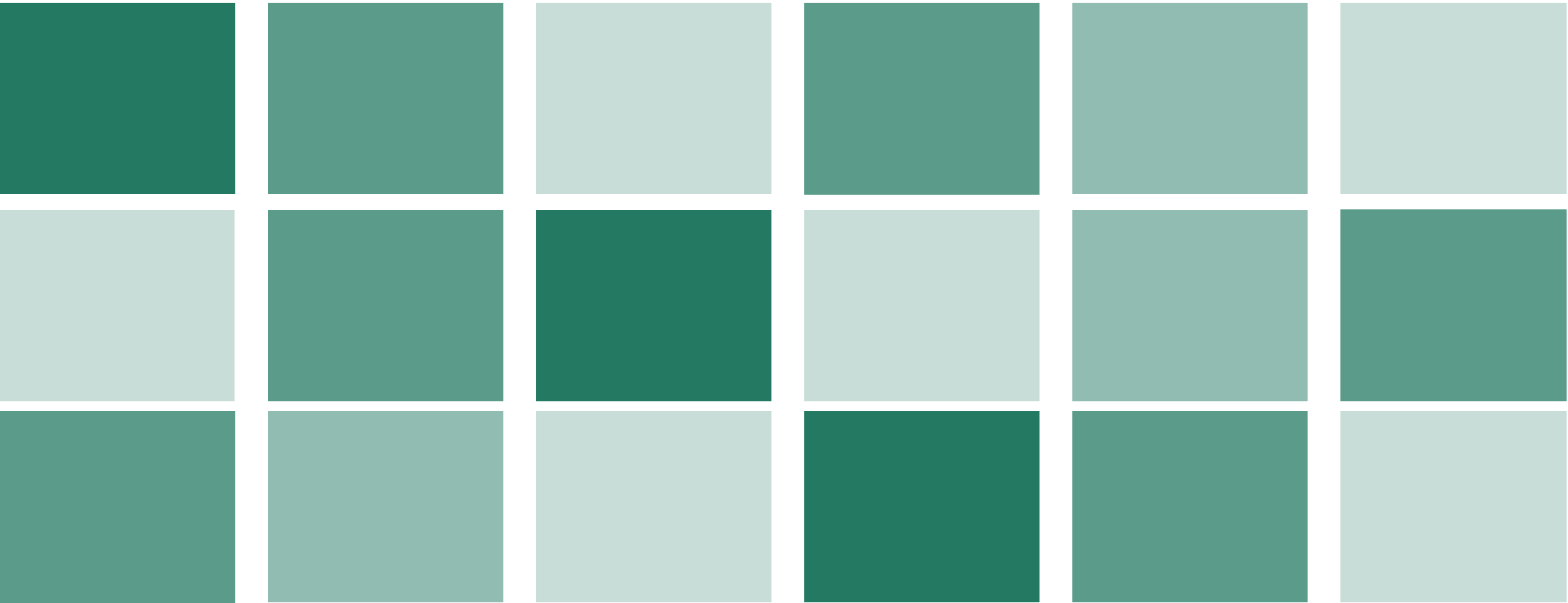


Gwynedd Council Performance Report 2012/13



www.gwynedd.gov.uk/perfformiad



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To obtain a copy of this document in bold print, Braille, on audio tape or in another language, contact **Hawis Jones on 01286 679661.**

Glossary of terms

A full explanation/definition of any word denoted with a * can be found in the glossary of terms, which is on page 82.

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The Council's Aim

'THE BEST FOR THE PEOPLE OF GWYNEDD TODAY AND TOMORROW'

In 2010, the Values of the Council were revised and several suggestions were received from residents of the county, Council staff and members. After much analysis work and discussion, 5 values were adopted for Gwynedd Council based on the central principle.

The Council's Values

RESPECT

Respect our people, our language and our environment

POSITIVE

We will succeed by being positive

VALUE FOR MONEY

Making the best use of Gwynedd's resources

SERVING

Services of the best quality for our customers

WORKING AS A TEAM

Achieving for Gwynedd by working together

Foreword – Council Leader

In common with the rest of Wales, Gwynedd is in a period of financial constraints on one hand, and increasing demands on our services on the other hand. It is essential therefore that the Council acts in an effective way which makes a difference to the people of Gwynedd. The Council, as well as the Cabinet Members with responsibility for specific areas are determined to continue with this ambition, despite the pressure.

This report demonstrates that we have made very good progress in a number of fields of the economy relating to the care needs of the residents of the county. We will have a clearer picture of the situation in general soon, but the emphasis will continue on ensuring that all our activities create a real difference for the better for the people of the county.

With this in view, I'm extremely pleased to report that we've completed the work of planning the Council's strategy for the next four years. The full details of our plans can be seen in the Gwynedd Council Strategic Plan 2013-17.

During this difficult time for the public sector, we need to act in a creative and flexible way and to be prepared to venture in order to continue to be confident on our journey to create a better Gwynedd for the future.



