user. The plan will be designed with a goal to be fully implemented during the following 10 years	 Green
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The Council's 10-year Decarbonisation Plan to achieve net carbon zero by 2030 received political approval in December 2020 and has been published. The Climate Challenge programme is in place to deliver this plan.

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

Measures Code	Measures Title	Actual 20/21	Target 21/22	Actual 21/22	Performance Rating
M6.1a	Number of flood awareness events held	2.00	15.00	0.00	 Red
<p>Although no face to face flood awareness events were held the land drainage team have been sharing information with residents over social media, with posts on Facebook.</p> <p>The messages shared covered topics including links to find advice and information on flooding; reminders to check weather forecasts; a reminder of flood codes and what they mean; links to the community risk register for North Wales; links to Natural Resource Wales webpages and flooding information updates; information on when and where roads are closed due to flooding and floodgates have been closed.</p>					
M6.1b	Number of properties where the risk of flooding has been reduced following the implementation of flood defence measures	321.00	483.00	252.00	 Red
<p>A total of 252 properties now have a reduced risk of flooding following the implementation of flood defence measures including repair of the sea wall at Llanfairfechan, flood alleviation scheme at Eldon Drive and installation of new trash screens at Colwyn Bay and Rowen.</p>					
M6.3a	Percentage of municipal waste reused, recycled or composted (PAM/030)	70.52	69.00	70.64	 Green
<p>The Target for this measure has been achieved. During 2021/22 more than 55,200 tonnes of waste was collected from Conwy residents, of which 71% was reused, recycled or composted. This is the highest outturn on record for this measure.</p>					
M6.3b	Average amount of residual household waste collected for disposal per household (kgs)	272.14	240.00	272.40	 Red

<p>Although the year-end target has not been achieved the amount of residual waste collected per household during 2021-22 is consistent with the previous year and is likely due to waste being produced at home during the working day when previously that might have been produced at the workplace. The impact of lots of people being based at home due to the Covid-19 pandemic has had an impact on the amount of residual waste collected.</p>					
M6.3c	'% household waste collected at the kerbside that is reused, recycled or composted'	62.50	63.00	61.91	 Amber
<p>The year-end target has been narrowly missed. During 2021/22 a total of 24,000 tonnes (62%) of household waste collected at the kerbside was reused, recycled or composted which is consistent with the previous year.</p>					
M6.4	Percentage change in carbon dioxide emissions (CO2) from the activities of Conwy County Borough Council		No target	No data	 N/A
<p>This measure has been superseded by the target to become a net zero authority. Emissions will be reported through the Climate Challenge Programme using 2018/19 as the baseline year.</p>					
M6.4ai	% Change in energy consumption per m2 from CCBC buildings		No target	+9.6	 N/A
<p>An increase in energy consumption in CCBC buildings has been seen from the previous year and can be attributed to the increased ventilation requirements for buildings in response to the Covid-19 pandemic and the reopening of schools and offices from September 2020.</p>					
M6.4aii	% Change in energy consumption from CCBC street lighting		No target	-23.85	 N/A
<p>A further reduction of 24% in energy consumption from street lighting was achieved in 2021/22 as the net zero emissions street lighting project continued to successfully replace lanterns with LED bulbs. In April 2022 a total of 16,580 (99%) LED bulbs had been installed to date.</p>					
M6.4aiii	% Change in fuel consumption from CCBC fleet		No target	+3.57	 N/A
<p>An increase in fuel consumption in CCBC fleet was seen in 2021/22 as council services schools reopened following the Covid-19 pandemic. When compared to pre-Covid fuel consumption (2019/20) there was a reduction of 4% in 2021/22.</p>					
M6.4aiv	% % Change in business miles travelled		No target	+63.11	 N/A
<p>Although the number of business miles travelled in 2021/22 has increased by 63% when compared to the previous year, if we compare the number of miles travelled in 2021/22 to pre-covid travel data (2019/20) there has been a reduction of 42%.</p>					
M6.5	National Well-being Indicator for Wales: Capacity (in MW) of renewable energy equipment installed.	107.00	No target	No data	 N/A

**Self-evaluation of performance**

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

We continue to manage our environmental impacts in positive and innovative ways and made good progress during the year to adapt to and mitigate the effects of climate change. We continued to

protect our communities from the effects of climate change through delivery of our flood alleviation and coastal defence schemes and prepare our communities for the changing climate by continuing to raise awareness of flooding.

