

Conwy County Borough Council Summary Annual Report 2014-2015



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We are happy to provide this document in
alternative formats and languages



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Please contact: Corporate Improvement and Development
Team

E-mail: :cidt@conwy.gov.uk

Phone:  01492 574000

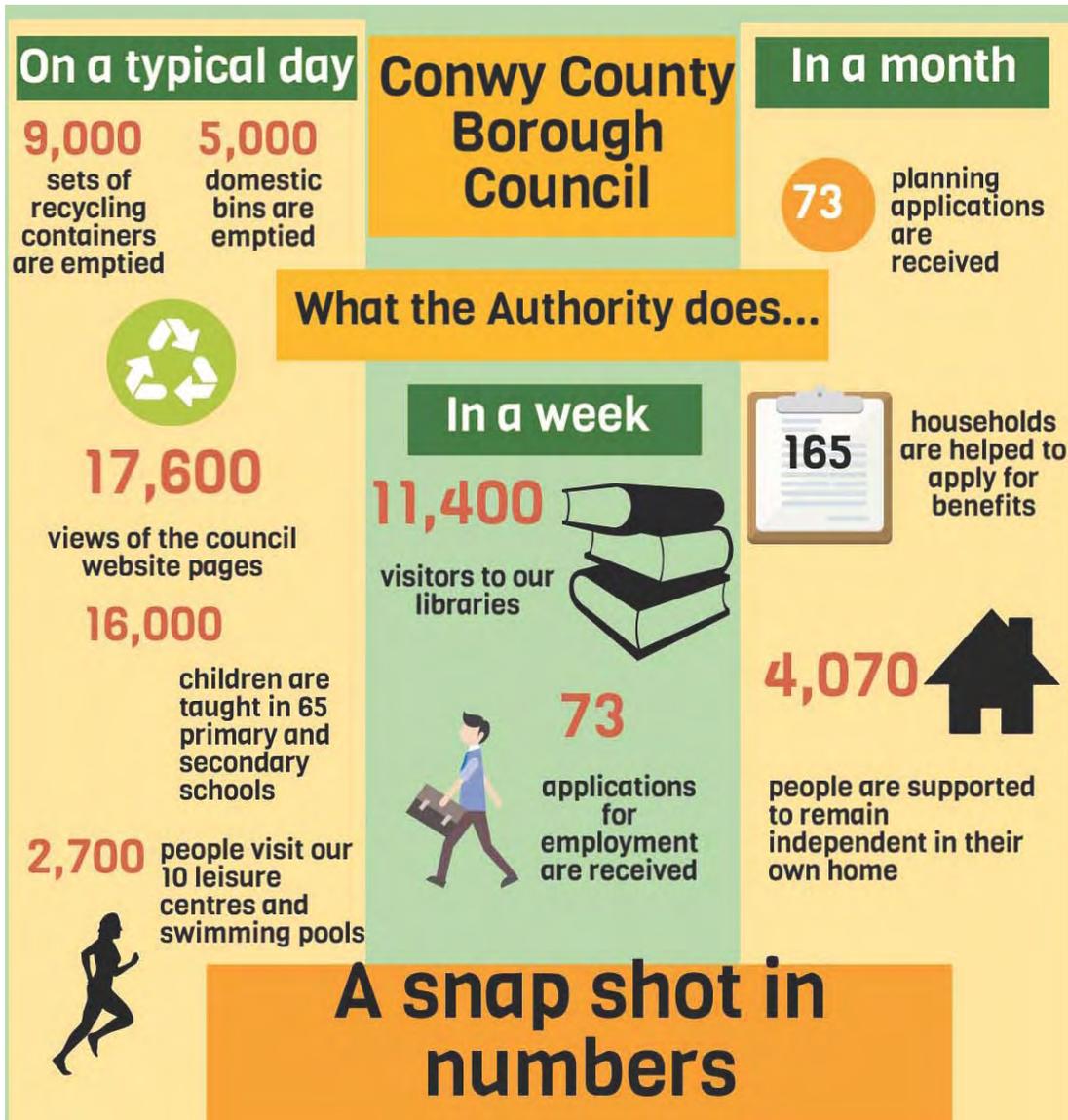
1 Introduction

Welcome to Conwy County Borough Council's Summary Annual Report. This report provides an overview of the performance of the council during the financial year 1st April 2014 to 31st March 2015. The report outlines how the Council has performed. Further detail is published in the Annual Report 2014 –2015. A copy of the full Annual Report and all performance measures can be obtained on our website www.conwy.gov.uk/accountability.

Each year Conwy County Borough Council reviews the priorities that it will focus on in order to provide good and efficient services to the citizens of Conwy. These priorities are developed in partnership with the public and are evaluated to assess the equality impact. It is important to look back on the Council's performance and make sure that the services provided are making a difference. This is particularly important given the challenging goal of millions of pounds of savings to be delivered year on year. We hope that you will find this summary report an informative and balanced overview of the summary of our performance.

