



Annual Report

Conwy County Borough Council

2017-2018



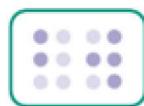
Conwy - Sir flaengar sy'n creu cyfleoedd

Conwy - a progressive County creating opportunity

Contents

1	Introduction.....	3
2	Statement of Responsibility.....	7
3	Well-being of Future Generations Self-Assessment.....	8
4	Financial Summary.....	12
5	Evaluation of our Performance by Citizen Outcome.....	15
	Outcome 1 - People in Conwy are educated and skilled.....	18
	Outcome 2 - People in Conwy are safe and feel safe.....	24
	Outcome 3 - People in Conwy have access to affordable, appropriate, good quality accommodation that enhances the quality of their lives.....	27
	Outcome 4 - People in Conwy are healthy and active.....	33
	Outcome 5 - People in Conwy live in a county which has a prosperous economy.....	39
	Outcome 6 - People in Conwy value and look after the environment.....	43
	Outcome 7 - People in Conwy live in a county where heritage, culture and the Welsh language thrive	
	Outcome 8 - People in Conwy contribute to their community. They are informed, included and listened to.....	52
	Outcome 9 - CCBC is resilient (Efficient).....	56
6	Working Collaboratively.....	58
7	Wales Audit Office Assessment of Our Performance.....	66
8	Welsh Local Government Association (WLGA) Public Accountability Measures (PAMs).....	68
9	Get Involved.....	71
10	Where to Get More Information About Your Council.....	72

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

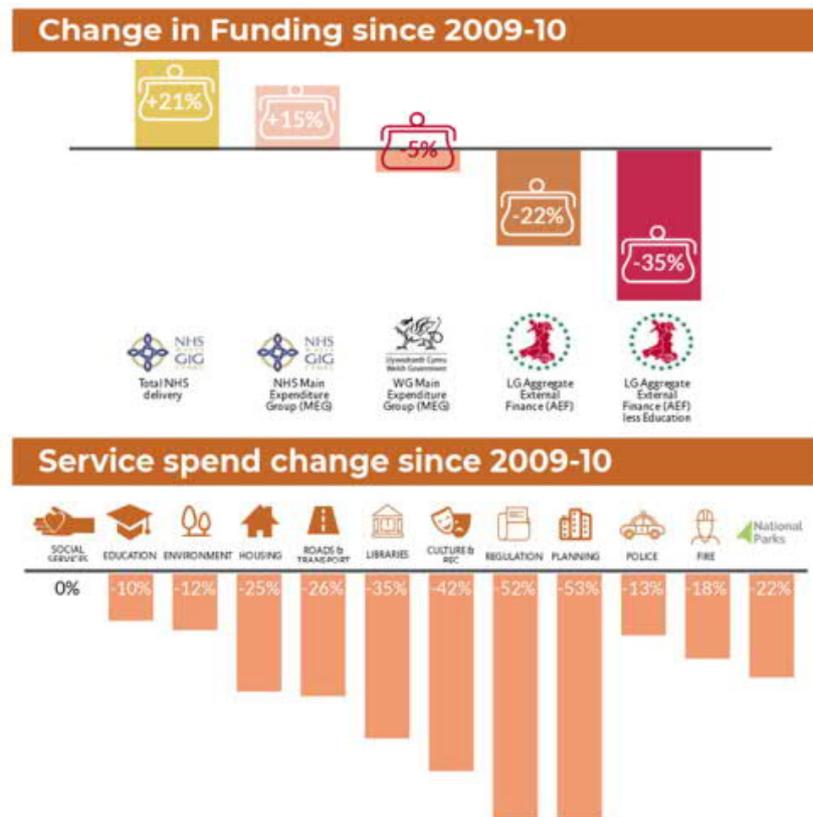
1 Introduction

It is our pleasure to introduce Conwy County Borough Council's Annual Report for 2017 to 2018. The report is our self-assessment of our performance during the first year of the priorities set in the Corporate Plan 2017-2022. Given the level of detail in this report, we have also produced a summary version to provide a general overview.

The introduction of the Well-being of Future Generations (Wales) Act and the development of the new Corporate Plan 2017-2022, have created an opportunity to reflect on how we work, what we provide, how we keep services sustainable, and the way that we engage and work with communities. We have reviewed our approach to engagement to strengthen relationships with communities, and to have a continuous conversation to develop ideas and new ways of working which can be delivered collaboratively. We are now in the process of setting up area forums so that we can work more closely with different areas of the county.

Continuing to provide the services that people want and need, whilst living within our means is an ever present challenge. We are now in our tenth year of austerity measures, and we have achieved millions of pounds of savings every year. Whilst it's vitally important and absolutely right, that publicly funded organisations use their budgets efficiently, the annual cuts also have to be balanced with increases in inflation, increased demographic demand, legislative changes and pay awards. In Conwy we have tried to address these very challenging circumstances by thinking differently, developing new business processes and modernising services. We recently reflected on what significant changes the authority has undertaken in the last ten years to support the local economy and reduce inefficiencies. We opened the theatre and conference centre, Venue Cymru, we opened Llandudno swimming pool, developed Parc Eirias and Porth Eirias and held some fantastic events drawing in thousands of tourists to the area. We have supported the regeneration of Colwyn Bay, and in the autumn of 2018 we will complete our rationalisation of old and inefficient buildings when we open the new Colwyn Bay offices, Coed Pella. We are confident this move will further support the regeneration of Colwyn Bay and provide a much better environment for the delivery of services to residents and businesses. The digital world we live in has also changed rapidly over the last ten years, and we have used technology to create efficiencies by providing more services online and modernising business processes to reduce paper, reduce the time it takes us to do things, and increase financial savings. We are proud that the [National Survey for Wales](#) November 2017 bulletin stated that people rated Conwy as the top performing authority in Wales in for the provision of high quality services.

Since 2013 we have delivered £48,270m of savings. We achieved £9,405 million savings during 2017/18. We are now at a point where the options left to us are very difficult because they involve a further reduction in staff numbers and cutting service provision. We are trying to avoid such difficult decisions where we can, by working collaboratively and thinking more laterally about how we commission services. We are also looking longer term, to review where future demands will be, so that we can adapt to meet the needs of future generations. We are actively planning to deliver further savings to address a shortfall of £11,326m in 2018/19. We are also preparing for a potential shortfall of £14,856million for 2019/20 and £12million for 2020/21.



Source WPGA "Fair and Sustainable Funding for Essential Local Services"

Sustainability is fundamental to the future of Wales, and it is vital that in all the we do, we consider how we work to prevent a problem occurring, avoid silos, involve people in developing solutions which look to the longer term, and work collaboratively with key partners. Below are some of the highlights achieved in 2017/18.

Environment

1. The county achieved the best ever performance in recycling with a rate of 63%.
2. The Council has achieved a 27% reduction in carbon emissions.
3. The Green Dragon Environmental Standard has been awarded for the 5th consecutive year.
4. The renewable energy improvement programme to install photo-voltaic panels has commenced on 8 council sites.
5. The number of environmental 'hotspots' has reduced overall from 12 down to 9.
6. A 99% street cleanliness rating has been achieved.
7. The Parks & Green spaces team have won the APSE Best Performer Award for the 5th consecutive year.
8. Llandudno was awarded Gold and 1st place for Britain in Bloom and a Silver gilt and 1st Place Wales in Bloom were awarded to Colwyn Bay.
9. Overall Twenty one awards were achieved for parks and green spaces.
10. The timeliness of planning decisions has improved considerably – Conwy is now ranked 10th in Wales.

Social well-being

1. We were early adopters of '[Making Every Contact Count](#)' (to support healthy lifestyles).
2. There are excellent examples of the arts at venue Cymru supporting the well-being of people with dementia and providing therapy for people with mental health support needs. A Children in Need Link officer can now refer people to the arts project '[creu-create](#)'.
3. In the Social Care Wales 2018 Accolades –the council's Reducing Childhood Sexual Exploitation project, was selected as a finalist in the 'Better outcomes by learning and working together' category.
4. The Conwy Governors Association has been set up and a programme of mandatory and voluntary training is in place.

5. The [Social Care Commissioning Strategy](#) has been launched.
6. There has been a significant improvement in the number of Carer assessments completed.
7. The shift in focus for social care support to consider 'what matters' is achieving excellent feedback.
8. The intensive swimming lessons school pilot has had positive results.
9. The North Wales Obesity service is about to open and is based in Parc Eirias.
10. The food safety team came 9th in the UK on a 'Which' survey of planned interventions in failing premises.

Culture

1. The Welsh Language Standards have been achieved and the Welsh Language in Education Strategy has been reviewed and updated.
2. Staff are taking up the offer of free Welsh Government funded training on workplace Welsh.
3. Social Services are working to support residential homes where there are not many Welsh speaking staff.
4. The Tri Partnership Agreement with Bangor University MA Programme has been revalidated. The 2018 students undertaking placements within local authorities will be bilingual and it is anticipated, upon qualifying, they will be recruited by partners and so increase the number of Welsh speaking social workers within the workforce.
5. The Communication team has been restructured to improve communication capacity.
6. Teams are looking at ways to support/ get involved in the Eisteddfod 2019 which will be hosted in Llanrwst.
7. Venue Cymru has been helping schools with orchestra provision and through the Conwy Arts Trust, a wind ensemble has been set up.
8. There has been an excellent response to the Dementia friendly screenings in Theatre Colwyn and capital works to improve the theatre have been completed.
9. With support from Conwy County Borough Council, Heritage Lottery Funding of over £1.1million has been secured for Llandudno and Penmaenmawr museums.
10. The Culture Centre in Conwy town is on track to open in Autumn 2019.

Economic

1. The regional growth bid is progressing and is hoped that this can be broadened to include adventure tourism.
2. The [Conwy Economic Growth Strategy 2017-2027](#) has been approved.
3. The redevelopment of Venue Cymru will start in 2018.
4. The Council target for the number of apprenticeships has been achieved and many have gone on to gain permanent employment on complete of the scheme.
5. The Environment Roads and Facilities Service have been shortlisted for the Constructing Excellence in Wales 2018 for commitment to employee training (relating to the career grade apprenticeship scheme they have developed).
6. The use of volunteers to support events has gone well, and has resulted in a number of volunteers going on to gain employment.
7. £3.5 million has been gained for citizens through welfare benefits.
8. 594 businesses have been supported to gain High Street rate relief.
9. £94,000 worth of grants were allocated to businesses in 2017/18.
10. The Skills Board has been revised and 'Communities for Work Plus' starts in September.
11. It has been another year of successful events. The authority hosted the Armed Forces Day. This was the biggest event the authority has ever undertaken, resulting in significant visitor numbers, positive feedback and extensive media coverage. Other events included sporting events, the choral festival (which is pulling in interest from across the world), and the GB Rally. Next year the GB Rally will be going through the streets of Llandudno.
12. The new [Tourist Information Centre](#) has opened in Llandudno Victoria Centre and now includes local produce for sale and can now sell theatre tickets.
13. The Tram now sells bespoke tram gifts to generate income.

14. From November 2018, Llandudno Library will be providing biometric Visa Support in North Wales.

Modernisation

1. The formal handover of our new offices in Colwyn Bay, Coed Pella, has been brought forward a month to September 2018. Services will move into the building in October 2018.
2. Coed Pella has an interim award for BREAM excellence.
3. The building project for Coed Pella has exceeded all social value targets (use of local business and apprenticeships).
4. The Customer Excellence Award has been gained for 7th consecutive year for Environment Roads and Facilities and Revenue and Benefits Services, with 8th year pending for 2019.
5. [Webcasting](#) of democratic meetings has restarted and [e-petitions](#) have been launched.
6. We have launched the 'Report, Pay, Apply' [online tool](#) .
7. Chip & pin has been rolled out to 59 carpark machines
8. Parent Pay has been rolled out to all schools to allow online payments and there has been positive feedback.
9. Finances' review of MRP (Minimum Revenue Provision) policy has saved £2 million a year.
10. There has been an improvement in attendance management & approx. 1400 staff achieved 100% attendance in 2017/18.
11. The authority achieved the Silver Corporate Health Standard.
12. The downward trend for business miles claimed is continuing, with 105,257 fewer miles claimed in 2017/18 than 2016/17 and £52,049 less reimbursed in 2017/18 than 2016/17. This is the equivalent to 23 ½ complete journeys around the world.
13. The new corporate branding and style guide has been launched.

Areas to monitor

We are delighted with these achievements, but self-evaluation also means reflecting where there are pressures in service delivery. We are therefore monitoring the following areas:

1. The demand for housing support and preventing homelessness is increasing. We will continue to monitor levels of homelessness. There is a national increasing trend, and the team is being restructured to adapt to the demand and to prevent homelessness occurring.
2. Universal Credit Full Service commenced in Conwy County Borough between April and June 2018 and we are monitoring the impact on 6459 working age households in receipt of Housing Benefit/Council Tax Reduction.
3. We will continue to focus on our corporate approach to safeguarding.
4. We continue to focus on educational attainment and to adapt to the changes in Welsh Government education performance measures.

We hope that you will find that this annual report informative. The report aims to provide assurance that Conwy County Borough Council is committed to supporting and working with communities to make Conwy a progressive county that creates opportunities for everyone.



Clr Gareth Jones
Leader of Conwy County Borough
Council



Iwan Davies
Chief Executive of Conwy County
Borough Council

2 Statement of Responsibility

The Authority reports on performance in 2 stages.

Stage 1 Improvement Plan Objectives

In accordance with the Wales Programme for Improvement guidance¹, and Well-being of Future Generations (Wales) Act 2015, every year the Council must review its improvement objectives and set a clear plan for the forthcoming financial year. In Conwy County Borough Council, there is a five year strategic plan for improvement, called the [Corporate Plan](#). The plan is reviewed annually to ensure that the priorities remain relevant and affordable. The Corporate Plan for 2017 – 2022 was approved in October 2017. This new plan embraces the Well-being of Future Generations (Wales) Act 2015 which came into force on 1st April 2016.

Stage 2 Assessing Performance

The Council annually self-assesses its corporate governance arrangements and performance against the delivery of its priorities over the past year:

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 the affairs of authority 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 an [Annual Governance Statement](#) is written and published on the website to report on our arrangements and areas of improvement. It must be signed by the Chief Executive and the Leader and is presented to the Council's Audit and Governance Committee each September as part of the Statement of Accounts.

Performance:

As part of our responsibilities under the Wales Programme for Improvement guidance, every year an Annual Report is written to report on the self-evaluation of the Authority's performance. This annual report focuses on the performance of the improvement objectives set for 2017/2018. It was presented to Council for approval on 18th October 2018 and was published on the Council website immediately afterwards.

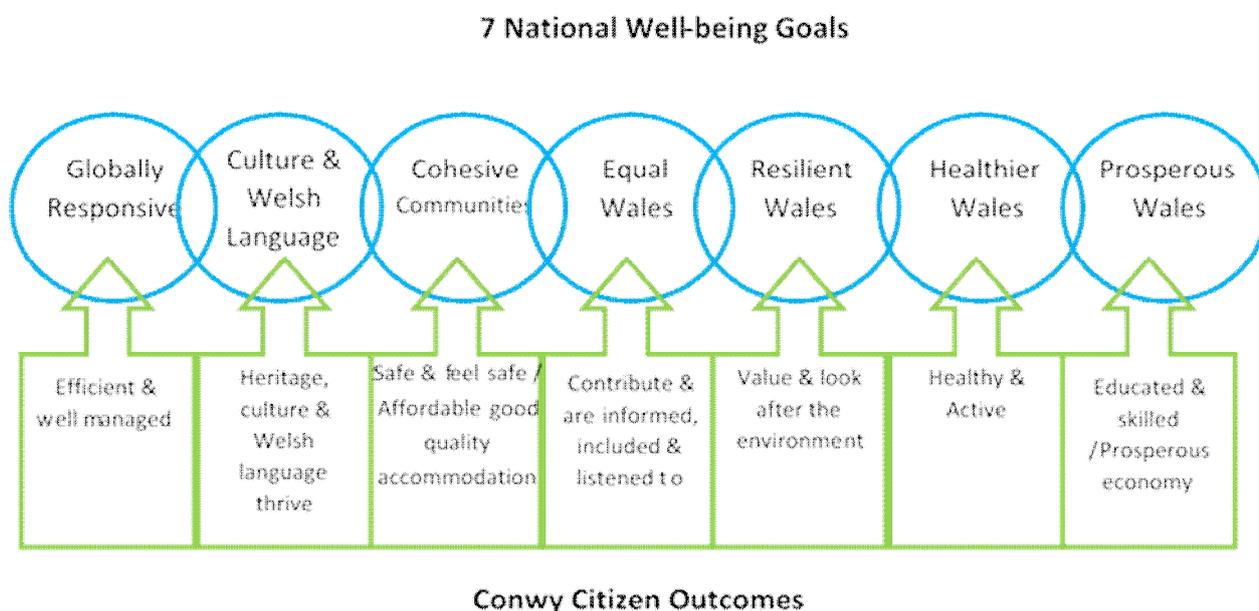
¹ <http://gov.wales/topics/localgovernment/partnership-with-local-government/progimprove/?lang=en>

3 Well-being of Future Generations Self-Assessment

3.1 Publishing Well-being Objectives

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

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



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

we learn from good practice and continue our conversation with communities. The Corporate Plan will be reviewed annually and this will enable us to incorporate lessons and ideas in the future revisions.

3.2 The Sustainable Development Principle

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

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

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

We have also looked at how we communicate. Producing the summary Corporate Plan was specifically aimed at making our priorities more accessible both in language, style and look. We have also launched an action plan to address communication gaps in meeting sensory impairment needs and a new communication strategy has been published to improve the way we communicate and listen to communities.

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

[Welsh Language Standards](#)

[Strategic Equality Plan](#)

[Economic Growth Strategy](#)

[Biodiversity](#)

[Environmental Policy](#)

[Social Care & well-being](#)

[Dewis](#)

3.3 Looking Ahead

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

3.4 Tracking Progress

The Corporate Plan technical document outlines the process of forming the plan, the resources needed and the

actions and measures which will be used to monitor progress. This Annual Report explains in detail what has been achieved in the first year and how successful the actions have been. The outcome focussed approach to the Corporate Plan means that success factors have been set using the methodology “how much, how often and is anyone better off”. This approach focuses us on measuring ‘have we made a difference?’ Measuring what matters is important to us and we do this across all council services in a variety of ways. We undertake surveys on specific issues and regularly communication with various engagement forums on specific issues which are of interest to them. We have updated our [Involvement Strategy](#) to ensure that we work with the right people at the right time. The development of the area forums will enable more local discussion to take place about the things that matter in specific areas.

3.5 Applying and Implementing the Act

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

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

3.6 Self Reflecting

Self-reflection is a key aspect of governance in Conwy. For a number of years each service has completed a six monthly self-assessment on their achievements and areas to improve. We have also used the annual report as a framework for self-reflection – reporting on progress and assessing where we need to improve. We have also reviewed the corporate Plan on an annual basis albeit this year, given the Corporate Plan was only approved in October, the March review was a light touch approach.

3.7 Collaboration with other Public Bodies

Conwy has worked collaboratively through the Public Service Board (PSB) to publish the Conwy & Denbighshire PSB Well-being Plan in April 2018. As part of that process we ensured that all priorities were aligned to each partner organisational priorities and as we develop detailed action plans, we will use this alignment to consider collaborative opportunities and share good practice. The PSB has a real opportunity to address barriers and

tensions in public service delivery, and having Welsh Government as a PSB partner is vital to work through some of the tensions and opportunities around policy change, funding flexibilities, and austerity. However the PSB is not the only collaboration Conwy works with; significant progress has been made through the regional approach to social care, education and economic growth. The detail of other collaborations is outlined later in this Annual Report.