Main Events 2012/13

July 2012
Community Chest



April 2012
Awel y Coleg



September 2012
Gwynedd Libraries



January 2012
School organisation



June 2012
Tobacco cards launched



August 2012
GCSE results



October 2012
Arfon Tennis Centre



December 2012
Blaenau regeneration scheme



February 2012
Support for First time buyers



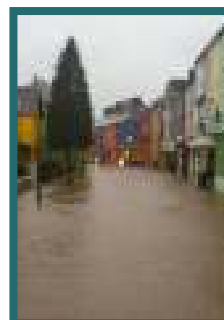
March 2013
Meirionnydd Public transport



May 2012
Hendre School opening



November 2012
Severe weather



Performance Overview

This table shows the success of the workstreams of the Council's Strategic Projects which contribute towards improving results for the people of Gwynedd.

Strategic Programme	Work Streams that have achieved the year's benefit	Work Streams that have made acceptable progress	Work Streams that have not achieved the year's benefit	Percentage Successful (G)	Percentage Satisfactory
	Green	Amber	Red		
Care	10	4	1	67%	27%
Economy	22	7	3	69%	21%
Children and Young People	11	4	1	69%	25%
Environment and Infrastructure	12	7	2	57%	33%
Transformation	17	7	6	57%	22%
Savings	7	5	1	54%	38%
Strategic Project – Health Improvement	16	4	3	70%	17%
Strategic Project – The Language Field	2	1	0	67%	33%
Strategic Project – Local Development Plan	1	0	0	100%	0%
Total	98	39	17	64%	25%

2012/13 Key Measures

This table shows how many of our performance indicators have improved, remained unchanged or worsened. These key performance measures reflect the performance of our core services.

	Number of Measures	↑	↔	↓	Unable to compare
Total	53	22	2	8	21

2012/13 Statutory Indicators

This table shows how many of the Welsh Government's statutory performance indicators have improved, remained unchanged or worsened in Gwynedd.

	Number of Indicators	↑	↔	↓	Unable to compare
Total	30	14	2	9	5

Performance of 2012/13 Indicators against the Wales Average

This table shows how Gwynedd is performing against the rest of Wales.

	Number of Indicators	↑	↔	↓	Unable to compare
Total	83	34	0	17	32

Gwynedd Council Performance Overview

Following the election of a new Council it was decided to adopt a Strategic Plan for the 2012/13 financial year. The year would also be used to meet the challenge to plan for a new Strategic Plan which would last for the remainder of the life of the Council, namely from 2013-17.

The Gwynedd Council Strategic Plan 2012/13 (the Improvement Plan) acknowledged:

- That we are working within a difficult financial climate where it is necessary to provide more services for less money.
- If we are to improve the lived of Gwynedd residents, that we need to transform services and provide services in a new way.
- That we need to continue to improve the day to day services for the residents of Gwynedd.

The Plan included what the Council intended to achieve for the year, namely the improvement objectives. It also included details about the way in which the Council would measure its progress against what it said it was going to do.

When reporting on our performance against the Strategic Plan at the end of the year, we can report that 64% of the Council's work streams have achieved successfully, with a further 25% making acceptable progress. This makes a total of 89% which compares with 85% in 2011/12.

Of the 53 measures which measure our progress with our core services, 23 have improved their performance, 7 have remained unchanged, and 7 have deteriorated in performance. The remaining 21 cannot be compared.

A number of the Strategic Plan work streams have focused on activities to lead to achievement. A great amount of work has gone into the activities, but that does not always demonstrate what difference we have made to the lives of Gwynedd residents.

In the **Care** field we have been working towards **vulnerable people and children receiving support to live fulfilled lives**.

We can report that 67% of work streams in this field have achieved successfully, with a further 27% making satisfactory progress.



- Gwynedd is a large rural area which measures 2,535 km². Gwynedd is the second largest County in Wales.
- 65% of Gwynedd residents speak Welsh and Welsh is also the Council's internal administrative language.
- Since 2001, Gwynedd's population has grown by 4.3% (5,031 more people). This compares with a growth of 5.5% in Wales.
- In 2012/13, the Council's Revenue Expenditure was £361.5 million.
- The natural environment of Gwynedd is a valuable attraction. In 2011, approximately 7.2 million visitors visited Gwynedd, generating £916 million in revenue.

There has been an increase in the number of older people who can continue to live independent lives. 1.280 people now receive a basic telecare* package, and 88 receive a specialist telecare package. We have also increased the number of Extra Care Housing to 30 with the development of Awel y Coleg at Y Bala.

In the **Economy** field we have been working towards:

- Economic Prosperity: the economy of Gwynedd will prosper.
- There will be fair opportunities for all to be part of the working world, with an emphasis on young people under 25 years old and other groups facing barrier.
- Gwynedd will be an exciting place to live with vibrant communities.

We can report that 69% of the Economy work streams have been achieved successfully, with a further 21% making satisfactory progress.

A great deal of work has been done in this field in order to support businesses to develop in Gwynedd and to develop a digital infrastructure for Gwynedd. There is evidence within the Gwynedd Business Survey that more people believe that Gwynedd is somewhere where things happen.