2 What the Authority does – a snap shot in numbers

The Council is responsible for a wide range of public services which aim to support the every day lives of the citizens of, and visitors to, the County Borough. This is a snap shot of the various services and the average level of demand we have to meet:



In a year



16,400

street lamps are maintained



300,000

Visitors attracted by Venue Cymru conferences and events



34,800

people come to see live performances and cinema screenings at Theatre Colwyn



300

performances are staged at Venue Cymru



£18.2 million generated in economic benefit

482,000

payments of Council Tax are collected



67,800 overnight stays in hotels and B&Bs through events at Venue Cymru

18,800

payments of non-domestic rates are collected



29,000

tonnes of material from kerbside collection, recycling centres and 'bring sites' are recycled or composted



2,000

Streets are cleaned



670,000

unique visitors access our website



250

children are looked after through our Social Services department

We are proud that so far we have achieved savings through internal efficiencies rather than cutting front line services and that this has been reflected in the 2015 Welsh Government National survey for Wales where 65% of Conwy citizens stated that they were pleased with the high quality services provided - this was the highest rating in Wales.

Similarly Conwy citizens gave the highest rating in Wales for the state of Education

The area we maintain



876

hectares of parks, woodland and open spaces are managed by CCBC

75 Km

of coastline are within the county boundary



837 km of unclassified roads

716 km of non principal roads

124 km of trunk roads

119 km of principal roads

3 What the community thinks of Conwy County Borough Council

Each year, a representative sample of 14,000 people across Wales take part in The **Welsh Government's National Survey for Wales**. This is a study of adults across the whole of Wales. The survey covers a range of topics with a focus on well being and people's views on public services. You can view the reports for each financial year on the Welsh Government website:

<http://wales.gov.uk/statistics-and-research/nationals-survey/?lang=en>

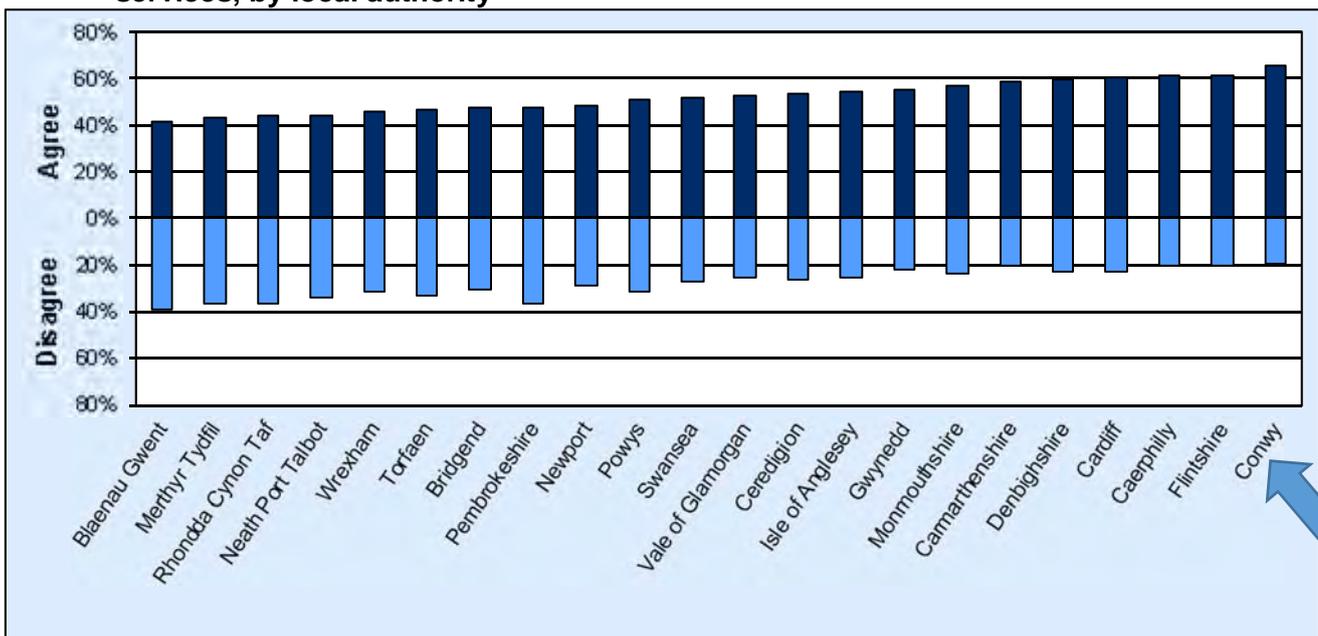
Some of the key questions which people are asked are about their satisfaction with their local areas and local authority services. This is important because it helps local authorities to assess performance and to identify areas for future improvements. The questions focussed on satisfaction, maintenance of the area, communication and ability to influence decisions.

The results for Conwy County Borough Council for 2014/2015 are outlined below.

3.1 My council provides high quality services

People across Wales were asked whether they agreed or disagreed with the statement 'my council provides high quality services'. Overall, 53% agreed with the statement, this was lower than in 2012-13 and 2013-14 when in both previous years, 57% agreed with the statement. People in the least deprived areas were slightly more likely (58%) to agree with this statement than those who lived in the most deprived areas (50%). This varied by local authority from 42% in Blaenau Gwent to 65% in Conwy. The results are shown for each local authority in the Chart below.