3.8 Accountability

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

We also use information gathered by other organisations – for example the [National Survey for Wales](#). The November 2017 bulletin stated that people rated Conwy as the top performing authority in Wales in relation to the provision of high quality services. The survey also noted a high level of satisfaction with the area as a good place to live as well as positive results for community cohesion and community safety. We have also reflected on the level of contact with a County Councillor, which placed Conwy as the 7th highest in Wales. We now have a programme in place for diversity in democracy, and we are developing new material to explain what a councillor does and what the council does.

3.9 Making the Annual Report Clear

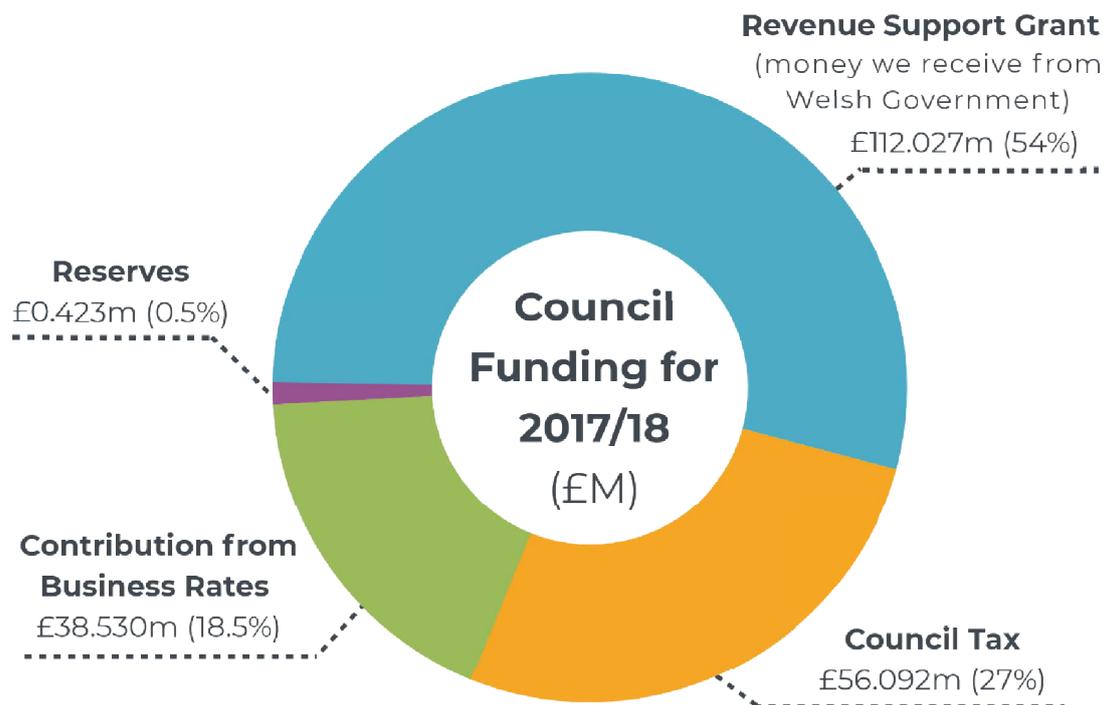
A summary version of the annual report is published each year alongside short [videos](#). This provides people with a clear and simple overview in addition to the full annual report which fulfills the statutory requirements to provide sufficient detail to track progress and measures of success.

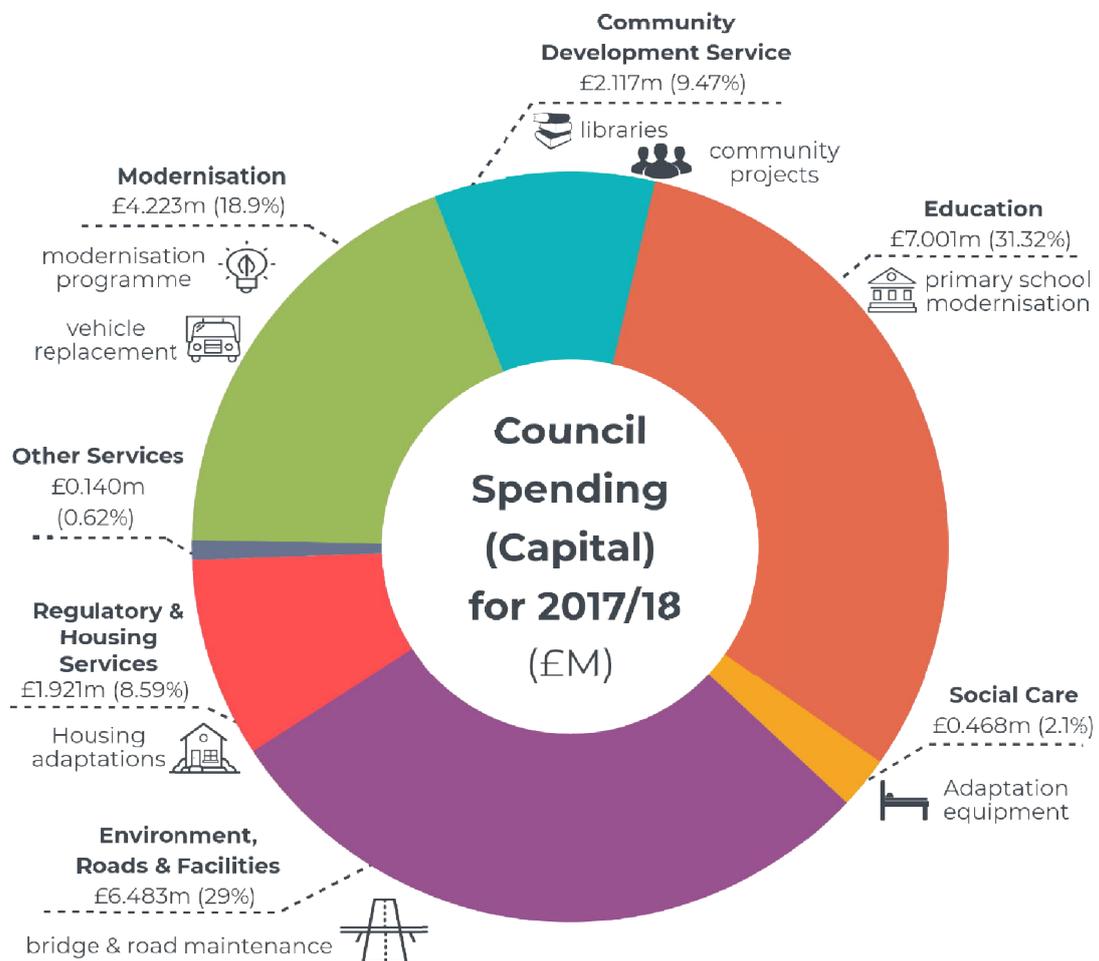
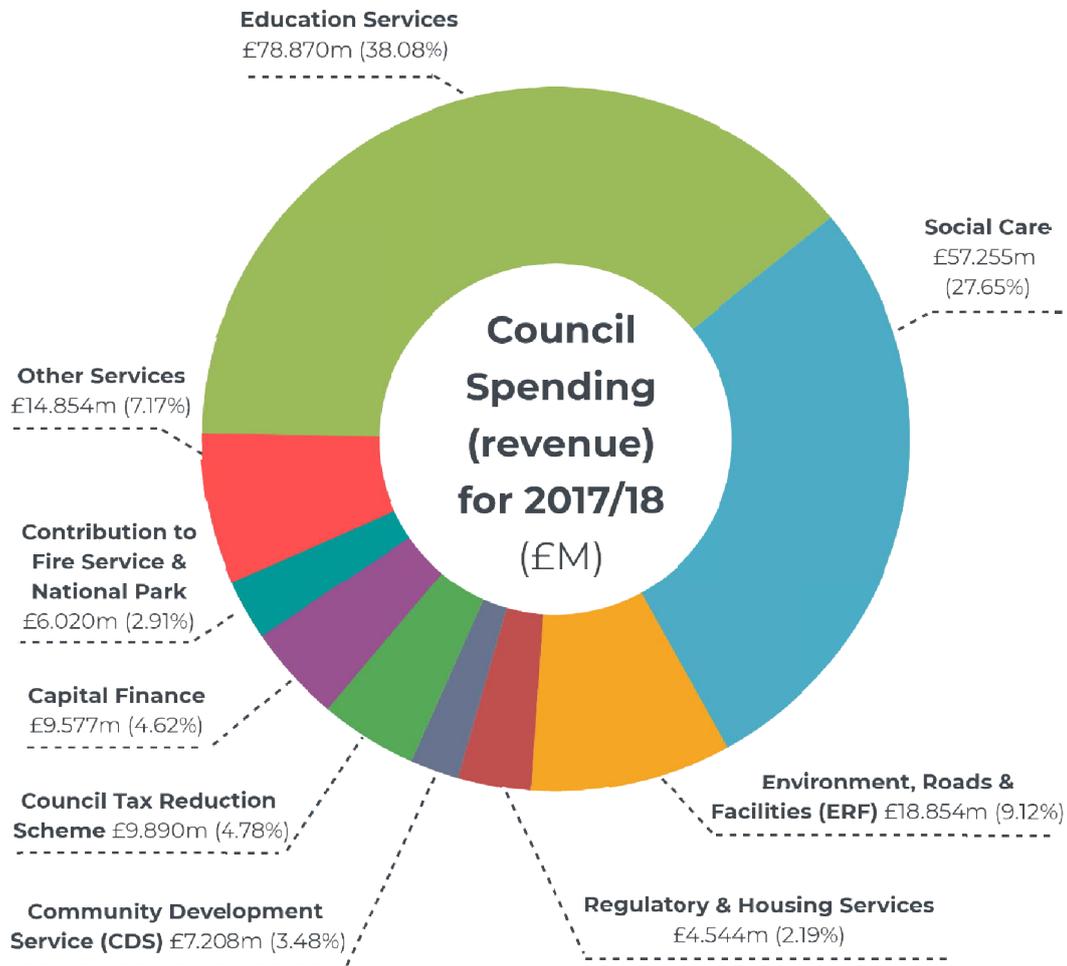
4 Financial Summary

As a public accountable body, Conwy County Borough Council must provide value for money in the services it provides to the community. The Authority charged the ninth lowest Council Tax at Band D in Wales for 2017/2018. A large part of the funding for Local Authorities in Wales is from the Welsh Government through a revenue support grant (RSG). For 2017/2018 the Aggregate External Finance (AEF), which includes the RSG and a proportion of the National Non Domestic Rates collected, increased by 0.5% which in cash terms equated to an additional £764,000. However, due to demand led pressures on services and UK Government policy changes the resource shortfall was £14.282million. In order to meet the resource shortfall a number of measures were implemented;

1. All departments were required to make savings through various means. Initiatives were put forward by the services and approved by Members such as the introduction of preventative initiatives in Social Services, additional income generation, service re-modelling etc.
2. Council tax was increased by 4.6%.
3. A number of corporate initiatives were implemented including changes to the way the capital programme was financed.

The diagrams below shows where the money (income) came from and how we spent our budget in 2017/2018.





What your money is spent on each year

This example is based on a **Band D property council tax** of **£1,168** per year.

Education & Schools



£408.12

Social Care



£326.41

Interest Costs & Asset Repayment



£77.09

Council Tax Reduction Scheme & Business Rate Relief



£52.74

Payments to the Fire Service & National Park



£33.04

Corporate Support Services



£32.58

Emptying the Bins & Recycling



£30.85

Roads & Infrastructure



£29.18

School Transport



£24.46

Public Protection, Licensing & Environmental Health



£19.09

Modernisation & Corporate Fees



£16.19

Tourism, Theatres, Conferences & Events



£13.58

Managing Council Buildings



£13.39

Landfill Charges



£11.60

Democracy



£11.27

Swimming Pools & Leisure Centres



£11.19

Street Cleaning



£10.54

Libraries



£10.25

Supporting Businesses & the Community



£7.46

Revenue and Benefits & Financial Assessment Team



£7.36

Parks & Gardens



£7.31

Homelessness Prevention



£6.47

Youth Services



£4.45

Countryside Management

£3.71



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

5 Evaluation of our Performance by Citizen Outcome

Overview of the Corporate Plan Actions and Measure Performance

The information below details the review of progress made to deliver the Corporate Plan priorities during the financial year 2017/2018. The following keys define the red/ amber/ green (RAG) status of each action and measure.

RAG Actions Key:

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

RAG Performance Measure Key:

Compared to target set:

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

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

Overview of the Corporate Plan Actions and Measure Performance

Outcome 1 - People in Conwy are educated and skilled

A1.1	Amber	M1.1a	Red
A1.2	Green	M1.1b	Green
A1.3	Green	M1.1c	Amber
A1.4	Green	M1.1d	Red
		M1.1e	Red
		M1.1f	Green
		M1.2a	Red
		M1.2b	Red
		M1.3	Green
		M1.4a	Amber
		M1.4b	N/A
		M1.4c	N/A
		M1.4d	Red
		M1.4e	N/A
		M1.4f	Green

Outcome 2 - People in Conwy are safe and feel safe

A2.1	Green	M2.1	Red
A2.2	Green	M2.2a	Green
A2.3	Green	M2.2b	Green
A2.4	Green	M2.2c	Red
		M2.2d	Green
		M2.3	N/A
		M2.4 (i)	N/A
		M2.4 (ii)	N/A

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

Outcome 4 - People in Conwy are healthy and active

A3.1	Amber	M3.1a (i)	Red	A4.1	Green	M4.1a	Green
A3.2	Green	M3.1a (ii)	Red	A4.2	Green	M4.1b	Red
A3.3	Amber	M3.1b	Green	A4.3	Green	M4.1c	N/A
A3.4	Green	M3.1c	Red	A4.4	Green	M4.2	N/A
		M3.1d	Red	A4.5	Green	M4.3	Green
		M3.2	Red				
		M3.2a	N/A				
		M3.3a	Amber				
		M3.3b	Green				
		M3.3c	Amber				
		M3.4a	Amber				
		M3.4b	Red				
		M3.4c	Green				
		M3.4d	Red				
		M3.4e	Green				
		M3.4f	Green				
		M3.4g	Green				
		M3.4h	Green				

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

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

A5.1	Green	M5.1	Red	A6.1	Green	M6.1a	Green
A5.2	Green	M5.2a	Green	A6.2	Green	M6.1b	Amber
A5.3	Green	M5.2b	Red	A6.3	Amber	M6.2	Green
A5.4	Green	M5.3	Green	A6.4	Green	M6.3a	Amber
A5.5	Green	M5.4	N/A	A6.5	Green	M6.3b	Green
A5.6	Red	M5.5a	N/A	A6.5a	Amber	M6.4	N/A
		M5.5b	N/A	A6.6	Amber	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	M7.1b	Green
A7.3	Green	M7.1c	Green
A7.4	N/A	M7.1d	N/A
A7.5	Green	M7.2	Green
		M7.3	Green
		M7.3a	Green
		M7.4	Amber
		M7.5a	Green
		M7.5b	Red

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

A8.1	Amber	M8.1	N/A
A8.2	Amber	M8.2	N/A
A8.3	Amber	M8.2a	N/A
A8.4	Green	M8.2b	Amber
A8.5	Amber	M8.2c	N/A
		M8.3	N/A
		M8.4	Amber
		M8.4a	Green
		M8.4a	Green
		M8.4a	Green
		M8.4b	Green
		M8.5	N/A

Outcome 9 - CCBC is resilient (Efficient)

A9.1	Green	M9.4a	Green
A9.2	N/A	M9.4b	Green
A9.3	Green	M9.4c	Green
A9.4	Green	M9.4d	Green

Outcome 1 - People in Conwy are educated and skilled

1.1. Our Priority Actions

Action Code	Action Name	Perf. RAG
A1.1	Work with schools to improve results at each key stage of education. We will focus support on groups of learners such as Looked After Children, those on free school meals as well as challenging our high achievers.	 Amber

The [GWE](#) regional schools support service has been restructured and school improvement advisors have been allocated to schools. A new core lead for primary and secondary schools is now in place. Pupil projections are collated and GWE School Improvement Advisers are supporting school according to their needs and targeting and challenging schools where and as necessary. Information on pupils' outcomes for 2018 will not be available until the end of the academic year. Aspirational targets have been set regionally which are particularly challenging for Conwy given the cohort information shared by schools in their initial projections. However it is encouraging to note that GWE report that Welsh Government and Estyn are now starting to place more emphasis on pupil's value added progress and pupil's achievement rather than attainment, which compliments Conwy's aim of 'Children and Young People achieving their learning potential'.

Academic Year 2016/17 results:

Conwy's ESTYN profile is good. Overall, taking into account as yet unverified data, Conwy's performance at Key Stage 5 (6th form) is good while performance at Key Stage 4 (GCSE year) is deemed satisfactory. Based on teacher's assessment, Conwy's benchmarked performance at Key Stage 3 (years 7 to 9) is good. Despite the benchmarked ranking position at Foundation Phase and Key Stage 2 (primary school), National Test data and ESTYN primary inspection profile is good.

There is a slight discrepancy between the performance of boys and girls in Key Stage 2. 85.4 % of boys achieved the Core Subject Indicator, which is an increase of 1.6% from 2016 while girls' performance increased 1.4% to 91.6%. The gap in attainment is -6.2%. This is a decrease of 0.2% from 2016, however it is still slightly higher than the Welsh average of -4.5%. Performance of Free School Meals pupils in Key Stage 2 has increased by 3.2% to 71.1%. The gap between Free school Meals and non Free School Meals pupils is 21.0% which is a decrease of 1.1% on 2016.

There is still discrepancy between the performance of boys and girls in the Foundation Phase. 79.2% of boys achieved the Foundation Phase Indicator which is an increase of 0.5% since 2016 while girls' performance increased 0.1 % to 88.9%. The gap in attainment is 9.7%. This is a decrease of 0.4% but remains higher than the Welsh average of 7.1%.

Performance of Free School Meals pupils in Foundation Phase continues to improve with an increase of 4.1% to 73.5% on 2016 performance. The gap between Free School Meals and non Free School Meals pupils is -13.2 % which is a decrease of 4.1% on 2016.

Looked after Children outcomes for the academic year 2016/17

There were 13 Year 11 Pupils in the cohort and all 13 Pupils sat GCSE examinations. 4 Pupils sat Entry Level examinations as well.

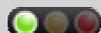
- 11 of the 13 students entered for GCSE examinations were entered for 5 or more GCSEs
- 5 of the 13 (39%) Pupils in the cohort had Additional Learning Needs.
- 3 of the 13 (23%) Pupils attended Alternative Education Provision
- All 13 Pupils (100%) Pupils entered for GCSE examinations achieved at least one GCSE qualification. 10 Pupils (77%) achieved at least one Grade C.

The Average External Points score this year was 335 which equals Conwy's best ever outcome for LAC from last year.

All 13 pupil have moved on to either further education or training of which.

- 3 of the 13 Pupils have returned to school to study higher level courses or to further their Education
- 9 of the 13 students gained Further Education College placements.
- 5 Young People accessed Higher Education Courses

As part of the SEREN Project for our highest achieving post 16 learners, consultants from Ysbyty Glan Clwyd continue to offer a 26 week programme of lectures which cover a wide range of health sciences as well as support for admissions tests to medical school. A 'Beyond Seren' Conference was held in February 2018 at Venue Cymru for Y12 & Y13 Seren students to inform them about high level opportunities available to them in the region following graduation from Higher Education. Forty seven employers attended from across the region such as Betsi Cadwaladr Health Board, M&S, Airbus, Horizon and representatives from several banks, law and IT companies. There were also seminars focusing on employability skills and the graduate recruitment process. Evaluations from students were very positive and many commented that they had no idea of the opportunities available in the North Wales region.