Our climate challenge programme towards becoming net carbon zero continued to make good progress during the year. Installing charging infrastructure using renewable energy to support an electric fleet; constructing a tree nursery to grow locally-harvested trees; planting more than 2,000 new trees and switching 92% of our street lights to LED are examples of the innovative actions we are taking to accelerate progress towards our net carbon zero ambition. Coupled with continued high recycling rates and zero waste to landfill, as well as the adoption of hybrid working, we continue to demonstrate our concerted efforts to look after our natural and built environment.

### **How does this contribute to the well-being goals?**

The action we take now by reduce our carbon emissions, will help us slow down the longer term impacts 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.

### **Areas for improvement / development**

Climate change is the largest threat the world is facing and we have seen over recent years the significant environmental impacts of our changing climate at a local level. Increased severe weather events during the winter and hotter summers are placing pressure on our natural and built environments and the resilience of our infrastructure. Ensuring our environments and infrastructure are climate resilient is critical to their long term sustainability. Becoming a carbon neutral organisation by delivering our Climate Challenge programme and reaching net carbon zero by 2030 will ensure we continue to play our part in slowing down the impacts of climate change and protecting our environment for future generations.

## 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	Performance RAG
A7.1	We will develop our libraries into community hubs that provide a wide range of services and activities.	 Green
<p>Work is underway by RedQuadrant Consultants to develop the model following successful tendering for this work funded by Community Renewal Fund. Llanrwst Library at Glasdir will be the pilot. Extensive consultation has been undertaken and the Interim Report has been produced.</p>		
A7.2	We have now established Conwy Culture Centre and will continue to develop a community engagement and outreach programme	 Green
<p>The library and heritage displays at Conwy Culture Centre opened to the public on the 9th December 2019. The Archive and Museum collections were moved to the Centre the week beginning 24th February with preparation underway to open to the public early April.</p> <p>The Centre closed to the public on the 21st March owing to the Covid 19 emergency. Up to that date, the Centre had welcomed 17,232 visitors.</p> <p>In line with Welsh Government guidelines, the Culture Centre began a phased reopening of services with the Library offering a call and collect service from 25th of June 2021, with more services following. The café opened from 26th July and the Archive Service opened in its new premises for the first time on 7th September.</p> <p>The National Lottery Heritage Fund has approved an extension to the project to 30 September 2021 to allow for completion of the project activity plan, evaluation and final claim.</p>		
A7.3	Develop a County-wide cultural strategy that encompasses all of our arts, heritage and cultural activities and which will support economic development, wellbeing, regeneration and major investment decisions	 Green
<p>The <a href="#">Creu Conwy Strategy</a> has been produced and launched. . The ideas in the strategy have emerged from conversations with organisations and individuals across the region since 2019, and we want to thank everyone who has contributed to the final strategy. Over the first half of 2022, Conwy County Borough Council will be supporting the creation of action plans to deliver the strategy, working together with partners and our communities.</p>		
A7.5	Through the Conwy Welsh Language Promotion Strategy & Welsh Education Strategy we will encourage learning and speaking Welsh as a part of everyday life	 Green
<p><b>Welsh Lessons</b></p> <p>Conwy County Borough Council staff have been able to take advantage of an innovative scheme to learn Welsh thanks to a partnership with the National Centre for Learning Welsh. The scheme is part of the ‘Work Welsh’ programme. The Council is extremely grateful of receiving investment from the</p>		

Centre in order to develop Council staff's Welsh language skills. This last year has been quite different of course, and the lessons have all been on-line since the end of March last year.

**The Work Welsh scheme is a specific programme to strengthen Welsh skills in the workplace throughout Wales and offers fully funded appropriate, flexible training.**

This has been a very exciting development and the courses have made a huge difference to the provision of Welsh lessons for Council staff. Having a Welsh Tutor working with us all week, has meant more contact between herself and the Welsh learners.