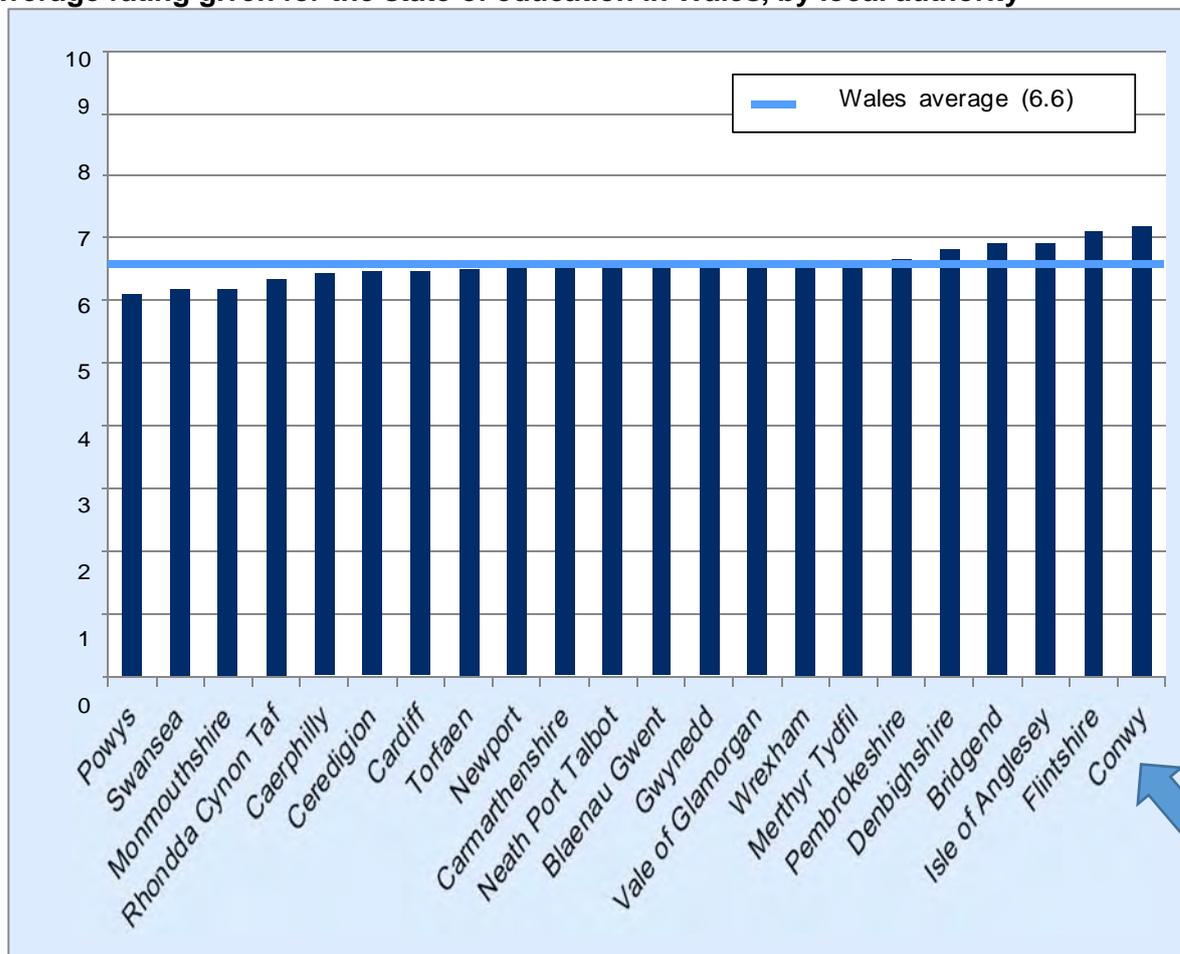
Proportion of people who agree or disagree that their council provides high quality services, by local authority



3.2 Average rating given for the state of education in Wales

Local authorities in Wales are responsible for their own education budget. They have substantial scope to decide how the money can be used to meet local needs and priorities. Overall satisfaction with education by local authority area is shown in the chart below.

Average rating given for the state of education in Wales, by local authority



Answers were given on a scale of 0 (extremely bad) to 10 (extremely good).

People in Conwy gave the highest average rating for the state of education (7.2), while people in Powys gave the lowest average rating (6.1). In each of the last three years there has been a significant difference between the local authority with the lowest average rating and the one with the highest. However the sequence of local authorities, by rating, has varied over the three years.

4 Summary of Corporate Plan progress

The information in the table on the next page summarises the 'RAG' (Red/ Amber/ Green) status of the progress made to deliver the Corporate Plan Objectives during the financial year 2014/2015. The references starting with 'A' refer to actions and the references starting with 'M' refer to the measures. The progress has been grouped by the Citizen Outcomes that the improvement objectives support, as detailed in the Integrated Community Plan, **One Conwy 2012 - 2025**.