A1.2	Develop systems to effectively challenge and support schools performance throughout the Local Authority	 Green
<p>We have established and developed the Conwy Governors Forum to support Governors to undertake their role. During the April 2018 meeting we provided updates to Governors on local, regional and national policy information and received feedback about the 2017-18 Governor training and development programme which will be used to plan for 2018-19. A draft constitution, based on good practice guidelines from Governors Wales, was also presented for Governors to consider. Not only has the cessation of "Governors Wales" service increased the pressure on the Local Authority to support schools, but it has also made it more important that the local governors association develops. The regional consortia are also developing a business plan on governor support.</p> <p>The School Effectiveness and Standards Group (SESG) is now an established aspect of the local authority's process for challenging and supporting schools. The newly constituted group, with 7 county councillors representing the political diversity of the council, met 5 times between October 2017 and the end of March 2018 with monthly meetings continuing during the summer term of 2018. During the 5 sessions to March 2018, the group prioritised secondary schools meeting all 7 by the end of February. 3 primary schools also attended during this period though an Estyn visit to the local authority in January meant the SESG was cancelled impacting on the target number of schools to be reviewed by SESG.</p> <p>Discussions have focused on briefing papers produced by the local authority and they have been circulated to the school in advance of the meeting, for comments. Bringing local authority and GwE officers together with school leaders and governors has allowed county councillors to explore the school improvement journeys of the invited schools, and to gain an understanding of the context behind the data. Members challenge school leaders on their progress but are also eager to encourage and support. Meetings have been characterised by frank and empathetic dialogue in a positive climate of aspiration for all schools to improve. Notes are taken for circulation to relevant parties for action and information. Initial discussion has also taken place on possible realignment of the process with the impending GwE dashboard for September 2018.</p> <p>The early impact of the process can be summarised in 5 areas:</p> <ul style="list-style-type: none"> - Consistency: schools have welcomed a process which means all schools, regardless of performance or the rigour in which individual governing bodies operate, are challenged in the same way; - Communication: SESG affords school leaders a welcomed opportunity to explain the 'story behind the data', providing an opportunity for open and frank discussion between all parties, so developing a deeper understanding of a school's journey; - Confirmation: the individually produced briefing paper for each school draws on other reporting systems so that conclusions drawn can be triangulated or challenged by panel members; - Challenge: SESG allows members and officers to challenge both the school and GwE on key performance indicators and other areas relevant to the wellbeing of learners and staff within a consistent framework; and - Celebration: progress and achievements highlighted by the school are acknowledged and celebrated, so raising staff morale and allowing members an opportunity to share positive messages within the council alongside the other challenges of school improvement. <p>Although SESG cannot necessarily claim to be a causal factor, it is noteworthy that aspects of school performance did improve last year within the context of a renewed confidence in the systems of the local authority and GwE.</p>		
A1.3	Work with schools to implement the Digital Competencies Framework.	 Green
<p>Digital competencies is the set of the skills, knowledge and attitudes that enable the confident, creative and critical user of technologies and systems. The Digital Competencies Framework (DC) encapsulates the skills that will help learners thrive in an increasingly digital world. Welsh Government have revised the timeline for the new Curriculum, and we are continuing to raise awareness of these changes and the framework requirements. The curriculum will be available by April 2019 for feedback and a final version will be available in January 2020, and will be used throughout Wales by 2022. The first teaching of all year groups from primary school to Year 7 will begin in September 2022 and the new curriculum will roll out year-on-year from this point.</p> <p>A plan for designing and developing the new curriculum and assessment framework has been developed in collaboration with Pioneer Schools and key stakeholders. The outline timetable is:</p> <p>2015 - 2016: Pioneer Network established 2015 - 2019: Design and development phase of the new curriculum September 2016: Digital Competence Framework available December 2017: Digital Professional Learning Approach (DPLA) Available</p>		

<p>2017 - 2022: Practical support to schools to prepare for the new curriculum</p> <p>April 2018: Initial National Approach to Professional Learning Available (Phase 1) April 2019: National Approach to Professional Learning Available (Phase 2) April 2019: New curriculum and assessment arrangements available for feedback January 2020: Final curriculum and assessment arrangements available April 2020: Full Implementation of National Approach to Professional Learning (Phase 3) September 2022: All maintained schools and settings using the new curriculum and assessment arrangements</p> <p>Schools and settings are supported in their familiarisation of the 2016 framework, agreeing their strategic vision for cross-curricular digital competence, and considering how to translate this into practice.</p>		
<p>A1.4</p>	<p>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.</p>	 Green
<p>Conwy School Sport has completed its review of services. The outcome of the review was to have a refined service focus, which is:</p> <ul style="list-style-type: none"> a) Physical Literacy b) Early Intervention c) Involvement of users d) Engaging the dis-engaged e) Positive Parenting. <p>Further to the refinement of services, Conwy School Sport have allocated projects and tasks to all officers, and services continue to be delivered. Resource allocation has been agreed:</p> <p>Early Years – 40% total resource Primary (5-11 year olds) – 40% total resource Secondary (11-16 year olds) – 20% total resource</p> <p>To encourage people to take up physical activities, Conwy School Sport team are advising, challenging and supporting primary schools to deliver a broad and balanced range of activities, such as the Daily Mile, and are actively engaging with primary and secondary schools to plan this exciting projects.</p> <p>The Conwy School Sport programme support secondary schools to effectively deliver a wide range of quality extra-curricular physical activities and these have been informed and planned by the School Sport Council.</p> <p>The Young Ambassador programme is highly effective and creative and aims to empower and inspire young people to become leaders through sport, to help encourage their inactive peers to become hooked on sport. As a result of the commitment of our young ambassadors during the academic year 2016/17 they volunteered 6750 hours to support the programme. We have set a challenging target of 7000 hours for this academic year 2017/18. 6750 hours of volunteering would equate to £50,000 of paid time (based on coaching fee of £8 per hour). The success of the Young Ambassadors programme means that schools have robust programmes in place which reflect identified 'pupil led' activities.</p> <p>The Conwy School Sport Team, in conjunction with the Conwy Young Ambassadors Steering Group also hosted the 'Conwy Young Ambassadors Silver Conference' in December 2017. The purpose of the conference was for Gold Young Ambassadors to train silver Young Ambassadors and this aims to sustain the programme in the future in schools.</p> <p>We were extremely pleased that 8 Gold Young Ambassadors represented Conwy in the National Young Ambassadors conference in Cardiff in October, which meant that young people in Conwy had a say on the activities that they want to participate in (learner voice and pupil consultation).</p> <p>We are actively supporting schools and pupils to ensure that children are able to swim when they leave primary school. As a result of this, Llandudno Swimming piloted a new school swimming programme (Water Safety and Personal Survival lessons). All schools (19) received a 2 week (10 consecutive lessons) intensive block of swimming lessons (change from weekly) for 45 minutes. This enabled better progression and continuity. Further to this pilot, we are reviewing school swimming provision at all other swimming pools, with a view to transform aspects of the service delivery in the future.</p> <p>The percentage of pupils leaving primary school that are capable of swimming to a sufficient standard that meets the 'learn to swim' criteria increased from 40% in academic year 2015/16 to 67% in academic year 2016/17. However, further improvement is required this year to achieve the target of 72%.</p>		

1.2. How will we know we are making a difference?								
Measures Code	Measures Title	Actual 16/17	Target 17/18	Actual 17/18	Target 18/19	Bench mark	Bench mark ranking	Perf. RAG
M1.1a	The percentage of learners eligible for assessment at the end of Foundation Phase, in schools maintained by the local authority, achieving the Foundation Phase Indicator (expected level Outcome 5) as determined by Teacher Assessment	83.90	87.00	84.00	88.80			 Red
<p>Academic Year 2016/17 - The Foundation Phase Indicator is 0.1% up on last year but 3% below target and remains below that of the Welsh Average. However, performance continues on the year on year positive trend since 2015. The Foundation Phase will continue to be a Council priority.</p> <p>English Language and Mathematical Development on the expected outcome dropped slightly from 2016 which impacted on the Foundation Phase Indicator. Both were below target but above school projections. Welsh Language and Physical Social Development on the expected outcome were both up on previous years and were in line with, or above Council targets and school initial projection.</p>								
M1.1b	The Percentage of Non Free School Meal pupils achieving Level 4+ CSI Key Stage 2.	86.80	89.50	92.00	90.00			 Green
<p>Academic Year 2016/17. The number of non-free school meal pupils achieving level 4+ was higher than the target set and the highest percentage over a three year period.</p>								
M1.1c	The Percentage of Free School Meal pupils achieving Level 4+ CSI Key Stage 2.	67.90	72.00	71.10	78.30			 Amber
<p>Academic Year 2016/17. The percentage of free school meal learners achieving was in line with the target and showed progress from last year.</p>								
M1.1d	The Percentage of Non Free School Meal pupils gaining the expected CSI KS4 TL2+ (5 A-C with Maths & English or Welsh).	61.70	66.00	59.00	68.20			 Red
<p>Academic Year 2016/17 As with the profile nationally, in which results declined by circa 6%, Conwy's results declined but not as much as the national picture. This was 'Year Zero' and schools had no benchmarking measures to make informed and accurate assessments.</p>								
M1.1e	The Percentage of Free School Meal pupils gaining the expected CSI KS4 TL2+ (5 A-C with Maths & English or Welsh).	39.30	40.00	26.40	41.30			 Red
<p>Academic Year 2016/17 - As with the profile nationally, in which a results declined significantly for Free School Meal students, Conwy's results declined in-line with the national picture. This was 'Year Zero' and schools had no benchmarking measures to make informed and accurate assessments.</p>								

M1.1f	The percentage of 17 year old learners entering a volume equivalent to 2 A levels who achieved the 'Level 3 Threshold'.	98.30	98.00	99.00	98.00			 Green
Academic Year 2016/17 - 95 students followed a 2 A-Level programme and the remaining 319 students followed a 3 or 4 A-Level programme								
M1.2a	Number of Secondary Schools and Special Schools / Units who have met with the School Effectiveness & Standards Group during the academic year		7.00	5.00	8.00			 Red
An Estyn visit to the local authority in January meant the SESG was cancelled impacting on the target number of schools to be reviewed by SESG								
M1.2b	No of Primary Schools who have met with the School effectiveness and standards Group during the academic year		19.00	5.00	20.00			 Red
An Estyn visit to the local authority in January meant the SESG was cancelled impacting on the target number of schools to be reviewed by SESG								
M1.3	% of Governor Training courses in each financial Year that scored 3 (good) or above in course satisfaction feedback		0.00	100.00	0.00			 Green
M1.4a	% of pupils leaving primary school that are capable of swimming to a sufficient standard that meets the 'learn to swim' criteria	40.00	70.00	67.00	75.00			 Amber
Academic Year 2016/17. Performance has increased from 40% in 2015/16 Academic Year. Whilst the outturn is still below target, it has increased by 27% from the previous year.								
M1.4b	Percentage of pupils that have completed the bikeability training before leaving primary school	76.44	70.00	59.34%	70.00			 Amber
M1.4c	% of 7-11 year olds participating in 20 or more physical activity sessions (extra-curricular)		60.00		25.00			 N/A
This programme has not started yet due to changes in staffing, and due to a review being undertaken of the Conwy School Sport Team. This review has now concluded and the new primary school support programme will start in September 2018.								

The targets for this measure are (by academic year):								
2018/19 – 25%								
2019/20 – 30%								
2020/21 – 35%								
2021/22 – 40%								
M1.4d	% of 11-16 year olds participating in 20 or more physical activity sessions (extra-curricular)		65.00	15.77	20.00	0.00		 Amber
Academic Year 2016/17 data. The target set is incorrect as the previous highest percentage was 20%. The target will be adjusted for the next reporting period. The target should be 16% for academic year 16/17, and the out turn is just below this owing to two schools providing lower than expected number of pupils participating. The targets for Academic year 2017/18 will be 18% and for Academic year 2018/19 it will be 20%.								
M1.4e	% of children who are overweight or obese (National Survey for Wales)	26.40		31.00				N/A
Data take from the Public Health Wales Child Measurement programme 2016/17								
M1.4f	No of hours volunteered by young ambassadors in Conwy			6,750.00	7,000.00			 Green
This is a baseline for academic year 16/17 - This is better performance than expected due to the good work achieved by the young ambassadors.								

1.3 Self-evaluation of performance

Our long term focus under this outcome is to improve educational performance across the whole school system. As corporate parents, it is pleasing to see positive outcomes for looked after children and that the margin in attainment for children on free school meals has reduced. The restructure of GWE, the development of Cluster Business Managers, the implementation of the School Effectiveness and Standards Group, and the support for School Governors, are evidence of an integrated and collaborative approach to supporting this outcome. We are currently working to integrate Social Care and Education services which will further improve our holistic approach to education and social care. The focus on pupil value added progress supports our long term vision to have capable, ambitious and confident learners. The involvement of young ambassadors in sports is working well, and in addition to supporting young people’s confidence, it should be an excellent platform to help tackle obesity and promote good well-being.

1.4 Areas for improvement / development

We will continue to work with schools, Governors and GWE to monitor educational attainment. We are currently waiting for Welsh Government to confirm their new set of measures, so this next academic year will be key in terms of setting new academic baselines. There are significant development changes ahead with education, and we will continue to work collaboratively to implement the digital competencies framework, the changes within Additional Learning Needs, and the new academic measures. We will work to roll out the success of the Water Safety and Personal Survival lessons across the rest of the county, and through the young ambassadors, encourage young people to join in with sports.

Outcome 2 - People in Conwy are safe and feel safe		
2.1. Our Priority Actions		
Action Code	Action Name	Perf. RAG
A2.1	We will ensure that within the council, there is a consistent corporate approach to safeguarding	 Green
<p>There has been significant improvement in Corporate Safeguarding with the Chief Executive chairing the Corporate Safeguarding Panel. In addition the membership of the panel is primarily Heads of Service with the focus of the meetings being to provide leadership on strategy and policy relating to safeguarding within the authority. The Designated leads Group has also considered its functions and membership and will continue to meet with an emphasis on translating the strategic direction into actions within respective services. A recent internal audit report stated there is satisfactory assurance. All departments within Conwy regularly attend the panel and contribute to the delivery of 'Safeguarding being everyone business'. The panel deals with operational matters arising from the Designated Safeguarding Managers meeting.</p>		
A2.2	We will review our approach to the safe recruitment of staff and the safe commissioning of services	 Green
<p>Corporate Human Resources have responded to the recommendations in the most recent Internal Audit Follow Up Report on Safeguarding. The actions we have committed to for our own service and to support change in others are set out in detail in the Audit Action Plan. Further work is being undertaken to ensure that the recruitment procedures are accurately recorded on the HR software, iTrent.</p>		
A2.3	We will review safeguarding in all services	 Green
<p>An internal safeguarding audit has been published stating there is satisfactory assurance. The audit will provide a focus for the forward work plan for designated safeguarding managers for 2018/19. Safeguarding is everybody's business and each department undertake their annual review of their safeguarding arrangements through their service performance review. In addition a monitoring tool for services has been developed and will be used and reported on by all services. Performance indicators are considered by the Safeguarding Panel.</p>		
A2.4	Working with partners, we will implement a plan to help prevent exploitation	 Green
<p>The Safeguarding Service Manager role is now a dedicated role within Social Services and close oversight of safeguarding duties under the Social Services Well-being Act is maintained along with close links to the Regional Safeguarding Boards where partnership work is directed. The interface with the Community Safety Partnership needs to be clarified as lead roles are also designated for some categories of exploitation in that structure. Eg within the council the Corporate Safeguarding Board is established with membership at Head of Service level from all departments and there is also a Designated Lead Manager Group who operationalise plans at a service level.</p> <p>An officer has been identified to act as the designated lead for each category of 'exploitation' and we will ensure that there is representation on the range of regionally convened groups. There will be a channel for radicalisation, modern day slavery, trafficking, Child Sexual Exploitation, and missing children.</p>		

2.2 How will we know we are making a difference?								
Measures Code	Measures Title	Actual 16/17	Target 17/18	Actual 17/18	Target 18/19	Bench mark	Bench mark ranking	Perf. RAG
M2.1	% of employees completing the Corporate Induction within appropriate timescales		100.00	70.00	100.00			 Red
The provision and process is being reviewed by the HR manager to make sure all staff receive the Corporate Induction within an appropriate timescale from starting in post. This figure does not include schools staff or casual staff, who are not required to complete this course.								
M2.2a	Total % of staff commencing in post with 2 references		100.00	97.92	100.00			 Green
This is a new performance measure and the move from paper systems to IT processes to collect the data in our iTrent HR software system were implemented part way through the year. Education services record references in the ONE system and were unable to record the data in iTrent until fairly recently. The task of transferring this data over to iTrent has not yet been completed therefore this data has been excluded from the measure. This does not mean references are not taking place, this is a business process task to transfer data.								
M2.2b	% of staff who have a DBS check (where required).		100.00	100.00	100.00			 Green
This is a new performance measure and the move from paper systems to IT processes to collect the data in our iTrent HR software system were implemented part way through the year. Education services record DBS information in the ONE system and were unable to record DBS data into iTrent until fairly recently. The task of transferring this data over to iTrent has not yet been completed therefore this data on schools has been excluded from the measure. This does not mean DBS checks are not taking place, this is a business process task to transfer data. Further work also needs to be done to refine the staff list which currently includes posts in the measure which do not require a DBS check.								
M2.2c	% of staff receiving safeguarding training within a 12 months of commencing in post		100.00	18.50	100.00			 Red
This data is for non-schools only. The data is for formal courses attended. All staff have been required to complete violence against women e-learning training and a safeguarding e-Learning module is due to go live in September 2018 and will be mandatory for all staff.								
M2.2d	% of current Councillors attending safeguarding training		100.00	100.00	0.00			 Green
M2.3	Number of referrals from public/ staff who are concerned about vulnerable people		0.00	1,232.00	0.00			N/A
The increase on last year is due to changes in reporting on Vulnerable Adults, these are now taken from the new Safeguarding Reports instead of referrals into the Vulnerable Adults Team.								
M2.4 (i)	Number of Protection Plans in place to safeguard against identified abuse - Adult		0.00	114.00	0.00			N/A
M2.4 (ii)	Number of Protection Plans in place to safeguard against identified abuse - Child at Risk		0.00	140.00	0.00			N/A

2.3 Self-evaluation of performance

Our long term focus for this outcome is that as communities, we are looking out for each other and everyone is aware of their safeguarding responsibilities. We have made significant improvements in our corporate business approach to safeguarding vulnerable people, and ensuring that all staff are aware that safeguarding is everyone's business. The appointment of a new Safeguarding Manager, and the Chief Executive as chair of the Safeguarding Board has increased the profile in this important subject area. The recent internal audit report conclusion that there is satisfactory assurance is evidence of the improvements we have made. We have recently rolled out training on new data protection legislation and we have used this opportunity to remind staff about their responsibilities and the need to report any concerns. In terms of the Well-being Act's '5 ways of working' safeguarding is very much a collaborative and preventative area and requires a public sector integrated approach as well as community involvement in looking out for signs someone is vulnerable, and we must continue to work in this collaborative manner.