6 courses led by the tutor were held on foundation and intermediate levels between April 2021 and March 2022, and 42 members of staff attended these courses during the year. As well as the above, 3 self-study courses on Entry 1 and 2 levels were held, with 48 learners registering for these courses during the year.

We are proud of the fact that members of staff have been able to continue to develop their Welsh language skills and contribute in a small, but important way, towards a million of Welsh speakers by 2050.

All classes in the Scheme include staff from a range of Council services, with many of them working in front-line services such as Social Services, Education, Environment, Roads & Facilities and Regulatory Services. All classes also include individuals from various levels of authority within the Council.

Using Welsh in the Workplace and beyond is constantly being encouraged. As part of the supporting learners scheme, the tutor has set time aside during the lessons to discuss how the learners have used their Welsh skills during the past fortnight, and also, to encourage them to try to find opportunities to use the language during the upcoming fortnight. These opportunities can be relevant in the workplace or beyond.

During the year, information was shared with the learners about National Welsh events (Shwmae Su'mae Day, Welsh Music Day) and virtual supporting learners events provided by Learn Welsh North West, Menter Iaith Conwy, the National Centre for Learning Welsh and others, e.g. Gŵyl Ddarllen Amdani (reading festival). As well as this, the learners were invited to attend Saturday Chatting Sessions, New Year, Easter and Summer Courses by Learn Welsh North West, Bangor University during the year.

#### **'Sgwrsio' (Speaking Welsh Scheme)**

Taking advantage of opportunities to use and practice Welsh is very important in order to ensure the continuous development of the learners who are part of the Work Welsh scheme. 'Sgwrsio' (Speaking Welsh in the Workplace Scheme) – At the beginning of 2021, we launched a Speaking Welsh in the Workplace Scheme, where a learner on Intermediate level is paired with a fluent Welsh speaker in order to chat informally. At the moment, we have 12 pairs who meet regularly as part of the 'Sgwrsio' Scheme. It has been wonderful to see the learners flourishing throughout the year as they come to the end of their current levels of Welsh lessons.

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

Measures Code	Measures Title	Actual 20/21	Target 21/22	Actual 21/22	Performance Rating
M7.1a	The % of Quality Indicators (with targets) achieved by the library service	50.00	85.00	50.00	 Red
The service did not meet the 2 most resource intense Quality Indicators, namely staffing and reading material requirements.					
M7.1d	Number of people attending or participating in: Creative arts, heritage, museums, libraries, Venue Cymru, Theatr Colwyn activities each year	13,606.00	No target	136,444.00	 N/A
Mostyn – Visitors – 28,355 Mostyn – Engagement – 3,551 RCA – Visitors – 6,000 RCA – Engagement – 457 Dawns i Bawb – Engagement – 749 Dawns i Bawb – Audience – 70 Culture & Information – Engagement (In person) – 3,504 Imagine Colwyn Bay – Engagement – 2,514 Venue Cymru – 78,581 Theatr Colwyn – 12,663					
M7.1e	Number of people digitally engaged in: Creative arts, heritage, museums, libraries, Venue Cymru, Theatr Colwyn activities during the year	265,092.00	No target	223,588.00	 N/A
Visits to our digital platforms, websites and resources is 223,588 This includes usage of our new Library website which was launched in October 2021, 153K were from visits to our library catalogue and nearly 25K were e-book and e-audio loans.					
M7.3a	% of posts designated as ‘Welsh essential’ which were filled by a Welsh speaker	90.72	No target	99.26	 N/A
A total of 1 post was not filled by a Welsh Essential speaker (135/136) 13 welsh posts are still in the process of being recruited.					
M7.3b	Number of staff who take up the Welsh in the Workplace training offer	48.00	No target	79.00	 N/A
A total of 79 staff have taken up the Welsh in the workplace offer during 21/22					
M7.3c	% of Welsh ‘mystery shopper’ audits which resulted in compliance with the Welsh language standards.	No data	90.00	100.00	 Green
M7.3d	% of staff within the Council's services who are able to speak Welsh (excluding school teachers and school based staff) - according to service division	31.00	No target	30.00	 N/A
M7.3e	% of staff who are able to speak some Welsh	47.00	No target	49.00	 N/A