RAG Actions Key (A) :

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

RAG Performance Measure Key: (M)

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
Measure had no target, but increased performance	↑
Measure had no target, performance is the same	↔
Measure had no target, decrease in performance	↓

4.1 Overview of the Corporate Plan Actions and Measures Performance

Outcome 1 – People in Conwy are Educated and Skilled				Outcome 2 – People in Conwy are safe and feel safe			
A1.1	Green	M1.1	Green	A2.1	Green	M2.1	Green
A1.2	Green	M1.2a	Green	A2.2	Green	M2.2	Green
A1.3	Green	M1.2b	Green	A2.3	Green	M2.3	Green
A1.4	Green	M1.3	Green	A2.4	Green	M2.4	Green
A1.5	Amber	M1.4	Green			M2.5	Green
A1.6	Green	M1.5	Red				
A1.7	Green	M1.6a	Amber				
A1.8	Green	M1.6b	Green				
		M1.7	Green				
		M1.8a	Green				
		M1.8b	Amber				
		M1.9	Green				
		M1.9b	Amber				
Outcome 3 – People in Conwy live in safe and appropriate housing				Outcome 4 – People in Conwy are healthy and independent			
A3.1	Green	M3.1	Green	A4.1	Green	M4.1	Green
A3.2	Amber	M3.2	Amber	A4.2	Amber	M4.2a	Green
A3.4	Green	M3.3	Amber	A4.3	Green	M4.2b	↑
A3.5	Amber	M3.5	Green	A4.4	Amber	M4.3	Green
A3.6	Green	M3.6	Red			M4.4	Green
A3.7	Green	M3.7	Green			M4.5	Amber
		M3.8	Green				
Outcome 5 – People in Conwy live in a county which has a thriving economy				Outcome 6 – People in Conwy live in a sustainable environment			
A5.1	Green	M5.1a	Green	A6.1	Green	M6.1	Amber
A5.2	Green	M1.5b	Green	A6.2	Green	M6.2	Green
A5.3	Green	M5.2	↑	A6.3	Amber	M6.3	Green
A5.4	Green	M5.3	↑	A6.4	Green	M6.4a	↓
A5.5	Amber	M5.4	↑	A6.5	Green	M6.4b	↑
A5.6	Amber	M5.5	↓	A6.6	Green	M6.5	↑
		M5.6	↔			M6.6	Amber
		M5.7	↓			M6.7	Green
						M6.8	Green

Outcome 7 – People in Conwy live in a county where heritage, culture and the Welsh language thrive				Outcome 8 – People in Conwy are informed, included and listened to.			
A7.1	Green	M7.1a	Amber	A8.1	Green	M8.1	↔
A7.2	Green	M7.1b	Green	A8.2	Green	M8.2	↓
A7.3	Green	M7.2	Green	A8.3	Amber	M8.3a	Amber
		M7.3	Green	A8.4	Amber	M8.3b	↓
		M7.4	Green	A8.5	Amber	M8.3c	↓
		M7.5				M8.4	Green
						M8.5	Red
						M8.6	↓
					M8.7		
General Priorities							
GA1	Green	GM 1	Amber				
GA2	Green						
GA3	Green						
GA4	Amber						

4.2 Summary of key achievements from the Corporate Plan



1) People in Conwy are educated and skilled. We have:

- 1) supported 137 Social Enterprises – a big increase on previous years.
- 2) continued to support vulnerable people to move closer to work, despite funding changes.
- 3) provided 417 work experience placements and 42 apprenticeships.
- 4) seen a significant increase in access to hand held devices in schools and more schools are using the online educational resource 'Hwb' in order to access teaching resources for lessons.
- 5) published exam results for (summer 2014) where Key Stage 3 which was good, and satisfactory for Key Stages 4 & 5. However further work is need for Key Stage 2 which was unsatisfactory.
- 6) published the profiles for each school in Conwy. The profile bands the school based on performance data and school leadership. You can access the results at www.mylocalschool.gov.uk
- 7) progressed with primary school modernisation.
- 8) offered 14 Science, Technology, Engineering & Maths (STEM) subjects for post 16 education.

2) People in Conwy are safe and feel safe We have:



- 1) met our targets for cleaning up fly tipping and graffiti.
 - 2) undertaken 12 community clean up days
 - 3) continued to address littering and dog fouling by issuing penalty tickets and by educating residents and young people through the 'Keep it clean – no messing' campaign.
 - 4) continued to visit schools to educate young people on the importance of recycling.
 - 5) attended community events through the Community Safety Partnership, to raise awareness about crime prevention.
- 6) regional safeguarding boards in place for safeguarding children and vulnerable adults.
- 7) established a Vulnerable Persons service which is working to improve processes, review contracts and to address areas for improvement in order to provide a more focused and co-ordinated service for vulnerable people.
- 8) worked in partnership to focus attention and resources on assessing improvements within the Community Mental Health Teams.
- 9) 336 new cold calling zones – bringing the total to 1178, which is a great reassurance for residents, particularly given our large elderly population.

3) People in Conwy live in safe and appropriate housing.