2.4 Areas for improvement / development

Whilst good progress has been made, we are aware of data inputting issues which are affecting the accuracy of some of our measures of success. We are developing a check list to address this and we will continue to monitor this closely.

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

3.1. Our Priority Actions

Action Code	Action Name	Perf. RAG
A3.1	Increase the supply of affordable housing which meets identified need and assists in mitigating the impact of the UK Government's welfare reforms.	 Amber
<p>The supply of affordable housing decreased in comparison to 2016. However, whilst the outturn performance for 2017/18 remains encouraging, the supply continues to fall short of the need identified in the draft Local Housing Market Assessment 2018 (LHMA). The LHMA has identified a need for affordable housing of 231 units per annum. This figure increases further to 372 units per annum if we were to deduct the committed supply (ie sites which have planning permission in place) as the Council has no control over when such sites will come forward. The LHMA also identifies the percentage split in terms of the type of affordable housing needed which is 50% social and 50% intermediate (below market rent or low cost home ownership). Of the supply delivered in 2017/2018, 46 were social housing units and 32 were intermediate units. 8 of the units delivered were previously empty properties which have been brought back into use as affordable housing.</p> <p>The Draft Local Housing Strategy consultation closed in June 2018. An Affordable Housing Delivery Group has been established to coordinate, direct and oversee the commitments in the LHS relating to increasing and accelerating the delivery of affordable housing.</p>		
A3.2	Work with partners to further strengthen our homelessness prevention services	 Green
<p>The range of partners we work with is incredibly far reaching. We work closely with many agencies such as Probation, Mental Health, Social Care, local Hospitals; a number of 3rd sector organisations such as Shelter, Citizens Advice, NACRO, as well as all of our local Housing Association partners. For many of our partnership activities we develop protocols to formalise these relationships. We remain a key partner within the Regional Single Access Route To Housing Project (SARTH).</p> <p>Through Welsh Government Transitional Funding we have commissioned some additional services that support the prevention of homelessness and some of these activities have enabled us to bring in additional capacity through working with partners. An example of this is our dedicated Citizens Advice Case Worker who is based within our Housing Solutions Team 3 days a week and offers our customers quick access to specialist debt management and financial capability assistance. We have also used these funds in partnership with other Local Authorities to develop and pilot regional activities such as the Prison Leaver Homeless Officer and Regional Reviewing Officer. This Regional Reviewing Officer is funded to work across Conwy, Denbighshire, Flintshire and Wrexham and completes independent reviews of our cases as well as developing training.</p> <p>In the last year we have also developed an innovative project with our colleagues at the Glan Clwyd Hospital. In an effort to support timely discharge from hospitals, we have located a housing officer into the hospital's "Step Down Team" in order to identify and address housing and homelessness issues that may otherwise prevent a patient's discharge from hospital, and lead to bed blocking. The project has recently been shortlisted at this year's Welsh Housing Awards with the Chartered Institute of Housing Cymru. The project is to be mainstreamed in 2018-2019 with the Health Board funding a full time officer who will be recruited through Conwy Housing Solutions.</p> <p>Our links with our Housing Association Partners are very strong and we work positively with all 5 Housing Associations through a range of activities such as the Common Housing Register, Specialist Housing Panel, Social Housing Management Delivery Group and a Shared Housing Project. Through our work on the Common Housing Register, we have opportunities to develop stronger operational practices and respond to challenges around housing need and housing options collectively and this is critical to ensuring consistency on our Applications and Allocations processes. Our Specialist Housing Panel tackles complex housing needs cases and is a great way to bring all Housing Association Partners together to consider property adaptations for disabled households and factor in specific needs of some of our most vulnerable households into some of our new build and development schemes.</p> <p>The Homeless Review which was completed earlier in the year by external consultants Arc4, identifies a number of key strengths when it comes to Partnership Working in Conwy Housing Solutions but as expected there are always areas for improvement. "There are many examples of excellent partnership working to prevent homelessness, there is a need to</p>		

continue to develop these partnerships and implement joint protocols". The areas of focus for identified in the Homeless Review include, but are not limited to:

- Further development of Joint Working Protocols to formalise partnership activities
- Develop a more "joined up approach" with regards to the management of Housing Solutions clients who have multiple and complex medical and support needs
- Work in partnership with other agencies to develop innovate solutions such as a "Housing First" model
- Increase awareness of Housing Solutions Services amongst partners to ensure other agencies and colleagues refer into the service in a timely manner and have a clear understanding of the services remit
- Work in partnership with a range of key agencies to prepare clients for further changes to welfare benefits, and identify a range of strategies to prevent homelessness as a result of welfare reform
- Further work to be undertaken through the Young Person's Positive Pathway to keep young people at home where it is safe to do, and enable them to access education, training and employment opportunities.

There is an acknowledgement that homelessness isn't just the job of Housing Solutions and the Housing Wales Act 2014 is clear in its expectation that all public services have duties to assist in the prevention of homelessness (Section 95). The Homeless Review re-enforces this and places a sharp focus on the need to build on the positive partnership approach in Conwy as there is still much work to be done if we are to achieve better outcomes for the people of Conwy. A range of partner agencies and 3rd sector representatives had attended workshops as part of the Homeless Review and we look to build on this enthusiasm and support through the development of our Homeless Forum which will regularly bring together services who contribute to the "prevention of homelessness" with a view to identifying shared challenges and opportunities for us all to work more collaboratively.

"Introduction to Housing & Homelessness in Conwy" training sessions have been delivered to all Supported housing partners. Shorter versions of this training course, have been rolled out at a range of team meetings and partner agency events. The aim of the training and the briefing sessions is to promote the challenges of homelessness in Conwy and the services available, and our limitations, in the county of Conwy.

Whilst much of our work within the Housing Solutions Partnership is around sourcing accommodation for residents, many of our clients have wider support needs other than just accommodation. With this in mind it is key that we have strong links with a range of service providers and agencies who can help us avoid the need for alternative accommodation through appropriate prevention work and multi-agency case management for some of those households who become homelessness.

A3.3	Increase the supply of appropriate market housing which meets identified need.	 Amber
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The supply of market housing has increased on the previous years. However, whilst an increase is apparent, it still falls below the Local Development Plan (LDP) requirement of 432 units a year and the Joint Housing Land Availability Study and TAN1 methodology requirement of 684 units a year. As part of the LDP Review process an assessment of the population/household projections and Local Housing Market Assessment (LHMA) will be reviewed in terms of the growth levels going forward up to 2032. It should be noted that progress is based on the current LDP delivery and not LDP Review process.

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 continue to work with the care sector to prepare them for the changes in regulation and inspection as part of RISCA (Regulation and Inspections of Social Care Act). The Social Care Workforce Partnership is proving to be a positive forum to drive forward workforce changes and includes the Independent sector providers. Quarterly liaison meetings continue to take place. Early dialogue has focused on fees going forward into next year.

Sustainability within the independent sector remains challenging and we continue to support homes to improve. We are working closely with colleagues in Health and Care Inspectorate Wales on this. As a service we are aware of the financial challenges in which providers are operating. A dispute regarding responsibility for funded Nursing Care has added to current challenges.

3.2. How will we know we are making a difference?								
Measures Code	Measures Title	Actual 16/17	Target 17/18	Actual 17/18	Target 18/19	Bench mark	Bench mark ranking	Perf. RAG
M3.1a (i)	Number of new affordable housing units provided by size and tenure - Social (including supported housing for vulnerable people)		101.00	46.00	101.00			 Red
The supply of affordable housing decreased in comparison to 2016/2017 (where a total of 78 new social housing units were reported). However, whilst the outturn performance for 2017/18 remains encouraging, the supply continues to fall short of the need identified in the draft Local Housing Market Assessment 2018. The LHMA has identified a need for affordable housing of 231 units per annum. This figure increases further to 372 units per annum if we were to deduct the committed supply (ie sites which have planning permission in place) as the Council has no control over when such sites will come forward. The LHMA also identifies the percentage split in terms of the type of affordable housing needed which is 50% social and 50% intermediate.								
M3.1a (ii)	Number of new affordable housing units provided by size and tenure - Intermediate (low cost home ownership / rent)		101.00	30.00	101.00			 Red
The overall supply of affordable housing decreased in comparison to 2016/2017. However the number of intermediate housing within that total has increased.								
M3.1b	No. of new affordable housing units which were previously empty homes		8.00	8.00	8.00			 Green
M3.1c	No of new affordable housing units provided during the year as a % of all new housing units during the year	32.62	30.00	24.77	30.00			 Red
The supply of affordable homes has decreased on previous years. This is down to a number of factors including viability issues, capacity of the house building industry and overall market.								
M3.1d	Total number of additional housing units provided during the year	233.00	618.00	218.00	681.00			 Red
The supply of market housing has increased on the previous years. However, whilst an increase is apparent, it still falls below the LDP requirement of 432 units a year and the Joint Housing land Availability Study and TAN1 methodology requirement of 684 units a year. As part of the LDP Review process an assessment of the population/household projections and LHMA will be reviewed in terms of the growth levels going forward up to 2032. Note: progress is based on the current LDP delivery and not LDP Review process								
M3.2	% of cases where homelessness has been prevented (as defined by Section 66 of the Housing (Wales) Act 2014)		65.00	58.43	65.00	65.1	16	 Red
The reasons for missing the target have been explored and it is noted that there are high levels of "loss of contact". These are recorded as negative outcomes but in many instances are beyond the control of the service. If these instances were removed from the counting then the target for prevention has been achieved.								

Measures Code	Measures Title	Actual 16/17	Target 17/18	Actual 17/18	Target 18/19	Bench mark	Bench mark ranking	Perf. RAG
M3.2a	M3.2a number of applicants for social housing on the common housing register			935.00				N/A
<p>At the end of March and Q4 Year End reporting period the figure was 935. The breakdown via banding was as follows:</p> <p>Band 1: Urgent housing need with a local connection 108 Band 2: Housing need with local connection 672 Band 3: Urgent housing need with no local connection 3 Band 4: Housing need with no local connection 152 Total 935</p> <p>From the start of the year where 900 households were registered on the Common Housing Register, we have ended the year with the register at its highest number of 935. This is well within a reasonable range, although we do anticipate that in future years the list size will increase as pressures on homelessness grow and the impact of Welfare Reform following the Roll Out of Universal Credit starts to affect low income households within the Private Rented Sector.</p> <p>It is also worth noting that the number of Band 1 applicants is increasing. This isn't at an alarming rate, but will need monitoring. Band 1 cases are often Urgent Medical Need and these households often required significant adaptations to properties. Regrettably Conwy's social housing stock is limited when it comes to adapted properties or properties suitable for adaptation. There is a risk that the existing stock will not meet the needs of our disabled and complex medical needs applicants. In response to this a Specialist Housing Panel has been established and is tasked with reviewing Band 1 Urgent Medical Need cases to explore a full range of housing options including sourcing Private Renting, Adapted New Build and Redevelopment opportunities.</p>								
M3.3a	% of new market homes that are 1 or 2 bedrooms		30.00	27.06	30.00			 Amber
<p>Generally the level of supply meets the target. Small differences in supply are down to housing need in a particular area or type of development proposed.</p>								
M3.3b	% of new market homes that are 3 bedrooms		35.00	38.07	35.00			 Green
M3.3c	% of new market homes that are 4+ bedrooms		35.00	34.86	35.00			 Amber
M3.4a	Number of independent care sector (e.g. residential and care home) beds in the County	1,243.00	1,300.00	1,214.00	1,300.00			 Amber
<p>The number of beds has decreased since last year due to a number of reasons. In the main, 27 beds have been lost due to a fire at a care home, and another home was reporting a greater number of beds than they had in reality, due to dual registration, accounting for a "reduction" of another 11 beds. Last year should have reported 1243. 2 beds have also been lost due to dual occupancy beds changing to single occupancy beds in line with RISCA regulations</p>								

Measures Code	Measures Title	Actual 16/17	Target 17/18	Actual 17/18	Target 18/19	Bench mark	Bench mark ranking	Perf. RAG
M3.4b	% increase of independent care sector (e.g. independent and nursing home) beds in the County	3.70	0.00	-2.39	0.00			 Red
The number of beds has decreased since last year due to a number of reasons. In the main, 27 beds have been lost due to a fire at a care home, and another home was reporting a greater number of beds than they had in reality, due to dual registration, accounting for a "reduction" of another 11 beds. Last year should have reported 1243.								
M3.4c	Number of people in Conwy existing extra care schemes		200.00	199.00	200.00			 Green
The figure fluctuates due to the number of couples. There were no voids at the time of data collection.								
M3.4d	Number of people on the waiting list for Conwy existing extra care schemes		80.00	104.00	80.00			 Red
We are exploring increasing the number of extra care schemes in Conwy, which could accommodate around 50 additional people.								
M3.4e	Numbers of newly approved Conwy general foster carers		5.00	16.00	7.00			 Green
Of the 16, there are 6 couples and 4 individuals.								
M3.4f	Numbers of newly approved Conwy connected person foster carers		5.00	13.00	5.00			 Green
M3.4g	Number of 'When I Am Ready Scheme' placements (taking children over the age of 18)		5.00	6.00				 Green
Based on the Looked After Children list for the period of 1st April 2017 to 31st March 2018, of those who turned 18, 6 are recorded as entering 'When I am Ready' placements.								
M3.4h	Number of over 18s accessing supported housing schemes e.g. Kickstart		90.00	96.00	90.00			 Green
This is a whole year figure for the period of 1st April 2017 to 31st March 2018. A further 30 people are on the waiting list for accommodation support.								

3.3 Self-evaluation of performance

Our long term focus for this outcome is that we have the right mix of accommodation so that people can live in accommodation that meets their well-being needs. Whilst it has been a challenge to meet the housing targets we set ourselves, there are good examples of collaborative working to prevent homelessness. This is an area which remains a corporate risk, and looking longer term, we anticipate demand increasing owing to welfare reform. Although we did not achieve the target, the integrated approach to supporting people at risk of becoming homeless is proving a successful prevention, and the pilot posts developed in collaboration with partners are proving to help vulnerable people at what is an extremely stressful time. The sustainability of the independent care sector remains a concern, and we are supporting them with the new legislative changes through the Social Care Workforce partnership. Our work to recruit foster carers has been successful but must be balanced with the increase in the number of Looked After Children we are supporting.

3.4 Areas for improvement / development

Collaboration and involvement is key to meeting this outcome. Access to good quality affordable accommodation is not something the authority can achieve alone, nor do we have control over every aspect within this complex area, hence why this area is also monitored as a Corporate Risk. A holistic overview of the wide range of needs is required, and we will continue to work with partners to meet these needs – particularly those which put people at risk of becoming homeless or at risk of losing their independence. We will also work to implement the recommendations suggested by the consultants, Arc4, to monitor the targets we have set, and to monitor the sustainability of the independent care sector.

Outcome 4 - People in Conwy are healthy and active		
4.1. Our Priority Actions		
Action Code	Action Name	Perf. RAG
A4.1	Develop new models to promote health & well-being so that people of all ages are less reliant on health and social care. We will do this by working collaboratively and looking at future trends.	 Green
<p>We have developed an Early Intervention and Prevention Project for Children, Young People and Families. The service is setting up five Family Centres in order to deliver early intervention and prevention (EIP) for families.</p> <p>Our existing EIP services will be realigned into the Family Centres, to deliver a more community based model, making support available earlier for families, and reducing stigma. Families and stakeholders are engaged, building on networks and partnerships with those already working with families in communities. For example, schools, community policing, health services, and voluntary sector community groups are a crucial means for us to engage with families, and to know about where the needs are.</p> <p>There is already a Family Centre in Llanrwst and work is ongoing to develop the Family Centre building in the East. Pilot activities are taking place, which include ALN parent support group, an Arts project to promote emotional health and resilience, parenting support through a school, play as a means of engaging families, linking youth workers with Team Around the Family, sleep clinic seminars, and more.</p> <p>The focus has been on engagement in the pilot area. We have been communicating with stakeholders across the county including internal and external partners, community and voluntary groups. We have done:</p> <ul style="list-style-type: none"> - Interviews with families receiving Early Intervention and Prevention services - A stakeholder event and ongoing engagement, with links made with Ysgol Y Gogarth; dieticians; schools event, education Well-being officer, health visitors and the Youth Council. - Engagement with Families is ongoing through various forums, such as the Parents Advisory Group. The group have been working with a local organisation, Youth Friendly, to develop a promotional video. Approval has been given to set up social networking for the 5 localities on a trial basis. - Learners and parents were involved in a site visit and decisions about finishes for the East Family Centre. <p>The Action Research Pilot, which included a methodology/process for establishing a Family Centre, has been completed and the evaluation report is planned for completion by summer 2018. Small grants were awarded to current Families First funded projects, and to the wider voluntary sector (through CVSC) to pilot activities for the Action Research Pilot. As part of the project, a task and finish group was established to choose tools, and developing an approach for measuring what difference we are making to families.</p> <p>Active and Creative Lifestyles (ACL) reported approximately 1 million visits to leisure facilities during 2017/18. ACL has applied to deliver a new Public Health Wales initiative "Work Matters" which is a 4 year project designed to assist persons suffering chronic disease conditions back into the workforce, utilising physical activity to assist in managing their conditions.</p> <p>The "Anti-Gravity" Treadmill at Eirias is a joint project with Betsi Cadwaladr Health Board. It continues to offer an opportunity to engage in physical activity to patients recovering from stroke, MS patients, patients recovering/recuperating from hip and knee replacement surgery as well as athletes rehabilitating from injury.</p> <p>ACL are working with Bangor University & Public Health Wales on a 2 year research project, looking at the economic and health benefits of the "Health Precinct" model at Colwyn Leisure Centre.</p> <p>Bangor University is also applying for a grant to fund a second research project looking into the pricing of leisure services in relation to a sustainable delivery model. The study will include identifying barriers to participation (other than price). The ACL Section Head and National Exercise Referral Scheme co-ordinator attending the World Health Organisation (WHO) conference to deliver paper on the Colwyn Health Precinct. This was an excellent opportunity to learn of good practice from across Europe.</p>		

We have also established an Active Creative Lifestyles working group to examine the use of new technologies in stimulating and facilitating engagement in physical activity. We are also working to enhance the marketing and promotion of our physical activity offer, and also the systems used to support activity and increase retention.

Plans are being drawn up to refresh and refurbish Conwy's leisure facilities and we are looking to incorporate new offers to attract participation.

Active & Creative Lifestyles, provide free access to activities for looked after children and all members of the fostering family. The service is working with Social Care to develop activity options for pregnant care leavers.