M7.3f	% of staff who have no Welsh language skills	22.00	No target	21.00	 N/A
M7.4a	% of Nursery and Reception pupils accessing welsh medium education as at Pupil Level Annual School Census	25.72	No target	25.69	 N/A
M7.4b	% of primary school age pupils accessing welsh medium education (as at Pupil Level Annual School Census)	24.15	No target	24.03	 N/A
M7.4c	% of primary school children in Welsh medium education that go on to receive Welsh medium education at secondary school	86.01	82.00	86.91	 Green
Year 7 starting academic Year 21/22					
M7.5b	Number of Welsh language promotion/awareness events held in collaboration with our partners	110.00	No target	222.00	 N/A
We have held regular library events including story time, and events with Welsh authors, hosted an all-Wales Welsh language event for young people as part of the Welsh Libraries celebration of the Winter of Wellbeing and had a very positive response to our digital offer and social media presence.					

**Self-evaluation of performance**

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

Our Culture Strategy ‘Creu Conwy Creating the Spark’ has now been finalised and sets the direction for our arts, culture and heritage over the next 5 years. This strategy will ensure our arts, culture and heritage is protected, promoted and enhanced and is at the heart of community life in Conwy.

Good progress has been made during the year to develop our libraries into community hubs, with the creation of a brand new library at Glasdir. This new facility features one of Wales’ largest and best-equipped children’s libraries, along with providing a wide range of other services and activities including heritage exhibitions, museum object displays, meeting space and external seating designed by a local craftsman. The children’s library is themed around the book ‘Stori Cymru’, providing a unique cultural and inspiring experience for our young audiences, which has received very positive feedback from its visitors.

The Welsh language is integral to our culture and heritage in Conwy and we have been proactive in helping and supporting our staff to learn and speak Welsh as part of their everyday life. There has been a 65% increase in take up of our ‘Work Welsh’ scheme compared to the previous year, and our ‘Sgwrsio’ scheme has helped Welsh learners practice and build confidence in their Welsh-speaking abilities. Both schemes have led to improvements in the proportion of staff who can speak Welsh.

**How does this 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 Wellbeing goals for cohesive communities, culture and Welsh language, an equal Wales, healthy Wales, and a prosperous Wales.

**Areas for improvement / development**

Continuing to promote the Welsh language and contribute to the national target of 1 million Welsh speakers by 2050 remains a key priority. By maximising opportunities for our staff to learn and use Welsh, for children and young people to access Welsh through their education and for people to be supported in having the confidence to speak Welsh, we can play our part in meeting this target and ensure the language thrives.

Delivery of our Creu Conwy Culture strategy is integral to safeguarding and improving our heritage and culture and we will continue to deliver the projects and initiatives within this strategy to drive further improvement.

**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	Performance RAG
A8.2	We will review how we engage communities especially Town and Community Councils to ensure all communities have the opportunity to be involved in service development and resilience	 Amber
<p>A successful application was made to UK Community Renewal Fund to offer Town &amp; Community Councils to participate in a range of training modules. This will help to develop the capacity of local councils and support them to confidently deliver for their communities.</p> <p>We were also successful with another application to the same fund as part of Rural Conwy Community Support and Development. This application will assist with preparing a community plan of evidenced needs and wishes and an action plan for the Town &amp; Community Councils. This is to support Town and Community Councils who are the first tier of local government, and support the unlocking of new opportunities.</p>		
A8.3	We will take steps to ensure that we make the information we share relevant and more accessible and resilient	 Amber
<p>Due to being unsuccessful in filling the role of the Digital Content Editor last year, we have now revised the role which is been called Communications Officer - Digital Content and we hope to appoint in summer 22. The post holder will support services with making webpages easy to read and accessible.</p> <p>A Web accessibility project to support the accessibility of digital content across the Council reviewed the website content and adapted content accordingly.</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>Conwy has a Modernisation Programme that has been supporting us over a number of years to become a modern, adaptable and efficient organisation. Pre-covid we had in place a new agile way of working that enabled us to respond quickly to the pandemic through increased digital provision. During 2021 - 22 we have continued to build on the changes and the positive feedback to shape our on-going digital service provision including:</p> <p>Supporting digitally excluded learners and having systems in place to enable schools to provide online learning when needed. We have also moved our school admission and transfer applications on-line.</p> <p>Using a wider range of methods to keep in touch with clients, customers and the public, including zoom/ team and skype meetings.</p> <p>We continued to provide fitness opportunities digitally (virtual fitness studios and classes) throughout the pandemic and we have introduced the Conwy Ffit App to offer quick and easy access to manage fitness class and activity bookings.</p> <p>We introduced an on-line booking system for household recycling centres and have kept this in place. We have had over 30,000 bookings since the system went live.</p>		