We have:

- 1) launched the Conwy Housing Solutions Service which is a multiagency one stop shop for all housing options.
- 2) launched SARTH – 'Single Access Route to Housing' which introduces a universal triage system used by all agencies to provide housing advice.
- 3) continued to roll out the Houses of Multiple Occupation (HMO) licensing in Pensarn, Colwyn Bay and Llandudno.
- 4) returned 51 empty homes back to occupation.
- 5) held 8 flood awareness events.
- 6) completed flood defence works, storm damage repairs and flood alleviation schemes.
- 7) worked with partners to seek funding to improve energy efficiency in 502 properties.





4) People in Conwy are healthy and independent. We have:

- 1) introduced a Single Point of Access Team in partnership with Health and the Third Sector. The team provides a single point of access for information, advice and referral relating to health and social care services in Conwy through a Freephone telephone number: 0300 456 1111. (The team do not take referrals for Mental Health, Children's Services or Drug and Alcohol Team).
- 2) increased the profile and information about the Carers Team and what support is available for unpaid carers.
- 3) increased the % of children able to swim at the end of primary school by 8%.
- 4) changed the focus of school sport to primary school children to ensure that they are physically literate.
- 5) completed a rural transport needs assessment. A pilot in Uwchaled has been set up to deliver a new community transport service linking into the core bus network and offering local access to healthcare and other services such as shopping.
- 6) established a Corporate Transport Project to address transport delivery and issues across all relevant areas within the authority, whilst also linking in to regional and national transport agendas.

5) People in Conwy live in a county which has a thriving economy. We have:

- 1) launched the events strategy.
- 2) held /hosted 26 community events and 7 major events which has supported the local economy:
 - a. The Wales Rally GB,
 - b. Elton John Concert,
 - c. North Wales Cricket Festival,
 - d. Prom Xtra,
 - e. Access All Eirias,
 - f. Tour of Britain,
 - g. North Wales Choral Festival.
- 3) established a business forum and identified more apprenticeship opportunities.
- 4) assisted businesses in the county to claim the National Non-Domestic Rate Reliefs available to them.
- 5) set up a business property enquiries database with all 6 Local Authorities across North Wales.
- 6) promoted inward investment to the area through the North Wales Economic Ambition Board.
- 7) seen an increase in the number of tourists visiting Conwy for the day and overnight stays.
- 8) seen an increase in the number of council contracts issued to North Wales businesses.
- 9) through the Building the Resilient Communities and Tackling Poverty Board, been able to evidence a more co-ordinated approach to supporting people facing poverty in the county.





6) People in Conwy live in a sustainable environment. We have:

- 1) achieved 9 green flags for our parks & nature reserves.
- 2) achieved a Wales in Bloom Awards for Llandudno and Colwyn Bay and the Britain in Bloom Award for Colwyn Bay.
- 3) achieved an APSE award for the Best Performer for Parks.
- 4) Achieved coastal awards for 7 beaches in Conwy, 3 of these beaches received 2 awards making the total number of awards received 10.
- 5) removed 24 eye sore sites from the register.
- 6) completed lighting upgrades in 82 council buildings.
- 7) Started phase 1 of the LED lamp upgrades to street lights and 500 lamps have been upgraded to date.
- 8) retained Green Dragon Level 5 status for the Authority.
- 9) rolled out Wi-Fi to all key council sites and this is now available to the public.
- 10) drafted a Business Case for Workwise that illustrates the cost savings associated with the implementation of new technologies.
- 11) piloted the use of Skype for Business, agile working arrangements and a new time recording system. This will allow for greater collaboration and communication between teams that are geographically dispersed.

7) People in Conwy live in a county where heritage, culture and the Welsh language thrive. We have:

- 1) published the Welsh in Education Strategic Plan 2014 – 2017.
- 2) Seen an improvement in results for Welsh as a second language.
- 3) updated and promoted Welsh in the Workplace for Conwy County Borough Council staff.
- 4) met the target of 15 primary schools teaching 25% of the curriculum through the medium of Welsh.
- 5) Set up a 'More Than Words' Welsh language action plan for Social Services.
- 6) improved the recording of members of staff Welsh language abilities and made it clearer who can speak Welsh.
- 7) completed the Princes of Gwynedd Heritage Project. The project created an estimated annual gross value added of £4,767,600 and supported 187.7 jobs in the Local Economy.
- 8) produced the Destination Conwy Plan 2015 – 2018



8) People in Conwy are informed, included and listened to. We have:

- 1) continued to webcast key council meetings
- 2) established a number of social media accounts to keep residents informed about council service developments and to hear residents' views.
- 3) continued to issue the Bulletin to all households twice a year and to use this as a mechanism to invite residents to share their views.
- 4) reviewed the complaints procedure and improved internal processes to ensure we evaluate complaints and learn from the feedback we received from residents.
- 5) published 25 Elected Member Annual reports
- 6) been reviewing front line customer service processes in order to improve the customer experience and to create efficiencies
- 7) reviewed the 5 locality plans to create 1 plan. We are working with Town and Community Councils to prioritise the 'top 10' for each ward area.
- 8) Started to review the Strategic Equality Plan and to write the annual report on progress achieved to date.