A number of initiatives are being supported via the rural programme:

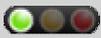
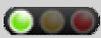
- E-bikes – the project is encouraging people who haven't got the confidence or fitness to go outdoors and cycle to gain confidence and give them the extra encouragement through using a Pedal Assist Electric Bike.
- A rural Outreach Fitness 'mobile gym'
- A volunteer Prescription Delivery Service – a pilot is running from Betws y Coed Surgery using volunteer drivers to deliver prescriptions to isolated and vulnerable patients on a needs assessed basis. 72 beneficiaries are using the service currently.
- Tackling social isolation with rural communities through dance. A total of 106 people participated in the project including residents and invited guests. Of these, three of the five homes have continued their relationship with Dawns i Bawb and have received a series of regular dance and movement sessions.
- Research into new and different ways of providing care in rural areas (preschool and older adults – and possibly intergenerational models). Discussions are underway with Dr Catrin Hedd Jones from the University of Bangor.
- Dementia Friendly Towns (Llanrwst and Abergele) – we are working with multi-agencies in both towns to look at putting together an Action Plan to develop them as Dementia Friendly Towns.
- Community Transport Strategy – we are looking for 'LEADER' interventions to move forward the Action Plan from the Community Transport Strategy. This will be a priority set for the thematic group.
- Family Fun Fridays – we trialled a series of community based family days during the school holidays in Rural Conwy. The idea is to work in partnership with a variety of different organisations to provide activities including a healthy meal during school holidays. There are many activities arranged for children during the summer holidays but mainly on the coast and they are not family orientated. Also the cost of activities is not affordable for many families. Research has suggested that children in receipt of free school meals may go hungry in the holidays, which can affect their ability to learn. The project trialled a community based approach to tackling these challenges by providing inclusive family focused sessions of activities in the community that will be open to all to attend. All sessions would include a healthy meal and different activities with partner organisations. It was a multi-agency approach to deliver family orientated activities every Friday during the summer holidays at Llanrwst. Partners involved were the Family Centre, Leisure Department, Community Wellbeing Team, Library, CVSC, Youth Centre, Cartrefi Conwy, and North Wales Police. The activities included storytelling, crafts, internet safety, cooking, intergenerational activities, sports, and outdoor play.

The EU & External Funding team are also supporting the development of the project Work Matters with Gwynedd Council. This project will provide flexible, evidence based and targeted support to individuals who have disengaged with the labour market due to work limiting health conditions.

The Youth Service Healthy Image Project continues to support its team of peer educators/volunteers to actively promote a healthy lifestyle with young people. Health Days have been delivered by the Service in three High Schools – Eirias, Bryn Elian and Aberconwy targeting years 7 and 9. Sessions on STIs have been delivered to year 9s at Ysgol Eirias. The non-traditional sports project has been delivered in three schools Ysgol Gogarth, Dyffryn Conwy and Creuddyn offering young people the opportunity to try out sporting activities and recommending their inclusion on the school curriculum. Sessions have also been delivered at Ysgol Aberconwy on dealing with exam stress and wellbeing.

The Communities for Work Youth and Adult Mentors work intensively on a one to one basis with people to provide intensive mentoring to remove barriers to employment. Many participants have multiple, complex barriers – they can range from homelessness, debt, hunger, fuel poverty, domestic violence, poor mental and physical health, ex-offenders and substance misusers. Mentors work holistically with participants, together with a range of partners, to remove as many barriers as possible. Many of these barriers are health related.

The Library Service has been successful in securing funding to be the first test site for the Reading Friends Project in partnership with Age Connects. This project aims to use reading to empower, engage and connect isolated older people including people with dementia and their carers.

<p>A senior library staff member is part of the Bringing Agencies Together Working Group; a multi-agency partnership between Betsi Cadwaladr Health Board, UNLLAIS, Vale of Clwyd MIND and service user carers and representatives. The aim is to support patients to identify activities and groups which can help them to continue to look after their mental health and wellbeing upon discharge from hospital. The work of the group has been nominated for an 'Our Health Heroes' award.</p> <p>The Family Information Service provides information on both mental and physical health and has raised awareness of the service offered through outreach work such as attending baby massage sessions, joint visits to Ysbyty Glan Clwyd with Denbighshire Family Information Service and regular meetings with Health Visitors and Public Health Wales.</p> <p>Financial contributions have successfully sought towards various areas to promote healthy communities. New open space and financial contributions have been sought towards neighbourhood open space, major space and amenity space over the financial period. In line with policy all new development schemes being permitted have sought additional cycle and pedestrian access as well as contributions towards the Active Travel Plan.</p> <p>The Events Team continue to excel in attracting major sporting events to the area. These events have proven time and time again to inspire legacy events at a local level. All our events are planned with community benefit in mind with 'have a go' sessions planned in wherever possible.</p> <p>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.</p>		
A4.2	We will focus on Adverse Childhood Experiences and provide support to parents through multi agency approaches.	 Green
<p>The concept of ACE's and their impact has become more broadly understood. Grant flexibility and the Family Centre model of service delivery within the 5 locality areas will provide increased capacity to support parents via a multi-disciplinary hub, with the ability to better respond to local need. We are working with Betsi Cadwaladr Health Board and the Police on their work streams relating to adverse childhood experiences. These are initiatives that our partners are leading on. We are also developing the edge of care service to ensure children are supported, and to address those needs that place the family unity at risk.</p>		
A4.3	We will work with partners to ensure Conwy citizens have timely access to mental health assessment and support	 Green
<p>Since November 2017, the Conwy & Denbighshire Local Implementation Team has been meeting on a monthly basis. The team is made up of key partners including Betsi Cadwaladr Health Board, the Third Sector and the Local Authority. The aim is to deliver the 'Together for Mental Health' strategy and to ensure the mechanisms for the required improvements are in place. Timely access by the appropriate professional to assessment and support is also included. Progress made has included agreeing the Terms of Reference and Membership and the delivery plan for the strategy has been reviewed. In a more recent meeting, members of the team have been asked to lead on a discussion in relation to training and unscheduled care.</p>		
A4.4	We will develop approaches to encourage people to take part in physical activity	 Green
<p>We are providing advice, challenge and support to primary schools to deliver a broad and balanced range of activities, which include the Daily Mile. Meetings have been held to develop a programme of work in primary schools. The plan will entail working with primary schools to improve physical activity opportunities during the school day and after school.</p> <p>The school sport team continue to support secondary school extra-curricular provision through developing pupil voice via the Young Ambassador programme. Following a review of the school sport programme, a reduction in resources will occur from September 2018. 20% of the school sport resource will be allocated to secondary schools, a reduction of 15%. The reason for these changes are because 40% of resources are being allocated to primary school and early years provision so that Conwy school sport are in line with the Wellbeing and Future Generations Act (long term) to target younger children to ensure lifelong participation in physical activity.</p> <p>The School Swimming project team have met and agreed that school swimming lessons will now be marketed as Water Safety and Personal Survival lessons, in line with the National Curriculum. We are also reviewing the provision of lessons at Abergele and Colwyn Bay. The aim is that schools that use these pools will undertake intensive swimming lessons. Data from schools in Llandudno area is very encouraging, with attainment rates increasing. Open water swimming lessons are</p>		

being piloted with the emphasis on water safety. It was noted that swimming proficiency has improved and in 2016/17 up to 70% of children were able to swim at the end of primary school. Swimming lessons for 0 – 4 year old children is being supported through the First 1,000 Days.

The work in respect of the play strategy continues and a range of alternative play activities were hosted by rural families first over the summer. Additional social care funding has been obtained for maintaining playgrounds which will be used to purchase equipment in rural areas.

The Community Wellbeing team are interlinking with the National Exercise Referral programme and Conwy Leisure to deliver two pilot ‘Well Now’ Courses, and are delivering a range of activities to keep the older population fit and active. They have provided 190 different types of activities across the 5 localities in Conwy since the start of the project, worked with over 155 partnership organisations and agencies and over 40 different health and wellbeing providers.

Snapdragon sessions have been run weekly for 2 hours in various locations across the county and are a structured programme of play and developing independent living skills. Children are encouraged to socialise and try new activities within a safe and secure environment e.g. cooking activities. We also use the sensory room and equipment such as scooters, bikes, parachutes, for gross motor skill practice too.

We are currently developing Snapdragon provision in the rural area, working with the Rural Families First manager to deliver via the Family Centre. This is unique in that not all the children are open to social care, but have been identified as children needing support. We have been fortunate enough to receive funding from LEADER for this pilot scheme.

A4.5	We will work to achieve the Corporate Health Standard in order to support the well-being of staff	 Green
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The [Corporate Health Standard](#) is a continuous journey of good practice and improvement, and it can be used as a tool to support the development of policies that promote the health and well-being of employees. Taking an organisational development approach, which is the most effective way of promoting sustainable health improvement, the Standard promotes good practice and supports businesses/organisations in taking active steps to promote the health and well-being of their staff.

The Standard is awarded at different levels: Bronze, Silver, Gold and Platinum. It begins at the Bronze level, recognising activities and policies in place that comply with legislation and address the key workplace risks to employee health. The Standard builds to the Platinum level, which is reserved for exemplar employers demonstrating business excellence and taking full account of their corporate social responsibility. The authority had originally aimed to achieve the Bronze Health Standard, but following assessment, the authority achieved the Silver Corporate Health Standard in March 2018.

4.2. How will we know we are making a difference?								
Measures Code	Measures Title	Actual 16/17	Target 17/18	Actual 17/18	Target 18/19	Bench mark	Bench mark ranking	Perf. RAG
M4.1a	The percentage of adults who completed a period of reablement: And have a reduced package of care and support 6 months later	8.23	8.00	9.85	8.00			 Green
<p>Within the period stated above Conwy had a total of 741 adults who went through a package of reablement within the stated period. 73 of whom were noted as having a reduced care and support package 6 months after their most recent reablement period. This has resulted in an outturn of 9.85%. This outturn is lower compared to the Welsh National Average of 27.99% which would indicate a less is better calculation</p>								
M4.1b	The percentage of adults who completed a period of reablement: And have no package of care and support 6 months later	89.40	90.00	71.52	90.00			 Red
<p>Conwy had a total of 741 adults who went through a package of reablement within the stated period. 530 of whom were noted as having no package of care 6 months after the end of the initial reablement package. This results in an outturn of 71.52% for the period. This figure is in line with the Welsh National Average for 2016-2017 of 72.34%.</p>								
M4.1c	% of People receiving social care who report that they can do what matters to them	46.00		54.00				N/A
<p>This outturn refers to the number of adults who agreed with the statement that they can do what matters to them. This is an improvement compared to 46% of adults who agreed in the 2016 survey. 44% of carers agreed compared to 46% in 2016. 68% of children agreed compared to 82% in 2016.</p>								
M4.2	% of people participating in sporting activities three or more times a week (National Survey for Wales)			25.00				N/A
2016/17 data								
M4.3	Number of well-being activities promoted provided via Wellbeing Hubs and local community venues		250.00	603.00	250.00			 Green
<p>During Q3 and Q4 mapping and initial engagement activity was undertaken across new areas including the coastal towns of Dwygyflychi and Penmaenmawr, whilst predominantly focusing on rural towns such as Betws Y Coed, Trefriw, Llangernw, Llansannan and Cerrigydrudion. Taster sessions were delivered in Penmaenmawr and Betws Y Coed during Q4 which included Tai Chi, Reminiscence and e-bike sessions. These were identified as a result of the team carrying out 'what matters' consultations with members of the community who fed back that these were the activities that they felt were 'missing' from their communities. The team have also been working on separate health-related projects, including some pilot 'Sophrology' and 'Take Notice' pain management sessions and expanding the delivering of 'Well Now' sessions by running an additional course in Colwyn Bay.</p>								

4.3 Self-evaluation of performance

Our long term focus for this outcome is to support a healthy lifestyle. Our Early Intervention Project is an example of how we are changing the way we work by implementing the 5 ways of working in the Well-being of Future Generations Act. Whilst it is still in the early stage of development, the project is involving communities and working in partnership to support families at an early stage. We also have some innovative joint working in our leisure services to address chronic problems and we are proud to be hosting the North Wales Obesity clinic at Eirias which will open in autumn 2018. This outcome is a good example of how we have ensured all services areas see each corporate priority as a collective responsibility, with initiatives in parks, the theatre, libraries, events, as well as some innovative community led rural pilot projects. It is vital we lead by example, and so we are also delighted to have achieved the silver corporate health standard which will support our staff's well-being.

4.4 Areas for improvement / development

We will continue to work with partners to prevent Adverse Childhood Experiences, and the implementation of the Family Centres for early intervention should support this. We also need to progress the work we have started to implement the 'Together for Mental Health Strategy'. Whilst good progress has been made with re- enablement, we will continue to monitor this and strive to increase the percentage of people who report that they can do what matters to them.

Outcome 5 - People in Conwy live in a county which has a prosperous economy		
5.1. Our Priority Actions		
Action Code	Action Name	Perf. RAG
A5.1	Enabling Conwy's businesses to benefit from the major economic developments across the region	 Green
<p>We continue to have representation on North Wales Economic Ambition Board work stream groups and we are active in ensuring that Conwy businesses are given the opportunity to access Supply Chain opportunities.</p> <p>The focus of work has been in developing the Growth Deal bid with specific references to Abergele employment site, Tourism Academy (in partnership with Grwp Llandrilo Menai), and transport and digital infrastructure. Through our business support newsletter we have ensured that our businesses are aware of supply chain opportunities/events for larger project investments across the region.</p> <p>By way of use of the Evolutive software package shared by all 6 LAs, we are now able to share information in regard to inward investment enquiries, the first step towards a virtual regional inward investment team.</p>		
A5.2	Develop structures and partnerships to deliver the aspirations of the Conwy Economic Growth Strategy	 Green
<p>We have established a Conwy Economic Growth Board and the Terms of Reference have been agreed, to oversee the delivery of the programme of projects to deliver on the aspirations. The wider partnership will meet in September 2018 once the action plan for all 5 Ambitions has been agreed by the Board. We have reviewed the current staffing structure and changes were implemented in June 2018.</p>		
A5.3	Develop & promote state of the art business premises to attract inward investment and support growth of existing businesses.	 Green
<p>We have tendered for project managers to support this action. Early progress is being made with EU funding approval for the Penmaen Road Development and planning permission was gained in April 2018. The planning applications at Tir Llwyd has been successful.</p> <p>Agreement has been reached to establish a land assembly strategy for the Abergele site. We have updated the version of the Town regeneration priorities consultation for Colwyn Bay which will feed into the Regeneration Regional bid for 2018.</p> <p>The Town Heritage Initiative regional bid gained Cabinet approval in May 2018, and the submission will go to Welsh Government alongside the other Colwyn Bay Town Heritage Initiative. The final business plan for 7 Abergele Road project has been submitted and is going through final approval governance with Welsh Government.</p>		
A5.4	Support skills development including apprenticeships to equip people to be ready for work opportunities in the region	 Green
<p>The CCBC Skills & Employability Strategic Board's work programme has been revised to focus on four work streams The work streams are:</p> <p>1. Social Care & Health; 2. Tourism & Hospitality; 3. Food, Farming & Diversification; 4. Creative & Digital.</p> <p>There are cross-cutting themes in place across all work streams, including youth engagement, care leavers, those furthest from the workplace, apprenticeships / work placements, entrepreneurship, Brexit, and business / employer support and training.</p> <p>The Board is working closely with the North Wales Economic Ambition Board, and is working with partners in order to progress the recommendations from the Regional Skills & Employment Plan 2017.</p> <p>In addition, a research work stream is focusing on regional research, plus work already commissioned for the LDP Review, which includes a skills assessment. The work stream will also be informed by the work the Corporate Improvement Team.</p> <p>The Board oversees a number of initiatives that aim to bring the economically inactive, long term unemployed and NEETs (Not in Employment, Education or Training) into the employment market place, including:</p>		

1. TRAC 11-24 – a regional project to support those disengaging with education and at risk of becoming NEET
2. ADTRAC 16-24 – A regional project to support those identified as NEET to overcome barriers and engage in skills and employment opportunities
3. OPUS – Conwy led regional project to target the 25+ age group not in Community First areas that are economically inactive or long term unemployed, those furthest to reach with multiple barriers to skills and employment.
4. Communities for Work – delivering on a Welsh Government project operating only in Community First areas, targeting those aged 25+ economically inactive or long term unemployed and NEETS aged 16-24 to overcome barriers to skills and employment.
5. STEM Gogledd - a regional project to co-ordinate STEM Activity (Science Technology, Engineering and Maths) within the region, to increase the take up and attainment in STEM subjects amongst 11-19 year olds).

In terms of apprenticeships, the Business Skills Co-ordinator has been engaging with small businesses across the county, establishing their skills and employment needs, and brokering in the relevant support and organisation to help them. Particular focus is on developing apprenticeship opportunities.

There are specific initiatives under the LEADER programme including a Rural Jobs Fair.

Also in place in the authority is:

- Support for Social/Community enterprises either directly through the Community Enterprise Development Scheme, or by facilitating links between Council Services and local social enterprises for those enterprises to provide training and work opportunities in the delivery of 'community services/goods'.
- The inclusion of 'social clauses' in regeneration projects which require contractors to provide training, work experience, and/or job opportunities. There have been successes here particularly with the Housing Renewal, Space for Living, Townscape Heritage and Office Accommodation initiatives in Colwyn Bay. The latter has assisted in cementing a proactive working relationship with the Princes Trust.

A5.5	Develop a winter tourism offer to strengthen the sector making it more sustainable for investment and employment.	 Green
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Our regional North Wales bid to Visit Wales for £150k to cover winter tourism marketing (linked to Routes of Wales), has been approved.

We are going to focus winter tourism on the period October to December for the first few years. This targeted approach has been well received with local businesses, and will allow us to develop a winter programme which is sustainable. We have an agreed focus on 6 themes: Christmas, Lights, Adventure, Food drink and accommodation, indoor offer, events. We have compiled a 'what's on' for Conwy

A partnership group has been established under Destination Conwy with actions agreed in preparation for the 2018/19 season. The Year of Sea event is to be the cornerstone.

A5.6	Encourage other stakeholders to defend the coastline and protect critical infrastructure including the A55 and mainline rail and trunk sewer at Colwyn Bay.	 Red
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We continue to engage with all stakeholders in an attempt to secure contributions towards detailed design and future construction. Welsh Government are being kept informed of all developments. A meeting held with Network Rail in November 2017 indicated that they would be willing to consider working with us on a joint scheme. However subsequent to this they have confirmed that they are unable to contribute. The Local AM has raised our concerns about this area of coastline at the Senedd in January 2018. The frontage at Old Colwyn was further damaged in the February 2018 storms, necessitating its temporary closure pending repairs. The ongoing discussions with Welsh Water in March 2018 indicate that they are considering their approach to contribute to a possible scheme.

5.2. How will we know we are making a difference?								
Measures Code	Measures Title	Actual 16/17	Target 17/18	Actual 17/18	Target 18/19	Bench mark	Bench mark ranking	Perf. RAG
M5.1	Total Floor space developed		4,725.00	1,000.00	4,725.00			 Red
Developments include new office accommodation at Anson House, Esgryn completed occupied by Beech Developments. Planning consent gained by 'Wish Wash Co.' at Tir Llwyd, at detailed design and tender stage. Planning consent obtained for Parc Caer Seion extension, with tender for detailed design team. Anticipated phase 1 completion Dec 2019. Cae ffwt industrial estates extension is in development stages.								
M5.2a	Businesses accommodated through schemes		4.00	6.00	4.00			 Green
M5.2b	Investment Leverage		1,000,000.00	No data	3,000,000.00			 Red
The Investment Leverage indicator is a measure of induced capital investment as a consequence of direct intervention. Put simply, this is capital investment which supports economic benefit to businesses and/ or benefits employment. We have collated data relating to the leverage of grant schemes issued by Conwy County Borough Council, however we are still working to capture investment which we have facilitated eg planning process/business advice/support leading to access to other funding sources. This data will be available by quarter 3 of 2018/19.								
M5.3	No. of apprenticeships provided / supported by Conwy County Borough Council	71.00	60.00	68.00	60.00			 Green
We provided 35 apprenticeships (32 employed & recruiting 3) The Skills Co-ordinator supported local businesses to employ 18 Apprentices (3 in recruitment) Our Office Accommodation Strategy Project created 7 Apprentices The Cwmni Prentis project created 8 apprentices.								
M5.4	No of visitors in winter months	2.20 M		2.17 M				N/A
This data comes from the STEAM survey								
M5.5a	% of children living in poverty (where household income is less than 60% of the British average income).	20.70		18.10				N/A
This is 2015 data from HMRC								
M5.5b	% of jobs which are full time employment in the County	53.50		54.50				N/A
This data has been taken from the ONS Business Register and Employment Survey 2016								

5.3 Self-evaluation of performance

Our long term outcome is that through collaboration we develop high impact initiatives which will trigger increased productivity, improved competitiveness and create year-round employment. We have been working regionally to develop a Growth Deal for the area, which if successful will have a significant impact. More locally, our Office Accommodation project is an excellent example of working with the private sector to support the regeneration of an area whilst at the same time reducing our inefficient estate, reducing our carbon footprint, improving our customer offer, supporting local businesses, providing apprenticeships, and gaining \$106 community benefit funding. Whilst we want to attract businesses to invest in the area, we also need local people to have the right skill sets to gain employment. The skills board will be a vital platform to work with partners to ensure this happens, and that people from all backgrounds can access training, work experience, apprenticeships and employment. We are pleased that funding for our winter tourism offer has been approved, and this will be a positive step to increasing year round employment in the tourism sector.