We have participated in an award winning all Wales digital reader engagement project, Estyn Allan Digidol and upskilled library staff to deliver virtual activities and engage readers with libraries.

We have introduced a podcasting studio facility to Colwyn Bay Library for use by services, partners and members of the public

We have reviewed and updated our Involvement Strategy and Staff guide to include options for on-line meetings and discussions.

All 'public' meetings are now live streamed to enable improved accessibility.

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.	 Green
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Welsh Governments 'Bus Cymru' paper is due for publication in May/ June 2022 outlining their future plans for public transport in Wales. Transport for Wales have produced a plan for the bus network in Conwy, which CCBC have fed into and we are currently awaiting the final version from TfW.

The flecsi bws service was introduced in the Conwy Valley in 2021 and was the first service of this type in Wales.

The T19 bus service now runs from Ffestiniog to Llandudno, part of the Traws Cymru network, making travel between the Valley and Coast more accessible to residents and visitors.

A8.6	We will aim to achieve and maintain the status of 'Working Towards Dementia Friendly' as accredited by the Alzheimer's Society	 Green
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Conwy County Borough Council has successfully achieved the status of being a dementia friendly organisation. The steering group is continuing to meet on a regular basis as this work will need to continue to ensure we maintain and retain that status. Staff across different Departments are being encouraged to attend Dementia Champions training and we are currently working on engaging with all Conwy schools to raise awareness of dementia amongst Conwy's school aged children.

A8.7	We will continue to implement the Local Full Fibre Network (LFFN) rollout across Conwy' owned sites and where possible seek to support/ influence external providers outside our control to implement the LFFN	 Green
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A total of 14 Sites have been fully migrated. An additional 11 community/town council's sites have been installed, of which 6 have access to free Wi-Fi. There are 9 sites awaiting final completion. This comes to a total of 34 Sites.

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

Measures Code	Measures Title	Actual 20/21	Target 21/22	Actual 21/22	Performance Rating
M8.2	% of residents who feel they can influence decisions affecting their local area (National survey for Wales)	No data	No target	No data	 N/A
There is no data for this measure as there has been no recent Welsh Government Survey.					
M8.2a	Number of complaints received	306.00	No target	312.00	 N/A

M8.2c	Number of compliments received	337.00	No target	321.00	 N/A
M8.2d	Number of Corporate Complaints received that were upheld	71.00	No target	108.00	 N/A
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	No data	 N/A
There is no data for this measure as there has been no recent Welsh Government Survey.					

**Self-evaluation of performance**

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

We continued to build on our good relationships with Town and Community Councils during the year, providing tailored webinar training workshops for members to help them in their roles and support them in developing plans for their towns and communities.

Our engagement community-wide has been extensive, covering a range of service areas and involving a diverse range of stakeholders. We continued to adapt to the changing landscape of the pandemic and were able to deliver virtual engagement activities where face to face interaction was restricted.

Delivery of virtual workshops with our citizens in the development of our new Corporate Plan for 2022-2027; good community participation in the consultation on our Library and Information Strategy 2021-2026 and extensive staff engagement on our hybrid working model, are just some examples of the effective engagement that has taken place and been used to help shape and improve service delivery. We continue to seek feedback from our citizens and staff on the quality of our services and implement learning and good practice as part of our aim to continuously improve.