9) Conwy County Borough Council is Efficient and Well Managed. We have:

- 1) achieved the saving target of £8.453million.
- 2) gained £10,121,077 in match funding.
- 3) continued to review and modernise front line services in Social Services, Regulatory Services and Environment Roads and Facilities Services.
- 4) reviewed library provision and opened the first community library in Penmaenawr.
- 5) reviewed internal business processes to reduce the paper we use and to reduce the need to travel from site to site.
- 6) introduced more services which can be applied for online, 24 hours a day, 7 days a week eg planning applications and leisure services bookings.
- 7) developed service level agreements to generate income by doing work on behalf of other authorities.
- 8) progressed the office accommodation project to the point of making a decision on the contract award.
- 9) reviewed and streamlined our strategic partnerships and commenced new housing partnerships to help prevent homelessness.

4.3 Where we need to improve/ develop

We are pleased with these achievements, but self-evaluation also means looking at whether we are really making a difference to the community and reflecting not only what has gone well, but where we still need to improve or continue to develop.

Therefore we will also be aiming to progress work in the following areas:

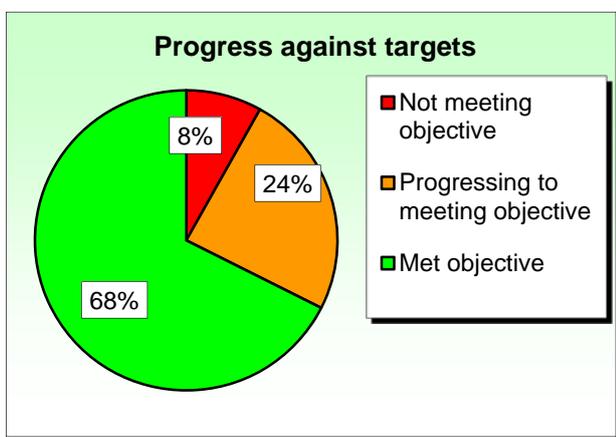
- a) Continue to review our finances and deliver efficiencies to meet budget reductions.
- b) Improve the performance/ seek resources to help improve some measures eg
 - I. The percentage of children looked after on 31st March who have had three or more placements during the year, and the timeliness of initial child protection conferences
 - II. The percentage of (C) roads that are in overall poor condition
 - III. Percentage of new business identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year for food hygiene
 - IV. Percentage of building control full plan applications checked within 15 working days
 - V. % of children leaving primary school that are capable of swimming to a sufficient standard.
- c) Continue to work with Gwe to review educational attainment, particularly Key Stage 2, GCSE's and Teachers' access to the NPQH qualification required for head teaching roles.
- d) Monitor the impact of the Deprivation of Liberty Assessments.
- e) Work with Health colleagues to review the memorandum of understanding and operational policies for mental health.
- f) Implement the Affordable Housing Scheme and to review the Empty Homes Strategy.
- g) Review the focus on healthy and active lifestyles to reflect the Welsh Government physical literacy priority, and continue to focus on swimming standards.
- h) Continue to focus on support for unpaid carers.
- i) Finalise and seek approval for the Corporate Procurement Strategy.
- j) When published, implement the Welsh Government Welsh Language Standards.
- k) Continue to develop a corporate approach to transport.
- l) Launch a new content management system for the website and work to increase the level of satisfaction with our website.
- m) Complete the review of the Strategic Equality Plan and Locality Plans.

5 How do we compare?

The Council is required under the Welsh Government's 'Wales Programme for Improvement' guidance to 'identify need' and 'continuously improve services'. In order to assess how well we are doing, the Welsh Government has set a number of statutory performance measures covering key policy areas eg Social Services, Education and the Environment. The performance level is then compared to targets that are set by the Council.

This section provides an overview of our performance against the national measures where comparisons can be made, an overview of how we performed against the targets set against the Corporate Plan, and also a summary of performance of national and corporate plan measures by citizen outcome. Further detail can be found in the Annual Report.

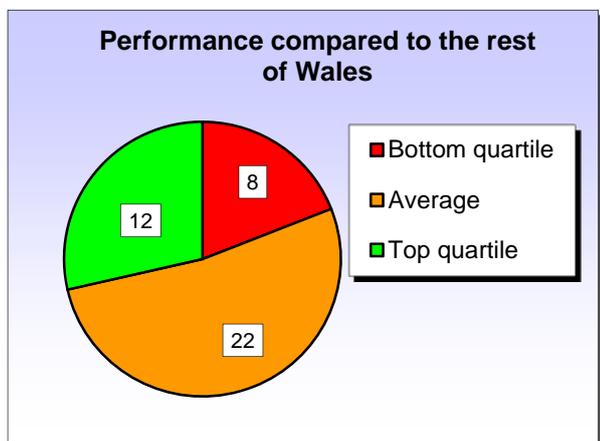
5.1 Achieving our National Targets



The pie chart (left) shows our 2014/2015 end of year performance for the statutory performance measures compared to targets that the Council set for itself at the beginning of the year.

43 of the 44 National Strategic Indicators and Public Accountability Measures have been compared across Wales.