5.4 Areas for improvement / development

There has been progress in terms of communication with partners regarding the need to protect critical infrastructure, however this remains a corporate risk. Whilst we are working collaboratively with the Conwy and Denbighshire PSB to address long term environmental issues, this priority action requires further collaboration work to prevent a break down in critical infrastructure.

Outcome 6 - People in Conwy value and look after the environment		
6.1. Our Priority Actions		
Action Code	Action Name	Perf. RAG
A6.1	Support and educate communities to prevent/prepare for flooding.	 Green
<p>The Sandbag policy was promoted in the Conwy Winter Bulletin and a series of standard tweets have been devised to be used in advance of any severe weather to remind citizens of the Council's position regarding the deployment of sandbags. Welsh Local Government Association (WLGA) have advised that no funding is available for a flood awareness campaign. We will continue to run flood awareness events as far as our revenue funding enables us to and we will continue to seek funding to support this. In collaboration with Natural Resources Wales we have also developed a British Sign Language video on preparing for a flood.</p>		
A6.2	Subject to funding, implement sustainable coastal and flood defence schemes that are fit for purpose.	 Green
<p>Tender documentation being prepared for detailed designs for 2 schemes and outline business cases are being prepared for 3 schemes with a view to completing these commissions in 2018/19.</p> <p>The tender for the construction works at Chapel Street has been completed and a preferred contractor has been identified. The works are due to start on site in June 2018 with completion in Autumn 2018.</p> <p>The detailed design has been tendered for Llansannan with intention of tendering for a contractor towards the end of the Summer.</p> <p>The outline business cases are ongoing at Llandudno and Kinmel Bay with delivery due towards the end of 2018.</p> <p>Tenders for the detailed design of coastal defence improvement works at Penrhyn Bay and Llanfairfechan were sent out to consultants in June 2018.</p>		
A6.3	Supporting residents and businesses to recycle more and waste less.	 Amber
<p>63.37% of municipal waste was reused, recycled or composted during 2017/18 and is the best annual performance to date. Cabinet approval to implement the 4-weekly domestic refuse collection model county-wide will significantly enhance this performance and seek to maintain steady improvement towards achieving statutory recycling targets and supporting our residents to recycle more and waste less.</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 which are attended by Welsh Government officials, who are considering the key topic areas that concern local authorities, e.g. a requirement to implement a producer compliance scheme for disposable nappies.</p> <p>Officers have also presented updates and evidence based learning on the 4 weekly refuse collection at national industry conferences (LARAC (Local Authority Advisory Recycling Committee), CIWM (Chartered Institution of Waste Management) and Regional WRAP focus groups).</p>		
A6.5	Reduce the Council's carbon footprint and carbon emissions by investing in renewable energy.	 Green
<p>The Combined Heat and Power (CHP) and Building Management System have been installed at Colwyn Bay Leisure Centre and the first 2 months' data is showing an average monthly saving of 6 tonnes of carbon. LED lighting upgrades continue with 2 additional sites upgraded and tenders received to upgrade 4 more sites. 8 sites have been confirmed for installation of photo-voltaic panels as the first phase of the renewable energy improvement programme and site surveys are underway to determine the size of the PV arrays to be installed and payback in terms of financial and carbon savings. Display screen and associated software are in the process of being installed at Bodlondeb to show live energy consumption data. During 2017/18 16 Low Carbon Schools presentations have taken place at schools across the County, exceeding the annual target of 15.</p> <p>Funding has been approved to implement phase 3 and 4 of street lamp upgrades, which will see 2,400 lanterns replaced each year during 2018/19 and 2019/2020.</p>		

A6.5a	Encourage communities to develop their own renewable energy projects.	 Amber
<p>The Dolwyddelan project is currently on hold as a consequence of Welsh Government's business rates decision, although we are continuing to explore alternative renewable energy solutions with Scottish Power Energy Networks. This includes district heating, small scale solar PV and electric vehicle charging.</p> <p>Applications are currently being drafted for Rural Communities Development Fund (RCDF) and Tourism Amenity Investment Support (TAIS) funding for the associated infrastructure, which includes renewable technologies.</p>		
A6.6	Promote the development of a tidal lagoon in Colwyn Bay	 Amber
<p>The tidal lagoon project has been identified as a key outcome in the Conwy Economic strategy. The promotion of the tidal lagoon is the early development stages. Developer meetings have progressed in addition to promotion through the North Wales Growth Deal. Early land requirement assessments and legacy assessments from Wylfa are also underway to inform the Local Development Plan Review.</p>		

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

Measures Code	Measures Title	Actual 16/17	Target 17/18	Actual 17/18	Target 18/19	Bench mark	Bench mark ranking	Perf. RAG
M6.1a	No. of flood awareness events held	13.00	10.00	11.00	10.00			 Green
Between April 2017 and March 2018 flood awareness events were held in the following locations: Kinmel Bay; Llanrwst; Cerrigydrudion; Llandudno; Conwy; Abergele; Betws yn Rhos; Llanfairfechan and Penrhyn Bay.								
M6.1b	Number of properties where the risk of flooding has been reduced		94.00	85.00	20.00			 Amber
The risk of flooding as a result of trash screen blockages to properties in Colwyn Bay and Llanrwst has been greatly reduced by the installation of CCTV and telemetry systems. A pump station has been installed in Llanddulas to reduce the risk of flooding from surface water along Beach Road.								
M6.2	Number of beaches which have a beach management plan		2.00	2.00	2.00			 Green
Beach management plans are in place for beaches in Penrhyn Bay and Llanfairfechan.								
M6.3a	Percentage of municipal waste reused, recycled or composted	62.63	65.00	63.37	66.00	Data not yet available		 Amber
Conwy has achieved its best performance to date for percentage of municipal waste reused, recycled or composted and continues to improve its percentage recycling rate year on year, despite a continued downwards trend in municipal waste arising. As the 2017/18 budget was set based upon 4 weekly residual waste collection being in place, the performance target was also based upon this model. A change to collection frequency was not approved until January 2018 and will be rolled out during the autumn of 2018/19. This accounts for the original 2017/18 target being narrowly missed, however the council is in an excellent position to improve its performance following a democratic review of the collection system.								
M6.3b	Average amount of residual household waste collected for disposal per household (kgs)	292.92	265.00	262.06	249.00			 Green
The average of 262 kg of residual household waste collected for disposal per household over 2017/18 is a full 12 month period of the current 3 and 4 weekly collection. When compared to 2015/16, pre-collection frequency changes, this highlights a 22% reduction in residual waste per household.								
M6.4	Percentage change in carbon dioxide emissions (CO ₂) from the activities of Conwy County Borough Council	-8.80	-3.00	-8.73	-5.00			 Green
A reduction of 1,098 tonnes of CO ₂ in 2017/18								
M6.5	National Well-being Indicator for Wales: Capacity (in MW) of renewable energy equipment installed.			72.0				N/A
Capacity in MW for 2016. Source Welsh Government Low carbon Energy Survey								

6.3 Self-evaluation of performance

The focus for this outcome is to have resilient communities who are ready to adapt to the environmental challenges the world faces. The actions we take now must help address the long term trend for climate change. Key to this is to work with communities on behaviour change to prevent further environmental damage. The achievement of excellent recycling rates are down to communities working with us to recycle more and waste less. It is also vital that communities help prevent and prepare for the potential impact of flooding. There has been good progress on coastal defence works and we are delighted with the environmental awards which acknowledge the work of the council and the friends of parks in supporting bio diversity, marine life, tourism and attractive places for people to enjoy and improve their well-being.

6.4 Areas for improvement / development

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

Outcome 7 - People in Conwy live in a county where heritage, culture and the Welsh language thrive		
7.1. Our Priority Actions		
Action Code	Action Name	Perf. RAG
A7.1	We will develop our libraries into community hubs that provide a wide range of services and activities.	 Green
The 'hub and spoke' model is being developed and will align with the opening of the new council offices, Coed Pella, in Autumn 2018.		
A7.2	We will develop a Conwy Culture Centre	 Green
The construction of the Conwy Culture Centre, is progressing well. Wynne Construction started the site set up and compound in May 2018. The project completion date is autumn 2019.		
A7.3	We will develop an Arts Action plan to capture the positive impact the arts can have on all aspects of wellbeing	 Green
A meeting has been held between Venue Cymru and the Wellbeing team to map out current provision and aspirations for future work in this field. This may result in partnership working across services including a project to tackle loneliness and Isolation. This action relates to measure M7.2 - No of art events undertaken specifically to support well-being delivered by Conwy Arts Service, Venue Cymru and Conwy Arts Trust. The Conwy Expressive Arts Service in Education have also been notified and mapping work will begin in summer 2018.		
A7.4	We will harness arts, culture and creative industries to support the regeneration of our communities.	 N/A
Venue Cymru and Theatr Colwyn contribute significantly to the local economy. In 2017 an independent economic impact estimated that Venue Cymru contributes £33.5m economic impact to the area annually.		
The service runs a range of projects that support skills development for young people that help them achieve at both school and in their early working lives.		
Creative projects run by the service also support wellbeing and community cohesion in a number of ways including inter-generational projects, work in schools, dementia projects, work with the over 50s and projects focusing on mental wellbeing.		
A7.5	Through the Conwy Welsh Language Strategy & Welsh Education Strategy we will encourage learning and speaking Welsh as a part of everyday life (Corporate Response)	 Green
Work Welsh courses have now been arranged. 30 members of staff at Level 0 who have shown an interest have been sent details of the on-line beginners course and will then progress to Level 1 courses. Level 1, 2 and 3 courses will start in September 2018 for the other 200 members of staff who have registered their interest with us. Gloywi Iait (Improving Welsh Written Skills) courses will be arranged for fluent Welsh speakers wishing to improve their written skills.		
One of our objectives in our Welsh in Education Strategic Plan is to Promote the advantages of Welsh medium education to parents and conduct a series of community campaigns and events for families in partnership with Mudiad Meithrin, the Local Authority's Family Support Services, Flying Start, Menter Iait, and the Urdd. These events are planned to run concurrently with the Authority's intention of conducting an assessment of the demand for Welsh medium education in the county.		
We have already established a Welsh in Education Strategic Forum which will meet once every half term, and includes a broad representation from across the education sector, with the aim of agreeing on an action plan and for monitoring this strategy. The Forum includes a cross section of stakeholders including Social Services, the Youth Service, Leisure and Planning, Members and School Governors and Welsh agencies such as the Young Farmers, the Urdd, Menter Iait and Mudiad Meithrin.		

The Welsh Language Education Strategy original plan was submitted to Welsh Government April 2017. The plan details how Conwy will meet the outcomes. In response to this, recommendations were made by Welsh Government and a revised plan was submitted for approval in December 2017. The forum will be monitoring the action plan against outcomes in the strategy once this is approved.

We are continuing to promote the Welsh Language Charter in all category 1 (Welsh medium) schools. The Charter aims to improve the social use of the Welsh language and raise awareness of the Welsh culture and citizenship. Questionnaires around the use of raising awareness of the Welsh language have been completed and received back, schools have been verified and 2 schools received the bronze award and 12 schools achieved the silver award. 11 schools will be continuing to meet the requirements for the silver award for 2017/18 Academic Year. All schools are utilising a database which enables them to measure and monitor the pupil's use of Welsh.

At the start of Academic Year 2016/17, 93.75% of primary school children transferred from Welsh medium primary schools to a Welsh medium secondary schools, 3.36 percentage points more than the previous year. In order to ensure linguistic continuity and progression, schools support parents and pupils during the transition from KS2 to KS3 and encourage pupils to remain in Welsh medium education.

We are currently undertaking a review to measure the demand for Welsh medium education in Conwy Local Authority to set the current baseline for where the demand is to be found. As well as the usual questionnaires, in association with the Forum's stakeholders, we are conducting a series of specific campaigns to raise awareness of what is Welsh education. Not only will these campaigns/sessions promote the advantages of Welsh education, but also provide an opportunity to discuss the concerns some parents/carers may have about Welsh education.

We are promoting and utilising the 'Siarter Iaith' scheme to 'increase the use of Welsh by children and young people' in the Conwy's secondary schools, in association with school councils, the Urdd and Menter Iaith, prioritising the use of informal language within the education system, preparing opportunities to increase the use of Welsh outside the education system and to raise awareness of the importance of Welsh.

We are continuing to maintain and extend the Siarter Iaith to Category 1 and some category 4 schools, and introduce the Cymraeg Campus initiative to category 4 and 5 schools. We are working collaboratively with Forum partners to further strengthen our relationship with community organisations which promote Welsh amongst young people i.e. the Urdd, Menter Iaith, Young Farmers, youth clubs, school councils. We are working with these organisations to target Welsh medium activities outside school hours in areas identified by our data. We will target extra-curricular activities in English medium schools to increase the amount of Welsh used as part of the school curriculum

Cymraeg i Blant (Welsh for Children) is held in a number of libraries – and will be commencing at Kinmel Bay in the near future.

Menter Iaith (The Language Initiative) runs story time sessions at Cerrigydrudion and Penrhyn Bay libraries. They make use of our active story time resources as part of these sessions, which helps improve literacy and speech in the language. Sadwrn Siarad (The Saturday Day School) was held in Llanrwst until a few months ago, again in partnership with Menter Iaith.

7.2. How will we know we are making a difference?								
Measures Code	Measures Title	Actual 16/17	Target 17/18	Actual 17/18	Target 18/19	Bench mark	Bench mark ranking	Perf. RAG
M7.1a	The number of visits to Public Libraries during the year, per 1,000 population	4,769.51	4,775.00	4,539.62	No target	4,666	13	 Red
<p>We have experienced a decline of 8.6% in physical visits. This is consistent with the national trend across library services. We are actively working to arrest this decline by engaging with communities and expanding our outreach programme to inform more citizens of the library services available to them, and with the imminent Culture Centre development at Conwy we anticipate a marked change in the usage trend at Conwy for example.</p> <p>The total figure for virtual visits in 2017/18 is 148,349, an increase of 12,000 on the previous year.</p> <p>The most marked increase is the visits to the library catalogue, from 43,046 in 2016/17 to 55,618 in 2017/18 - the highest figure ever received. Work is ongoing to develop the interface and increase functionality for customers. For example in 2017/18:</p> <ul style="list-style-type: none"> - work has been undertaken to improve Google indexing for search returns for the library catalogue - reader development principles have been embedded into the interface, improving access to collections and encouraging borrowers to expand their reading choices by highlighting the wide range of titles available. - the interface has also been developed to better promote the online and download services available by allowing regular promotions of e.g. eBooks, magazine downloads, and family history resources, and to highlight reader promotions such as prize winner shortlists and BBC campaigns. - Conwy has also led on the development and implementation of an online joining form for users to gain immediate access to resources out of service opening hours, and has provided training and guidance materials for the administration of the catalogue interface, to other Welsh authorities on the same system. <p>Unfortunately the performance data for a number of the eBook and download services purchased via the Welsh consortium are unable to provide actual data in terms of downloads and renewals for Conwy. The total figure for these resources is simply apportioned based on the population for each Welsh authority. In instances where an actual figure can be obtained, we have seen a 50% increase in use in 2017/18.</p>								
M7.1b	Number of heritage related workshops/ events supported by the service at museums/ other venues		22.00	48.00	85.00			 Green
<p>This covers the period April 2017 - March 2018 and includes events held at the three independent museums supported by the service and delivered via the Fusion project.</p>								
M7.1c	Number of services and activities offered from library buildings		72.00	72.00	1,260.00			 Green
<p>We have not included any services data for the community libraries, as we do not have access to the information or control regarding the booking of events at those venues out of library hours.</p>								
M7.1d	% of people attending or participating in arts, culture or heritage activities at least three times a year (National Survey for Wales)							N/A
<p>The data for this indicator was only included in the National Survey from 2017 and is not yet available</p>								

Measures Code	Measures Title	Actual 16/17	Target 17/18	Actual 17/18	Target 18/19	Bench mark	Bench mark ranking	Perf. RAG
M7.2	No. of art events undertaken specifically to support well-being delivered by Conwy Arts Service, Venue Cymru and Conwy Arts Trust		60.00	452.00	70.00			 Green
<p>The year end data includes</p> <p>Culture Centre activity plan 221 Arts Development 44</p> <p>Venue Cymru: Young creatives- 73 sessions Textile Project – 11 Sessions Create Project – 36 Sessions Creations 2 Generations Project – 9 Sessions Foyer art / photography exhibitions 9</p> <p>Oriel Colwyn Photographic exhibitions 23</p> <p>Conwy Arts Service</p> <p>Criw Celf Group 1 - 6 sessions Criw Celf Group 2 - 4 sessions Criw Celf Group 3 - 4 sessions</p> <p>Conwy Art Trail - 4 sessions</p> <p>Exhibitions at Llandudno Library x 2 (Susie Liddle and Hafod Gallery)</p> <p>Exhibitions at Colwyn Bay Library x 3 (Northern Eye Festival, Theatre Photography and Artist Caren Mynne)</p> <p>Pentre Mawr Park - Easter in the Park event - Artist Sian Hutchinson workshop x 2</p> <p>World Mental Health day Art workshop with Chloe Needham at Llanrwst Library x 1</p>								
M7.3	% of staff within the Council's services who are able to speak Welsh (excluding school teachers and school based staff) - according to service division			30.00				N/A
M7.3a	% of posts designated as 'Welsh essential' which were filled by a Welsh speaker		100.00	100.00	100.00			 Green
M7.4	% of pupils accessing welsh medium education as at Pupil Level Annual School Census.		22.00	21.97	23.50			 Amber

M7.5a	% of primary school children in welsh medium education that go to welsh medium secondary school	90.39	90.00	93.75	94.00			 Green
For pupils starting the Academic year 2016/17 (calculated PLASC 2017).								
M7.5b	Number of Welsh language promotion/ awareness events held in collaboration with our partners			198.00				N/A
<p>The Corporate Language unit have confirmed that awareness sessions are held in each of the Corporate Induction meetings, held 6 times a year.</p> <p>Through our Culture and Information section, we have held a variety of sessions to encourage Welsh speaking and through the Welsh language at various locations across the county including Abergele, Colwyn Bay, Penrhyn Bay, Cerrigydrudion, Conwy, Llandudno, Llanfairfechan, Llanrwst and Penmaenmawr. Sessions include: 'Cylch Ti a Fi', Stori a Chan, Cymraeg i Blant, Eiddwen Jones, author Harri Tudur, show for key stage 2 pupils, 'Mewn Cymeriad', Menter Iaith, Chwedlau ar y Cledrau, prize giving for the national award, Tir Na Nog, Welsh Books Council & Sadwrn Siarad. We have had almost 3,000 attendances to these events.</p> <p>In addition, 23 of the events which have been in contract or sponsored by Conwy County Borough Council were required to promote the Welsh language where possible. Prom Xtra, North Wales Choral Festival, World Shore Angling Championships, Wales Rally GB, Glamorgan Cricket Festival and BBC Proms in the Park are in the main bilingual.</p>								

7.3 Self-evaluation of performance

The long term focus for this outcome is to celebrate our culture and to maximise well-being. The work that has been developed through our libraries and theatres are great examples of how the arts can be used to support well-being across every age range and in particular can be used as a form of social prescribing to support and prevent a number of health and social problems. The work to construct a new Culture Centre is particularly exciting and we are delighted that funding has been approved to improve two museums. The revised Welsh Language Education Strategy has now been launched and there is good multi agency attendance at the Welsh in Education Forum. There has also been a positive to response from staff to the offer of Work Welsh courses.