**How does this 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.

**Areas for improvement / development**

We will continue to expand our regional approach to community engagement and in particular, ensuring we gain the views from a diverse range of people. By implementing a more coordinated approach to engagement, we will ensure that it remains targeted, relevant and avoids duplication, engagement overload and fatigue.

## Outcome 9 CCBC is resilient (Efficient)

### 9.1. Our Priority Actions

Action Code	Action Name	Performance 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
<p>The work of the Renewal Programme continues to ensure that CCBC Services and office sites operate safely and that all Services are reviewing and transforming delivering to the customer in the most safe and efficient ways.</p> <p>One of the main projects under the Renewal Programme is Workwise 2020 and this focuses on how the Council will operate within its office spaces in the future. The Workwise 2020 project builds upon the original implementation of Workwise and is currently considering how technology can support transformed service delivery models for the future. The Workwise 2020 Framework (the Council's proposed post-covid operating model) was approved to implement in June 2022. Implementation commenced on 4th July 2022. Examples of technology / software that has already been delivered or is currently being implemented under Workwise 2020, that supports service transformation, includes:</p> <ul style="list-style-type: none"> <li>- hybrid meeting technology for Democratic Services has been implemented and Committee meetings are being held face to face and online at the same time;</li> <li>- hybrid mail software is currently being considered so that all outgoing can be digitised, printed, folded into envelopes and franked without the need for human intervention</li> <li>- Microsoft Teams has been implemented across the Authority to support improved online meetings and online file sharing between Teams</li> <li>- an online booking system for the public to make face to face appointments with front facing staff has been implemented and is working well</li> <li>- 'Firmstep' technology is supporting the digitisation of forms and creating workflows for sign off as part of the overall process. This technology has been used to support the online office desk booking system and we are currently reviewing HR forms that require a signature</li> </ul> <p>The other project within the Renewal Programme is the Service Renewal project and this focused upon supporting services to 're-open' following lockdown. Service delivery to customers post lockdown and in light of Covid-19 is very different to how it was prior and new systems / technology are now at the forefront of delivery to customers. Examples of this are ensuring that all household recycling appointments are booked online, school admission forms are completely digitised, grant applications for Covid self-isolation are made online and library appointments are also booked online.</p> <p>The Conwy Opportunities Board continues to monitor and review all Programmes and significant projects that are in place across the Authority and brings online new projects that support further innovation and continuous improvement.</p>		
A9.2	We will continue to work with partners towards a regional collaborative approach	 Green
<p>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, and sub-regional food waste scheme, and Conwy and Denbighshire Public Services Board.</p> <p>The collaborative response to the monumental impact of Covid-19 has shown the strength of collaboration</p>		

across the region and what can be achieved when we work towards a common cause. Our approach to recovery has built on the strengthened networks and relationships forged during this time of adversity. The strength of partnerships is also being demonstrated in our collective approach to resettling Ukrainian Refugees.

We have worked regionally to develop a well-being needs assessment and we have reviewed our approach to engagement so that we can share anonymised feedback to improve all public sector areas. We are also working as part of Conwy & Denbighshire Public Services Board to develop a new PSB wellbeing plan.

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
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Work is continuing on monitoring the effects of Brexit on our businesses and communities. The Funding Development Manager continues to attend EU Transition meetings held by the Welsh Local Government Association (WLGA), and continues to forward relevant information to our Services. Current concerns are around Subsidy Control (State Aid), and Export regulations for businesses, and notifying Regulatory Services of changes as they occur.

A9.4	We will continue to develop & support our staff	 Green
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Through the year we have continually worked with and listened to our staff. We regularly issue staff newsletters and we have held several staff engagement events for the development of hybrid working. Good progress has been made to make the intranet available to all staff so that it is not reliant on staff having a Conwy email address.