5.2 How do we compare to the rest of Wales?

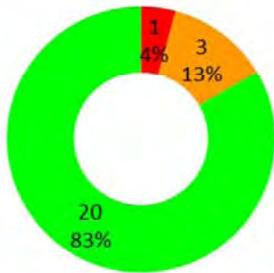


A large number of our statutory measures place our performance in the top or middle quarter of local authority performance in Wales. The results are an improvement upon last year's results, Top quartile performance has decreased from 15 down to 12, Average 24 down to 22, and lower has increased from 4 to 8. We are working to improve the indicators in the bottom quarter performance for Wales and action plans are in place.

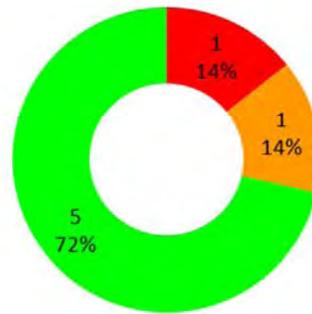
5.3 Achieving our Outcome targets

The charts below show how we have performed against our Corporate Plan citizen outcomes, looking at both our Corporate Plan measures but also including the Welsh Government National Strategic Indicators and Welsh Government Association Public Accountability Measures which relate to the citizen outcomes. Each chart shows performance by the number of measures and percentage of measures which are either not meeting, progressing within tolerance or have met the target.

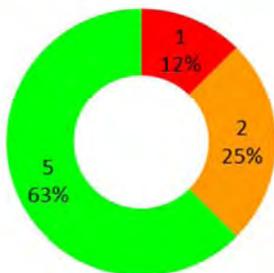
Outcome 1: Educated and skilled



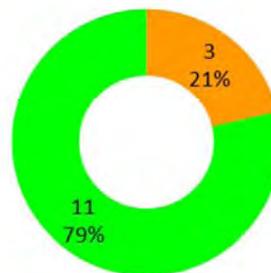
Outcome 2: Safe and feel safe



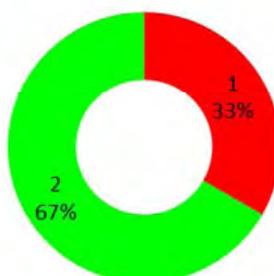
Outcome 3: Safe and appropriate housing



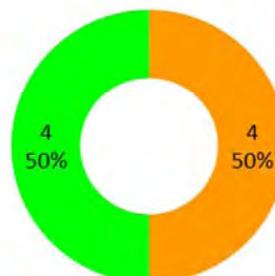
Outcome 4: Healthy and independent



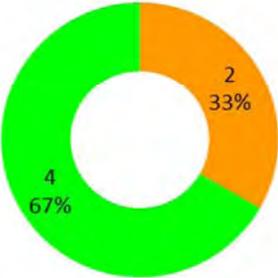
Outcome 5: Thriving economy



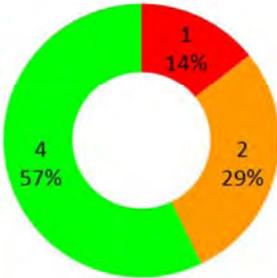
Outcome 6: Sustainable environment



Outcome 7: Heritage, culture and the Welsh language



Outcome 8: Informed, included and listened to



6 Financial Summary

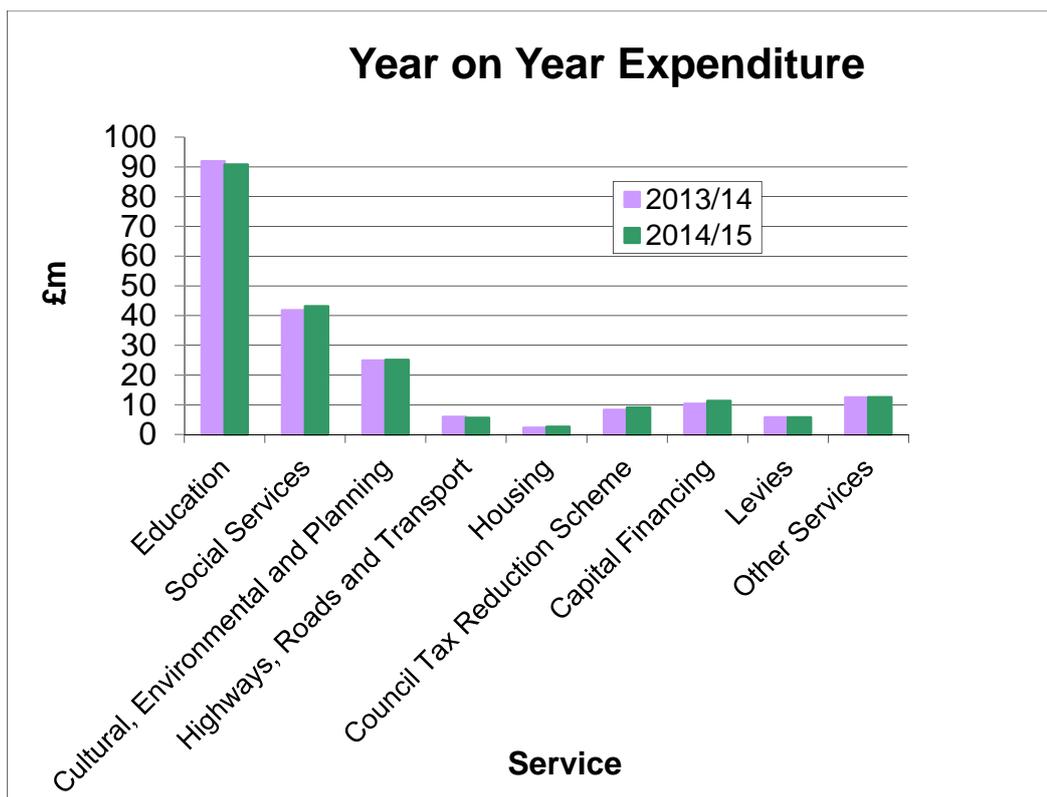
As a public accountable body, Conwy County Borough Council must provide value for money and charged the fourth lowest Council Tax at Band D in Wales for 2014/2015. Each year the Welsh Government provides Local Authorities with a revenue grant Settlement which finances a large proportion of the revenue budget. For 2014/2015 the Settlement was very challenging and included a real term cut to funding as a direct result of the economic situation, but with protection built in for Schools budgets. This resulted in our forecasted expenditure exceeding the available budget and therefore £8.453m savings were required to balance the budget. The savings were achieved by a number of initiatives including restructuring our Capital Financing, additional income generation and a number of service re-modelling exercises which achieved staff savings.