7.4 Areas for improvement / development

We are working to review our Council Welsh Language Strategy and to increase the promotion of spoken Welsh in the workplace, schools, communities and at home, in order to support the Welsh Government goal of 1 million Welsh speakers by 2050. Whilst there has been a downward trend in the number of visits to libraries, this has been balanced by an increase in online use, reflecting a change in public preference for services. However we are working to develop our libraries into community hubs which will provide a wide range of services and act as a focal point for communities.

<p>Outcome 8 - People in Conwy contribute to their community. They are informed, included and listened to</p>		
<p>8.1. Our Priority Actions</p>		
Action Code	Action Name	Perf. RAG
A8.1	We will work with communities to develop place plans	 Amber
<p>The Place Plan Toolkit and supporting documentation is now complete and subject to political approval. Whilst there is no target with this work the Policy Team are currently supporting 4 Town and Community Councils who are in the early stages of preparing a Place Plan in line with the Local Development Plan Review.</p>		
A8.2	We will review how we engage communities and ensure all communities have the opportunity to be involved in service development	 Amber
<p>The Engagement Strategy has been updated and approved. A training programme is now being developed and Engagement Training is now part of the Corporate Training plan. All reports presented to democracy must evidence what consultation has taken place.</p> <p>All committee meetings are open to the public, and a number of committee meetings are webcast, and we have a process for members of the public to table items for discussion at scrutiny committees. We have also recently launched e-petitions. Involvement and accountability in a complex organisation is not without its challenges. We need to enable people to understand, get involved and influence our work in a way that is not overly burdensome or complex. We have strived to do this by making our key documents more accessible in format – using simple language, infographics and translating them into BSL. The launch of the County Conversation is another method to keep things simple. Every public organisation named under the Well-being Act must engage – and it is important that we don't over burden communities and repeat the same questions. Through the county conversation we have shared feedback across organisations and used it to inform relevant engagement developments in order to avoid duplication. We are also using social media more to invite views and our social media presence is currently under review to assess if there are improvements we can make. In addition, any decision presented for democratic approval must also detail what consultation has taken place, as well as completing an equality impact screening.</p> <p>We also use information gathered by other organisations – for example the National Survey for Wales. The November 2017 bulletin stated that people rated Conwy as the top performing authority in Wales in relation to the provision of high quality services. The survey also noted a high level of satisfaction with the area as a good place to live as well as positive results for community cohesion and community safety. We have also reflected on the level of contact with a County Councillor, which placed Conwy as the 7th highest in Wales. We now have a programme in place for diversity in democracy, and we are developing new material to explain what a councillor does and what the council does.</p>		
A8.3	We will review and update our Communication Strategy making the information we share relevant and more accessible	 Amber
<p>The Communications & Engagement Strategy was approved by Cabinet in June 2018. A template for action will be developed and presented to Communications Working Group.</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>A total of 24 different forms covering services including Education, Community Development, Theatres, Regulatory, Environment, Roads & Facilities, and Revenue & Benefits have been published and are available through the website or the Conwy app or App Conwy. Approximately 900 citizens have registered accounts on the app with 1262 digital forms completed. The app also links users directly on to other digital services including the new E-Store for collection of payments digitally, the Parent Pay service which facilitates online payment for school dinners, waste collection days and the Symology Portal which allows citizens and visitors to report issues on the highway etc. Next steps for development are the implementation of a full process culminating in a payment and the implementation of a booking process. Whilst progress has been significant up to January, there has been a pause, partly due to limitation of the technical platform, as well as staff capacity.</p>		

Key to further developing the take up of the app is identification of forms / processes where there are significant numbers of transactions annually. Promoting availability of the services as a digital alternative to the traditional forms of submission e.g. by visiting the council, over the phone or through submission of paper forms for processing is also key to longer term development and success. A further step is the full integration of forms into back end systems removing requirements for manual input. In addition, to enable digital inclusion, we have expanded free public access WI-FI access to outdoor spaces in Betws y Coed, Llanrwst, Dolwyddelan, Llangenyw, Cerrig and Pentrefoelas. We also have public access WI-FI on Colwyn Bay promenade, outside the town hall in Llandudno, and outside library buildings.

The new Skype for Business integrated contact centre has been rolled out across all Council services. Currently there are approximately 28 contact centres in place across the Council. Further features currently undergoing testing include web chat from the Environment, Roads and Facilities contact centre, with scope to further develop channels including e-mail, twitter and Facebook. Technologies such as chatbots may also be developed to help Council services with modernisation.

A8.5	Work with communities, transport providers and other partners to undertake a fundamental review of transporting the public and access to services. We will pilot innovative alternative options.	 Amber
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Work has progressed significantly in reviewing the bus network. Following a formal 6 weeks consultation across the County Borough in autumn 2017 to assist the progression of pilots, savings and approaches to improving the bus network. The next steps are to present to Informal Cabinet in summer 2018. Consultation will follow thereafter in October 2018.

8.2. How will we know we are making a difference?								
Measures Code	Measures Title	Actual 16/17	Target 17/18	Actual 17/18	Target 18/19	Bench mark	Bench mark ranking	Perf. RAG
M8.1	Number of communities being supported to develop a place plan			4.00				N/A
The Place Plan Toolkit and supporting documentation is now complete and subject to political approval. Whilst there is no target with this work the Policy Team are currently supporting 4 T&CCs are in the early stages of preparing a Place Plan in line with the LDP Review.								
M8.2	% of residents who feel they can influence decisions affecting their local area (National survey for Wales)			28.00				N/A
2016-17 results								
M8.2a	Number of complaints received	284.00		356.00				N/A
The number of complaints received in the second half of the year is up by 52, and the total for the year up by 72 from a reported 284 complaints in 2016-17.								
M8.2b	% of corporate complaints successfully dealt with at stage 1	87.10	92.00	90.20	90.00			 Amber
This is slightly below the target of 92.00 but an improvement on year end total 2016-17 of 87.6%								
M8.2c	M8.2c Number of compliments received	527.00		463.00				N/A
The number of compliments are down by 64 on the previous year, at year end 2016-17 a total of 527 were reported as received.								
M8.3	% of the community surveyed who understood the Council's key corporate messages							N/A
The survey has been developed and is being conducted between June and October 2018.								
M8.4	No. of customer transactions which are available online		125.00	117.00	125.00			 Amber
This includes forms made by the Digital Delivery Team and function types presented by ERF's Symology portals. It no longer includes the 4 main financial transaction types (or those subsequently added to the eStore). Similarly, transactions undertaken through major departmental systems are not included here.								
M8.4a	The % of leisure bookings that were completed online	20.75	20.00	25.80	25.00			 Green

Measures Code	Measures Title	Actual 16/17	Target 17/18	Actual 17/18	Target 18/19	Bench mark	Bench mark ranking	Perf. RAG
M8.4a	% of Council Tax single person discount applied for online	35.60	0.00	61.70	25.00			 Green
M8.4b	The % increase in the payments received online (transactions)		10.00	125.73	25.00			 Green
Since the introduction of Parent Pay, the number of on-line payments received have increased dramatically (hence the very high percentage increase). This will become more representative as time moves forward and we can measure this more accurately.								
M8.5	% of people satisfied with their ability to get to / access the facilities and services they need. (National Survey for Wales)		0.00		0.00	0.00		N/A
The data for this indicator was only included in the National Survey from 2017 and will be published later in 2018. We are proud that the National Survey for Wales November 2017 bulletin stated that 61% of people agreed Conwy County Borough Council provides high quality services. This placed Conwy as the top performing authority in Wales in this measure.								

8.3 Self-evaluation of performance

Our long term outcome is that by improving the way we work with communities, we will enable people to play an active role in what happens within them. The development of the Place Plan toolkit is an important step forward in enabling communities to do just that. By revising our communication strategy and our engagement strategy we hope we will see a change in both our communication style and methods, so that we improve how we listen and work with communities and enable them to take the lead on some initiatives. We are pleased that the National Survey for Wales 2017/18 revealed that 81% of respondents knew how to find out what services Conwy County Borough Council provides. This was the second highest result in Wales and was above the 76% national average.

8.4 Areas for improvement / development

Involving communities is a vital aspect of the Well-being Act's '5 Ways of working'. Now that the Engagement Strategy and Communication Strategy have been approved, we need to roll out the principles to all staff areas and ensure that we continue to evaluate our approach to assess if communities feel they can contribute to their community, and that they feel informed, included and listened to. A key task will be to apply this to the forthcoming bus network consultation. We have made good progress in maximising the use of digital technology, and we now need to work to increase the take up so more people sign up to our 'be digital' campaign.

Outcome 9 - CCBC is resilient (Efficient)		
9.1. Our Priority Actions		
Action Code	Action Name	Perf. RAG
A9.1	We will exploit advancements in technology to transform the way our staff deliver their day to day work, looking at the tools they use as well as the facilities and locations where they work	 Green
<p>Through the work of the Modernisation Programme, several new technologies have been procured to support staff to transform the way in which they deliver their day to day work. These include:</p> <ul style="list-style-type: none"> - Visiontime - supporting flexible working for Staff and the digital authorisation of leave. - Electronic Document Management - supporting the digitisation of paper files and creation of electronic workflows. - iTrent - creating electronic workflows for HR based processes. - CAMMS Performance and Project Management System - has created paperless electronic processes and an integrated governance approach for service planning, performance, risk, audit and project management. - Managed Print Service – which enables staff to print and scan at any device (follow me printing and scanning). - Skype for business - allows staff to take their telephone anywhere and encourages video conferencing. - Laptops and Docking Station - allows staff to work from any Council location or from home as required. <p>The implementation of the Workwise operating model across all Council Services has exploited the use of Electronic Document Management (EDM) and over 2.5 million documents are now stored digitally. This has allowed staff to work more flexibly as they can access their files electronically or from other office locations. Over 4600 HR files have been digitised and over 11,000 new HR documents have been uploaded to iTrent since the digital storage method was introduced. This has created a large space efficiency in terms of the removal of paper where it is no longer required. In terms of space saving and digital document storage, it is estimated that 6500 files equates to 100 filing cabinets worth of space and 100 filing cabinets equates to 60m² of office space that is no longer required or could be re-provisioned for other use.</p> <p>The creation of electronic workflows through EDM means that less paper is created in the first instance and there is a reduced requirement to print. Workwise has also introduced a Managed Print Service which has consolidated the number of devices the Authority leases / owns and through economies of scale has made efficiencies in terms of overall cost. Staff can now print and scan from any Council building which saves time and provides further flexibility.</p> <p>Workwise has also introduced mobile technology for staff including laptops and skype allowing them to work flexibly from different locations. 94% of staff are now skype enabled. The introduction of skype and video conferencing technologies has reduced the requirement for staff travel to meetings and therefore made efficiencies. It has also allowed people to remain in situ after meetings and therefore not travel back to base</p> <p>The downward trend for business miles claimed is continuing.</p> <p>105,257 fewer miles claimed in 17/18 than 16/17 £52,049 less reimbursed in 17/18 than 16/17</p> <p>When compared with 14/15 582,527 fewer miles claimed £257,711 less reimbursed.</p> <p>582,527 miles = 23 ½ complete journeys around the world.</p>		
A9.2	We will work with Welsh Government on the regional collaborative approach to Local Government	 N/A
<p>The Authority has responded to the Green Paper 'Strengthening Local Government, Delivering for People'. The Authority is an active partner in a number of regional and sub regional partnerships, including the North Wales Economic Ambition Board, Regional Social Care Partnership, Regional Residual Waste Project, sub regional food waste scheme, and Conwy and Denbighshire Public Service Board.</p>		

A9.3	We will monitor the impact of Brexit so that we are sufficiently prepared for the implications of the UK exiting the EU	 Green
With the assistance of WLGA (Welsh Local Government Association) policy advisors, we continue to monitor the progress of BREXIT negotiations and the potential impact upon Conwy County Borough council and the county as a whole. This includes responding to a number of consultations and attendance at workshops. This included attending the WLGA BREXIT Event on 23rd May 2018 where the Cabinet Member for Finance and Recourses and the Leader attended a 'round table discussion' with the Secretary of State. We have established of a Member Brexit Awareness and Consultation Group; and a consultation group with Farming Unions and CLA. At present there is no clarity as to the final form or eligibility of future funding streams that may replace assistance previously available from EU sources. Officers continue to ensure those projects currently benefitting from EU funding are sufficiently advanced/progressing so that the full grant may be drawn down.		
A9.4	We will continue to develop & support our staff	 Green
There are a range of support measures in place. We have a staff learning and development programme, health and well-being support including counselling and rapid access physiotherapy, a range of family friendly and work/life balance policies, a staff discounts and benefits platform, yoga, pension scheme, improved flexi time arrangements and a major improvement in working conditions for staff relocating to Coed Pella. A further significant development is the progress being made with career grades in Environment, Roads and Facilities to enable staff to progress to more senior positions.		

9.2. How will we know we are making a difference?								
Measures Code	Measures Title	Actual 16/17	Target 17/18	Actual 17/18	Target 18/19	Bench mark	Bench mark ranking	Perf. RAG
M9.4a	% of staff who feel they are supported by their line manager		89.00	90.00	89.00			 Green
M9.4b	% of staff who feel they have the right training to do their job		90.00	92.00	90.00			 Green
M9.4c	% of staff who feel that Conwy takes the development of its workforce seriously		77.00	79.00	77.00			 Green
M9.4d	% of staff who feel supported when doing the difficult parts of their job		87.00	88.00	87.00			 Green
These measures were taken from the 2018 Staff Survey.								

9.3 Self-evaluation of performance

Staff have had a considerable amount of change as part of our modernisation programme and we are proud how they have embraced the change in working practices and the work that has been achieved to meet the challenging saving targets. We are confident that these changes will not only deliver efficiencies, but will ensure that we remain a modern council delivering services people need in a manner which they now expect.

9.4 Areas for improvement / development

The opening of Coed Pella will be a key development for the authority. We are working hard to ensure that communities are aware of this change and that we have as smooth as transition which does not impact on service continuity.

6 Working Collaboratively

Working collaboratively is one of a number of ways we can improve service efficiency. Conwy Council approved a Statement on Collaboration in November 2010 to ensure that good governance and value for money are achieved and that the priorities and values of the authority are promoted and safeguarded when working collaboratively.

Conwy already has a well established history of working in collaboration and is fully committed to working across the region and across Wales as a means of securing improvements in service quality and value for money for its residents. Conwy County Borough Council is a member of the North Wales Regional Leadership Board and North Wales Ambition Board.

Conwy County Borough Council has worked collaboratively to develop a number of initiatives. The anticipated benefits vary – some are to improve service efficiency, avoid costs and create savings, others are to improve service standards or resilience.

We have developed guidance on collaboration implementation which sets out the steps an Officer in Conwy should follow when leading on the establishment of a collaboration with other public sector organisations. We have also developed a collaboration benefits assessment which has been applied to Conwy led initiatives. The assessment aims to ensure that we are clear whether the anticipated benefits have been realised. All joint working initiatives are logged on a collaboration spreadsheet and since the disbandment of the Improvement Boards, they are monitored through Scrutiny & Overview Committees.

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

Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
1	North Wales Public Protection Collaboration	Co-ordination	Outcome 2 People in Conwy are Safe & Feel Safe
Description			
<p>To provide Public Protection Services on a regional basis. The agreed regional service delivery priorities are to undertake joint projects on:</p> <ol style="list-style-type: none"> 1. Single Local Air Quality Review and Assessment Reports 2. Contaminated Land Assessments 3. Environmental Crime: Service design and support 4. Licensing Policies 5. Targeted business support for 'poor' hygiene rated food, premises 6. Housing: Licensing of houses of multiple occupation (HMOs) 7. Radon monitoring of premises 8. Age Restricted Sales – North Wales promotion of PASS accredited proof of Age schemes. 9. Implementation of Doorstep Crime Strategy 10. Trader Approval Scheme - Implementation 			
Benefits of the collaboration			
<ol style="list-style-type: none"> 1. Cost avoidance - Travel, officer time, management time, training -projects designed once not six times 2. Procurement - Provides for reduced cost of RIAMS advice and support (and in the future Tascomi database system) 3. Service Improvement - Impact of regional projects is greater for community. 4. Better able to retain staff - 5. Improved staff morale - Project lead roles and best practice reports provide some career enhancement and opportunity to be involved in more substantial regional work 6. More skills 			
Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
2	Conwy and Denbighshire Community Safety Partnership	Integrated	Outcome 2 People in Conwy are Safe & Feel Safe
Description			
<p>The Joint community Safety Partnership has been in operation since 2008. The aim is to prevent crime and disorder in Conwy and Denbighshire through partnership working.</p>			
Benefits of the collaboration			
<p>Better coordination Reduction in the displacement of crime Reduction in duplication Added value Reduction in crime</p>			

Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
3	North Wales Safer Communities Board	Co-ordination	Outcome 2 People in Conwy are Safe & Feel Safe
Description			
Coordinates activity to reduce crime and disorder across North Wales Regional level priorities are: Mental health, Hidden crimes (Domestic abuse/Sexual abuse) Technology enabled crimes Child Sexual Exploitation & PREVENT Counter terrorism			
Benefits of the collaboration			
Ensure there is joint working across North Wales on the serious crimes. A coordinated response that citizens in Conwy will benefit from directly and indirectly			
Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
4	Conwy and Denbighshire Public Services Board (PSB)	Co-ordination	ALL
Description			
In April 2016, the Wellbeing of Future Generations (Wales) Act 2015 established a statutory board, known as a Public Services Board (PSB), in each local authority area in Wales. Conwy and Denbighshire have used the power within the Act to merge both of their separate PSBs into a single PSB for the Conwy and Denbighshire region. The PSB is a collection of public bodies working together to improve the well-being of their county.			
Benefits of the collaboration			
The PSB published their well-being objectives in April 2018. The plan identifies 3 priorities - 1. People - supporting good mental well-being for all ages, 2. Community - supporting community empowerment, 3. Place - supporting environmental resilience. Benefits include:			
<ul style="list-style-type: none"> • Sharing of resources and good practice; • Collaborative approach to problem solving and a longer term view • Increase staff and expertise working together on the PSB priorities and opportunities to think differently; • Increased capacity to share work on PSB priorities and work with communities. 			
Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
5	Conwy Social Care Workforce Partnership	Co-ordination	Outcome 1 People in Conwy are Educated & Skilled
Description			
Social Care Workforce Development Programme is to have in a place a partnership to collaborate on workforce development and learning for the social care sector as whole within each local authority.			
Benefits of the collaboration			
Sustainability of the social care workforce and support for the sector to meet the requirements of the Regulation & Inspection (Wales) Act Increase in employment opportunities for citizens of Conwy Developing a skilled workforce Increase in the quality of care provided within Conwy			

Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
6	North Wales Regional Partnership Board (Part 9 Board)	Co-ordination	Outcome 4 People in Conwy are healthy and independent
Description			
The Social Service and Well-Being (Wales) Act 2014 came into effect on 6th April 2016. Part 9 of the Act sets out specific responsibilities for partners in terms of partnership working and the forming of new governance arrangements. The Act requires that Local Authorities and their Local Health Board establish a Regional Partnership Board to manage and develop service to secure strategic planning and partnership working between local authorities and Local Health Boards and to ensure effective services, care and support are in place to best			
Benefits of the collaboration			
Whole system change and reinvestment of resources to a preventative model that promotes good health and well-being and draws effectively on evidence of what works best Care is delivered in joined up ways centred around the needs, preferences and social assets of people (service users, carers and communities) People are enabled to use their confidence and skills to live independently, supported by a range of high quality, community based options Embedding co-production in decision making so that citizens and their communities shape services			
Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
7	Regional Commissioning Board	Co-ordination	Outcome 4 People in Conwy are healthy and independent
Description			
The focus of the Regional Commissioning Board will be to jointly oversee strategic commissioning across Adults and Children's' services provision in North Wales for social care and health services. The Board will give assurances and direction to partners within a regional and national context, ensuring that the commissioning of services in North Wales is based on best practice, giving value for money and sustainable quality services. The Board will engage with key partners including local authority and health commissioners and procurement officer			
Benefits of the collaboration			
Co-ordinate effective delivery of an endorsed regional work programme relating to strategic commissioning Collate and share information on good practice across the regions Ensure effective engagement with stakeholder groups			
Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
8	Regional Learning Disability Partnership	Integrated	Outcome 4 People in Conwy are healthy and independent
Description			
The Learning Disability Partnership Group is a forum with multi-disciplinary, and multi-agency input at a senior level. Through working in partnership with social services, health board, service users and the voluntary sector, the group addresses key service issues and oversees the development and implementation of service developments across North Wales. It is a forum to deal with and find solution to common issues and themes and business operations.			
Benefits of the collaboration			
To work collaboratively with all 6 LA's in North Wales, Betsi Cadwalader University Health Board and Children's Services in developing Learning Disability Services. In doing so take account of changing demography and legislative expectations such as those expressed in the Social Services and Wellbeing Bill and Together for Health.			