We continue to hold regular meetings with the recognised Trade Unions as part of our partnership approach. We have developed our Corporate Learning & Development Plan for 2022-2023. The document has been upgraded in relation to its design to make the document more engaging. It includes new opportunities for our employees, signposting to external learning events and the importance of a healthy lifestyle, in particular exercise to learning.

We have launched Coaching Culture, a digital learning platform to develop our managers with essential Coaching skills which will support the roll out of the Conwy Conversation- our new performance management approach, later this year.

A9.5	Implement the Renewal Programme which includes the Workwise 2020 project. The workwise 2020 project will take an approach which builds on the very good things we had in place before Covid-19, but seeks to build on good working practices that we have had to adopt over the past months. This is a real opportunity to re-think how we work, what we use office space for, and how we can keep our carbon emissions to a minimum.	 Green
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The work of the Renewal Programme puts into practice Welsh Government Covid-19 Guidance and new ways of working that build and improve upon pre-covid operations. The latest WG Guidance led to the lifting of all Covid-19 related restrictions and returned Wales to pre-covid operation.

The programme was established with 2 main projects underneath namely Workwise 2020 and Service Renewal. The Programme is still in delivery with the Programme Board, Project Boards, Project Teams, Project Team Subgroups and the Trade Union Consultation Group meetings scheduled and held on the agreed basis as agreed. Regular update reports to the appropriate Overview and Scrutiny Committee are presented on a bi-monthly basis.

For the past 6 months, the work of the Workwise 2020 Project has focused mainly around the work of both

the Visioning Workstream, the Buildings Workstream, the Customers Workstream and the Democracy and Governance Workstream.

As the Visioning Workstream (in tandem with the Buildings Workstream) focuses upon developing guidance for how our offices will look and how they will be used in the future, the following work has been delivered to progress this forward:

- i) Moved into the Amber Plus then Green Phase for CCBC Office spaces, communicating clearly with all staff regarding the ability to go into the office as many days per week as required. This was also supported by induction to the office videos and ‘frequently asked questions’ about office use and appropriate behaviour in light of Covid restrictions that were still in place.
- ii) Staff Engagement Events and a Workwise 2020 staff survey ran from the 18th January 2022 through to the 4th March 2022. The events and survey gathered feedback from staff on the draft Workwise 2020 Framework to assess their stance on moving to a hybrid working model when safe to do so and if there were any aspects they feel need to be included / investigated further. A review of the feedback received from the Engagement Events has been overwhelmingly in favour of the hybrid working model.
- iii) In light of the feedback from the Amber Plus phase, the Engagement Events and the Staff Survey, the Workwise 2020 Framework was updated accordingly. It was presented and endorsed at Finance and Resources Scrutiny on 6th June and to Cabinet on 14th June 2022 for approval to implement. The implementation commenced on 4th July 2022.
- iv). Work has commenced on developing options for future use of CCBC office space, based upon the model of working outlined within the Workwise 2020 Framework.

With regard to the Customer Workstream, the following operating model has been put in place for the Coed Pella Reception space which opened to the public in March 2022:

- An appointment booking system has been created and has been implemented for the Benefits Team, Housing Solutions Team, Blue Badge Team, Communities for Work and Library Services.
- Two members of staff are at reception at all times and supported by telephony team based in the duty rooms.
- Public computers are available to use for appointments
- The reception is open to the public and duty officers are available to deal with enquiries when appropriate

As the Democracy and Governance Workstream focuses upon working with Elected Members to review democratic meetings and member training, the following work has been delivered to progress this forward:

- i). Democratic meetings are now being held in a hybrid manner commencing June 2022.

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

Measures Code	Measures Title	Actual 20/21	Target 21/22	Actual 21/22	Performance Rating
M9.4a	% of staff who feel they are supported by their line manager	No data	No target	No data	 N/A
There is no data for this measure as there has been no survey since 2018. A new survey is anticipated for 2023.					
M9.4b	% of staff who feel they have the right training to do their job	No data	No target	No data	 N/A
There is no data for this measure as there has been no survey since 2018.					