The recent Administrative Spending Review across Wales conducted by KPMG for the Welsh Government, revealed that in 2013/2014 Conwy County Borough Council had the **lowest administrative costs in Wales at 4.2%** of our gross revenue expenditure.

The table below shows how we spent our budget in 2014/2015 and where the money (income) came from.

How the money is spent

2013/2014 Actual Net Cost £'000	Service	2014/2015 Revised Estimate £'000	2014/2015 Actual Net Cost £'000
91,856	Education	91,031	90,796
41,803	Social Services	43,021	43,143
24,882	Cultural, Environmental and Planning	25,083	25,074
5,916	Highways, Roads and Transport	5,618	5,592
2,279	Housing	2,576	2,576
8,276	Council Tax Reduction Scheme	9,250	9,092
10,309	Capital Financing	11,254	11,275
5,770	Levies	5,837	5,789
12,467	Other Services	12,190	12,523
203,558	TOTAL SERVICES	205,860	205,860



Where the money comes from

2013/2014 £'000	Source	2014/2015 £'000
121,703	Revenue Support Grant - from Welsh Government	120,751
36,466	Contribution from Non-Domestic Rating Pool - from WG	37,104
45,389	Met by Council Taxpayers	48,005
203,558	TOTAL FUNDING	205,860
(2,979)	BALANCES (Brought Forward)	(4,466)
(4,466)	BALANCES (Carried Forward)	(2,466)

Capital Expenditure Summary

2013/14 Expenditure £'000	Service	2014/15 Expenditure £'000
13,291	Education	4,851
254	Social Services	1,952
17,425	Cultural, Environmental and Planning	14,544
4,059	Highways, Roads and Transport	4,078
1,307	Private Sector Housing	1,646
2,564	Other Services	1,282
38,900	TOTAL SERVICES	28,353



7 Have Your Say

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.

Please contact us if you have:

- Any comments or enquiries regarding the content of the Annual Report;
- If you would like to make recommendations as to new improvement objectives the Council should consider;
- Or you would like a copy of the Corporate Plan 2012 – 2017, Annual Governance Statement or Annual Report.

E-mail	cidt@conwy.gov.uk
Write to	Corporate Improvement & Development Team Conwy County Borough Council Bodlondeb Conwy LL32 8DU
Telephone	01492 574000
BT Relay Service	Customers with hearing or speech impairments can contact any Council service by dialling 18001 before the number they require.

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.

Copies of the Annual Report can be made available in Braille, large print and audio CD. Please call 01492 574000 to arrange a copy.

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:

Council Libraries

Mobile Library

Housebound Service

Bodlondeb, Conwy

Town Hall, Llandudno

The Heath, Llanfairfechan

Civic Office, Colwyn Bay

Government Buildings, Dinerth Road, Colwyn Bay

Bron y Nant Offices, Dinerth Road, Colwyn Bay

Mochdre Council Offices

Glasdir, Llanrwst

A paper copy can be requested by calling 01492 574000.



8 Where to Get More Information About Your Council

- Our Website www.conwy.gov.uk
- Social Networks - You can follow us on Twitter and Face book
- The integrated plan for the County Borough of Conwy '**One Conwy**' 2012 – 2025
www.conwy.gov.uk/oneconwy
- Conwy County Borough Council's **Corporate Plan 2012 - 2017** 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.lgdu-wales.gov.uk
www.mylocalcouncil.info
www.conwy.gov.uk/accountability
- **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 and Social Services Inspectorate Wales (CSSIW)** inspect the quality of social care establishments and some early years provision across the County. All inspection reports can be accessed at: www.cssiw.org.uk