- To agree how to implement business plans & key projects relating to joint working.
- To consider funding implications of work packages and to consider the allocation of resources to assist in the progress of key developments
- To identify, allocate, support and monitor the outcome of the agreed work packages in accordance with new developments, receiving regular feedback from work package leaders on progress relating to key actions identified.
- To identify, disseminate, and co-ordinate the implementation of plans for action in response to recognised good practice, national guidelines/reports and other relevant strategic imperatives. To do this via email communication if urgency dictates a need for a response prior to the group meeting.
- To receive and disseminate updates relating to statutory and non- statutory service developments including service user activity.
- To consider demand and future trends in terms of client growth.

Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
9	Single Point of Access	Integrated	Outcome 4 People in Conwy are healthy and independent

Description

Provides the front-line customer facing response to citizens seeking information, advice and assistance with their health, social care or wellbeing need.

Benefits of the collaboration

Easy route into adult social care and health, enabling opportunities for members of the public to gain support from District Nursing and Social Worker/OT with co-ordinated response provided. Increase quality of service by having a wider breadth of provision. Increase resilience by having shared staff and knowledge. • To help older people in particular to remain healthy and living independently within their own communities. • To enable citizens with enough information to self-support rather than reliance on statutory services. • To respond quickly if their situation changes with access to Health and Social Care

Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
10	North Wales Social Services Improvement Collaborative (NWSSIC)	Regional Integrated	Outcome 4 People in Conwy are healthy and independent

Description

The North Wales Social Services Improvement Collaborative was formed in September 2006 and comprises of the 6 Directors of Social Services in North Wales plus the Chairs of North Wales Adult Services Heads (NWSASH) and North Wales Heads of Children (NWHOCS).

The Collaborative Programme in North Wales has been divided into service areas. There is a lead Director and Board assigned to each:

- Integrated Services
- Safeguarding (Adults & Children)
- Workforce
- Commissioning
- BCUHB Board
- Improvement

The Collaborative programme in North Wales has a range of projects at various stages of development and implementation. The principle funding for Collaboration is through grant funding from SSIA, Regional Collaboration Funding (RCF), Intermediate Care Fund (ICF), Delivering Transformation Funding.

Benefits of the collaboration

NWSSIC aims to provide strategic leadership and management of a range of health and social care programmes across North Wales. It aims to bring about service improvements, maximise resources available, reducing duplication achieving consistency and transformation. More information can be found on the NWSSIC website www.ssiacymru.org.uk

Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
11	Conwy Local Action Group	EU Grant Funded Co-ordination	Outcome 1 - People in Conwy are educated and skilled Outcome 5 - People in Conwy live in a county that has a thriving economy Outcome 6 - People in Conwy live in a sustainable environment Outcome 7 - People in Conwy live in a county where heritage, culture and Welsh language thrive Outcome 8 - People in Conwy are informed, included and listened to
Description			
<p>The Vision for the Conwy Local Action Group is to: "Create a prosperous future for Rural Conwy"</p> <p>In order to do so they have established the following Strategic Objectives:</p> <p>SO1. Develop a diverse economic base and suitably qualified workforce in rural Conwy</p> <p>SO2. Provide accessible transport for those who cannot access or do not have access to conventional public transport.</p> <p>SO3. Improve the economic exploitation of the cultural, built and natural environment</p> <p>SO4. Support community cohesion/integration and access to basic services</p> <p>The LEADER themes within are as follows:</p> <ol style="list-style-type: none"> 1. Adding value to local identity and natural and cultural resources 2. Facilitating pre-commercial development, business partnerships and short supply chains 3. Exploring new ways of providing non-statutory local services 4. Renewable energy at community level 5. Exploitation of digital technology <p>The cross-cutting themes are as follows:</p> <ul style="list-style-type: none"> • Tackling Poverty & Social Exclusion (TP & SE) • Equal Opportunities & Gender Mainstreaming (EO & GM) • Sustainable Development (SD) • Welsh Language (WL) • Supporting the Uplands (StU) 			
Benefits of the collaboration			
<p>The LAG's core function is the delivery of LEADER projects under the Rural Development Plan (RDP). The board provides an environment for the co-ordination of local activities to generate sustainable regeneration. The LAG status has to exist in order to be awarded LEADER funding in to the County.</p>			

Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
12	North Wales Economic Ambition Board (NWEAB)	Regional Co-ordination	Outcome 5 People in Conwy live in a county that has a thriving economy
Description			
This project aims to have a regional strategic approach to improving the North Wales Economy. The NWEAB has a number of work streams, in which Conwy is fully engaged: Supply Chain Development, Skills, Connectivity & Infrastructure, Inward Investment, and European. Conwy chairs the latter, and on behalf of the NWEAB has taken on the lead body role for the Regional Engagement Team Project. The Engagement team are based at the Conwy Business Centre.			
Benefits of the collaboration			
The vision of the Board is to establish North Wales as a confident and outward looking region with a diverse and high value economy, providing a range of quality, sustainable employment opportunities for its people. The benefits will be to increases economic productivity, competitiveness and growth in the region. This will be measured by (reducing) the gap between a) the regional and national annual growth rate in regional GVA; and b) the gap between those areas which are lagging behind the regional average growth rate and those performing more strongly.			
Benefits of the collaboration			
The benefits realised are the efficiencies gained through economy of scale.			
Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
13	Baylife+ Programme / Vibrant and Viable Places Programme	Co-ordination	Outcome 5 People in Conwy are live in a county which has a thriving economy
Description			
To ensure the integrated delivery of the regeneration of Colwyn Bay. To deliver a programme of improvements and regeneration initiatives to the wider Conwy Regeneration Area (RA), aligned to the themes detailed in the Welsh Government's North Wales Coast 2016 Action Plan To coordinate the delivery of the Colwyn Bay Masterplan and its resultant projects To coordinate the application of a range of funding streams to support the regeneration and improvement of the area, including regional, RA and European funding To coordinate the Programme's activities with interdependent schemes, particularly those relating to the wider RA To ensure that the components of the Programme are delivered on time,			
Benefits of the collaboration			
People in the RA have the opportunity to be educated and skilled to enable them to reach their full potential The people of the RA have safe, appropriate and improved housing with local access to support services The people in the RA are healthy, safe, active and independent with improved wellbeing The RA has a thriving, diverse, sustainable and prosperous economy and is a great place to live, work and visit The RA has physical and natural environment which are carefully managed so its potential is used to maximum effect for present and future generations The RA is an easy place to travel access and explore The RA is an informed and cohesive community. The Programme's portfolio of projects is designed to achieve these benefits within the Programme timetable			

Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
14	North Wales Residual Waste Treatment Partnership	Regional Integration	Outcome 6 People in Conwy live in a sustainable environment
Description			
This project is a regional approach to the management and disposal of residual waste. It aims to secure a long term sustainable and cost effective solution for the treatment of residual waste in the region			
Benefits of the collaboration			
<ol style="list-style-type: none"> 1. Cost avoidance of £31,288,000 for period April 2015 to March 2041 2. Procurement costs shared between five Authorities. 3. Energy from waste provides a more sustainable environmental solution to landfill. This will also reflect positively in terms of performance towards statutory recycling targets and landfill reduction obligations. 4. Provides long term sustainable waste treatment solution 5. Waste will no longer be buried in the ground – it will be treated in a more sustainable manner 6. Assists the Council towards achieving environmental commitments and statutory recycling responsibilities. 7. Reduces risk of LA not having a long term treatment solution for residual (non-recyclable waste) 8. Assists the Council towards achieving environmental commitments and statutory recycling responsibilities. Reduces risk of LA not having a long term treatment solution for residual (non-recyclable waste) 			
Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
15	North East Wales Food Waste Hub	Regional Integration	Outcome 6 People in Conwy live in a sustainable environment
Description			
This project is a regional approach to the management and disposal of food waste. It aims to secure a long term sustainable and cost effective solution for the treatment of food waste in the region			
Benefits of the collaboration			
The benefits will include the cost avoidance of £1,276,730 for a 15 year period and shared procurement costs between 3 Authorities.			
Ref	Name of Collaboration	Type of Collaboration	Link to Corporate Outcome
16	North West Wales Regional Compost Demonstration Facility	Regional Integration	Outcome 6 People in Conwy live in a sustainable environment
Description			
This is a collaboration project for a North West Wales Regional Compost Demonstration Facility to treat food waste and green garden waste to PAS 100 Standard in compliance with Animal Bi-product regulations.			
Benefits of the collaboration			
<p>The sustainable treatment of food and garden waste creates soil improver.</p> <p>Sustainable treatment of waste complies with the Welsh Government's preferred and most sustainable food treatment solution – anaerobic digestion.</p> <p>Cost avoidance versus sending food waste to landfill. Avoidance of fines of £200 per tonne for not achieving statutory recycling targets.</p> <p>Benefit of scale – long term treatment solution</p> <p>Contributes towards statutory recycling targets as a sustainable treatment solution as opposed to landfill.</p>			

7 Wales Audit Office Assessment of Our Performance

7.1 Wales Audit Office Annual Improvement Report (AIR) 2017/18

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

The AIR for 2017/18 concluded that

The Council is meeting its statutory requirements in relation to continuous improvement.

There were no formal recommendations for improvement. Proposals for improvement were noted in individual audits.

The report can be found here: [Conwy County Borough Council Annual Improvement Report 2017 2018](#)

During 2017/2018 the Wales Audit Office undertook several inspections. A summary of all the inspection reports is included within the AIR.

The detailed reports are all published on the WAO website and can be found here. [WAO Audit Reports for CCBC](#)

7.2 Care Inspectorate Wales (CIW)

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

The [Conwy Social Services Annual Report 2017/18](#) is produced as part of what is known as the Annual Council Reporting Framework. It contains a Director's introduction and information about the key achievements of the service for the year and the key aims for the year ahead.

During 2017/2018 the following external inspection reports were received from the Care Inspectorate Wales (CIW).

7.2.1 An unannounced Full Inspection of Llys Elian

The report which concluded

- People living in Llys Elian have a sense of belonging demonstrated through warm and positive relationships with staff. People are supported to enjoy a variety of activities.
- People receive good quality care from enthusiastic and motivated care staff. All the people we sought views from were positive in their feedback about how they were supported. We found that people were receiving timely care, in the manner they wished.
- People are supported in safe, secure, warm and well maintained surroundings
- The needs of the people living in the home are well catered for and compatible with the visions and aims of the service, which are clearly documented. There is good oversight of how the home is running and there is evidence that the management are committed to supporting staff and to constant improvement.

During this inspection there were no identified areas of non-compliance.

7.2.2 An unannounced inspection of Abergele Leisure Centre

The service was issued with five non-compliance notices and further recommendations for improvement.

The de-registration of Abergele Leisure Centre from providing “out of school care for children aged five to twelve years”, to a sports camp has been formally acknowledged and approved. CIW have confirmed that no further action, or follow-up inspection, will be necessary.

7.2.3 Inspection of Domiciliary Care

The report concluded that people were positive about their experience of the agency. The service supports people to regain skills they may have lost through illness, disability or accident. The evaluation of the service showed 76.1% of people using the service in 2016/17 no longer required support, or they continued to receive support at a reduced level, after receiving services; which is a positive outcome, promoting independence, and wellbeing.

7.3 Estyn

Estyn is led by Her Majesty’s Chief Inspector of Education and Training in Wales and inspects quality and standards.

It is a Crown body, established under the Education Act 1992. Estyn is independent of the National Assembly for Wales but receives its funding from the Welsh Government. The word Estyn is a Welsh word meaning 'to reach out' and 'to stretch'.

A total of ten Primary/Additional Learning Needs schools were inspected by Estyn during the financial year 2017/2018. Two received a judgement of excellent, four received a judgement of good, and four were adequate. No school was judged as unsatisfactory.

Excellent	2
Good	4
Adequate	4
Unsatisfactory	0

One Secondary school was inspected during the same period and received a judgement of adequate.

Excellent	0
Good	0
Adequate	1
Unsatisfactory	0

One school successfully came out of Estyn review during this period while two other schools require Estyn to review their progress towards recommendations.

Action plans have been put in place where necessary to enable improvement.

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

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

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

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

The following tables report the actual out turn performance figure against target for the Public Accountability Measures (PAMs). A detailed report was presented to Finance & Resources Overview and Scrutiny Committee on 2nd July 2018, which can be accessed here: [Year End Performance Indicator Report](#)

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

The key used in the Performance column is explained below:

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

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

- The number of working days/shifts per full-time equivalent (FTE) local authority employee lost due to sickness absence during the year
- % of highways inspected of a high or acceptable standard of cleanliness
- The average number of calendar days taken to deliver a Disabled Facilities Grant (DFG)
- The number of visits to local authority sport and leisure facilities during the year where the visitor will be participating in physical activity per 1,000 population

And the bottom quartile for the following:

- % of empty private sector properties brought back into use during the year through direct action by the local authority.
- % of appeals against planning application decisions dismissed.
- % of C roads that are in overall poor condition.

Measures Title	Actual 16/17	Actual 17/18	Target 17/18	Wales Benchmark	Rank in Wales (out of 22)	Analysis of Performance
(PAM/001) - Number of working days/shifts per FTE lost due to sickness absence	3.35	2.83	10.50	10.1	6	 Green
(PAM/006) - % of Year 11 pupils achieving the Level 2 threshold including a GCSE grade A*-C in English or Welsh first language and Mathematics	55.9	53.8	60.0	54.6	12	 Red
(PAM/007) - % of pupil attendance in primary schools	94.92	94.84	95.00	94.8	11	 Amber
(PAM/008) - % of pupil attendance in secondary schools	94.44	94.36	94.50	94.1	8	 Amber
(PAM/009) - % of Year 11 leavers not in education, employment or training (Destination Survey).	1.78	1.30	1.80	1.30	9	 Green
(PAM/010) - % of streets that are clean	98.95	98.67	95.00	95.8	5	 Green
(PAM/011) - % of reported fly-tipping incidents cleared within 5 working days of the incident being reported	98.22	96.31	95.00	96.62	12	 Green
(PAM/012) - % of households threatened with homelessness successfully prevented from becoming homeless	No data	58.43	65.00	65.1	16	 Red
(PAM/013) - % of private sector dwellings that had been vacant for more than 6 months that were returned to occupation during the year through direct action by the local authority	4.75	1.76	None set	4.5	18	
(PAM/014) - Number of additional dwellings created as a result of bringing empty properties back into use	No data	1.00	None set	None published	N/A	
(PAM/015) - Days taken to deliver a Disabled Facilities Grant	176.11	163.78	170.00	223	3	 Green
(PAM/016) - Number of visits to public libraries during the year per 1,000 population	4,770	4,540	4,775	4,666	13	 Red
(PAM/017) - Number of visits to local authority sport and leisure centres during the year where the visitor will be participating in physical activity, per 1,000 population	8,459	10,008	8,500	8,496	4	 Green
(PAM/018) - % of all planning applications determined in time	No data	90.3	None set	89.8	10	

(PAM/019) - % of appeals determined that upheld the authority's decision in relation to planning application decisions and enforcement notices	57.9	47.4	None set	60.5	20	
(PAM/020) - % of A roads in poor condition	3.08	3.47	4.00	3.3	13	 Green
(PAM/021) - % of B roads in poor condition	4.26	4.26	7.50	4.4	10	 Green
(PAM/022) - % of C roads in poor condition	15.67	14.45	17.00	7.5	19	 Green
(PAM/023) - % of food establishments which are 'broadly compliant' with food hygiene standards	95.39	96.60	None set	95.2	9	
(PAM/024) - People who are satisfied with the care and support they received	86.00	83.26	None set	Data not yet available		
(PAM/025) - The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	1.01	0.33	0.00	Data not yet available		 Green
(PAM/026) - Carers reporting they feel supported to continue their caring role	68.00	69.57	None set	Data not yet available		
(PAM/027) - % of children who are satisfied with the care and support that they received	Data not yet available			Data not yet available		
(PAM/028) - % of assessments completed for children within statutory timescales	95.34	100.00	95.00	Data not yet available		 Green
(PAM/029) - % of looked after children on 31 March who have had 3 or more placements during the year	12.92	7.73	10.00	Data not yet available		 Green
(PAM/030) - % of municipal waste reused, recycled or composted	62.63	63.37	65.00	Data not yet available		 Amber
(PAM/031) - % of municipal waste sent to landfill	28.47	25.87	35.00	Data not yet available		 Green

9 Get Involved

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



www.conwy.gov.uk/countyconversation
www.conwy.gov.uk/sgwrssysir
www.facebook.com/sgwrsconwyconvo/
[@sgwrsconwyconvo](https://twitter.com/sgwrsconwyconvo)



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01492 574000

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

We want to hear Young People's views

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

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

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

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

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

All Council Libraries
Mobile Library
Housebound Service

Bodlondeb Council Office, Conwy
Mochdre Council Office
Coed Pella Council office, Colwyn Bay (Opening in October 2018)

A paper copy can be requested by calling 01492 574000.



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

Please call 01492 574000 to arrange a copy.

10 Where to Get More Information About Your Council

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