M9.4c	% of staff who feel that Conwy takes the development of its workforce seriously	No data	No target	No data	 N/A
There is no data for this measure as there has been no survey since 2018.					
M9.4d	% of staff who feel supported when doing the difficult parts of their job	No data	No target	No data	 N/A
There is no data for this measure as there has been no survey since 2018.					
M9.4e	% of employees completing the Corporate Induction within appropriate timescales	41.50	100.00	87.84	 Red
A total of 87.84% of employees completed the Corporate Induction within 3 months of them starting their role, with a total of 88.28% completing the induction overall since joining the authority.					
M9.6b	Staff mileage paid	126,947.00	No target	372,973.00	 N/A
M9.6c	Conwy Council Total - Number of working days/shifts per FTE lost due to sickness absence	7.94	No target	15.18	 N/A

**Self-evaluation of performance**

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

We have continued to maximise our use of digital technology to further improve our organisational resilience and efficiency. The implementation of our hybrid working model, including hybrid meetings at a local and democratic level and increased digitisation of our processes are significant steps forward in building further resilience and future-proofing our services against the economic and environmental challenges we face.

Good progress was made in supporting our communities to deal with the economic impacts of the pandemic during the year. The Council administered a variety of grants and payments to our citizens, including the £150 cost of living support payment to 37,000 eligible households and more than 3,200 covid self-isolation payments totalling £2.1million.

Further improvements were made in building the resilience of our workforce through the launch of our ‘Coaching Culture’, which is a digital learning platform to help our managers develop and improve their coaching skills. Our learning and development plan has been further adapted to incorporate learning around health, wellbeing and exercise.

**How does this 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.

## Areas for improvement / development

Recruitment and retention of our workforce remains a key challenge and we will continue to improve our approach to attracting and retaining staff to ensure our workforce remains resilient and sustainable.

Managing and mitigating the impacts of rising inflation, energy costs and the cost of living crisis on organisational resilience remains a significant priority and we will continue to review and improve the way that we operate and deliver our services to maximise efficiency, build further resilience and minimise our environmental impact. Our staff absence levels have increased owing to the covid virus, and we will continue to monitor Staff sickness and make plans to both prevent ill health where we can, and support staff to return to work.

## 5. Regulators' Reports

Audit Wales (AW) works 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. A summary of all the inspection reports completed during the financial year are published in the Annual Audit Summary.

The [Annual Audit Summary 2021](#) was presented to the Governance & Audit Committee and published in February 2021. The detailed reports are all published on the AW website and can be found here: [Audit Wales](#)

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

Audit and Governance Committee papers can be found here: [Governance and Audit Committee Papers](#)  
**Audit Wales** inspect all Welsh Local Authorities' performance. National and council specific audit reports can be found at: [Audit Wales](#)

**Estyn – school inspections** – all reports for Conwy schools can be found here: [Estyn inspections](#)

## 6. 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 by visiting our:



[County Conversation webpage](#)  
[County Conversation Facebook page](#)  
[County Conversation Twitter page](#)



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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



British Sign Language users can contact Conwy County Borough Council using a Sign Language interpreter, through the InterpretersLive! Service, provided by Sign Solutions – visit our [InterpretersLive! Service webpage](#) to learn more.

### 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](#).

This Annual Report, Our Self-Assessment, the Corporate Plan, the Annual Governance Statement and the Audit Wales Annual Improvement Report are all published on our website in English and Welsh. Visit our [Corporate Plan](#) or our [Accountability](#) webpages for more information.

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

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.**

## 7. Where to Get More Information About Your Council

- Be Digital – The [Conwy App](#) provides the latest news updates from the Council and connects you to Conwy’s waste and recycling services, providing personalised waste and recycling information.
- Our [Conwy County Borough Council Website](#)
- Social Networks - You can follow us on [Twitter](#) and [Facebook](#).
- Conwy County Borough Council’s [Corporate Plan 2017 - 2022](#) / Corporate Plan 2022 – 2027 and 6 monthly [Performance Reports](#).
- [Data Cymru](#) collect, present and compare the National Performance Measurement Framework data for all councils in Wales. Visit their [InfoBaseCymru](#) website to access to a wide range of information covering various themes for Wales.