Because of significant external changes, the reports of a number of work streams in this field report the need to reflect in order to make sure that we focus our work on the appropriate matters. In future, it will be necessary to ensure that the Council's work in this field will focus on doing things which have an effect for the better on the lives of the people of Gwynedd, and have a lasting effect.

In the field of **Children and Young People** we have been working towards **better experiences and fair opportunities for the children and young people of Gwynedd.**

We can report that 69% of work streams in this field have achieved successfully, with a further 25% making satisfactory progress.



The Council's Cabinet – (Left to right) Councillors - Brian Jones, Gareth Roberts, Paul Thomas, Ioan Thomas, Sian Gwenllian, Dyfed Edwards, R H Wyn Williams, John Wynn Jones, Peredur Jenkins, John Wynn Williams,

A number of transformation projects in the field of children and young people, for example Transforming Primary and Secondary Education as well as Post-16 Education and Training.

Although it is early yet to demonstrate evidence of the difference we are making to the lives of individuals, parents already appreciate having one contact to support families. Young people have also reported that they have seen an increase in their motivation, independence and respect for others through the Pontio scheme.

In the field of **Environment and Infrastructure** we have been working towards:

- **A safe and sustainable environment**
- **A supply of suitable housing in the County**
- **Convenient and useful links**

We can report that 57% of work streams in this field have achieved successfully with a further 33% making satisfactory progress.

The financial savings that have been made to reduce energy costs mean that individuals save money, and that establishments avoid cuts or can release finance to be invested in other areas. It also contributes towards a sustainable environment.

There is also evidence that there is an increase of 22% in the percentage of people in areas at risk of flooding who know of the risks of flooding. This means that they can plan better for possible flooding.

The Council continues to **transform** its services in order to make sure that we do everything that we can in order to provide the best service for the people of Gwynedd. A service which places the people of Gwynedd at the centre. This work will increase during the period of the new Strategic Plan.

There is evidence that the strong tradition in Gwynedd of careful financial planning continues. The Council has achieved £5.5m (86%) of its efficiency savings which has avoided cuts in other areas.

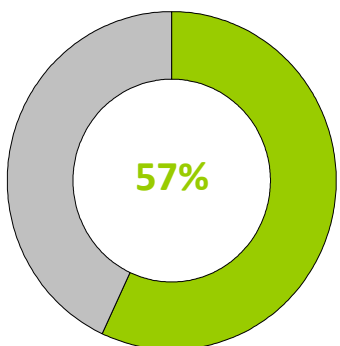
The Council and its partners has continues with its work in the fields of **health** and the **language** and ensures that we targed our work on those things which makes the most difference to the residents of Gwynedd, for example smoking prevention (health), and children using the Welsh language socially (language).

The Gwynedd new Strategic Plan will continue to work in order to **support the people of Gwynedd to thrive in difficult times**.

The Council is eager to hear your opinion on this report and welcomes your opinion over the phone, in writing or through social media.

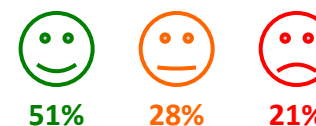
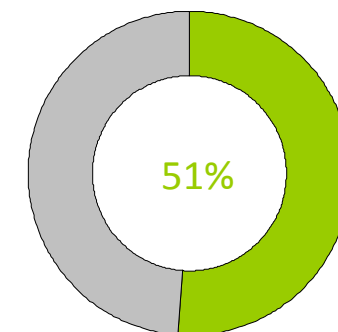
Opinion of Gwynedd Residents

Number who state that they are satisfied with the way the Council are running things



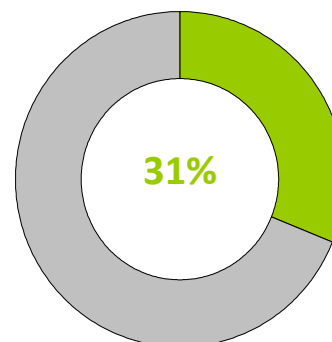
"I would like to see the Council recycling more; in saying this I refer to how the residents should be able to recycle all types of plastic. Gwynedd Council should accept all types of plastic at the recycling site" comments from a Residents' Panel questionnaire

Number who state that they agree that Gwynedd Council is offering value for money



"The dog fouling problem needs to be tackled and road resurfacing requires a little attention" – comments from a Residents' Panel questionnaire

Number who state that they are going to be more involved with decisions that affect their local area



"A skate park in Bangor has been successful through collaboration with Gwynedd Council. The park has had a positive influence on the area. More of these parks should be developed" comments from a Residents' Panel questionnaire

Care

The Council's vision in the Care field in 2012/13 was:

To contribute towards safeguarding the most vulnerable people in our communities by ensuring a wide range of services for them which promote independence and includes them when joint-planning, evaluating and reviewing services.

In this field, we have set out the following result as an improvement objective that we are working towards:-

Vulnerable people and children receiving support to live fulfilled lives



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Care - Vulnerable people and children receiving support to live fulfilled lives

Introduction

This is one of the most important and significant fields of all the Council's services. It is a field where the Council plans, commissions and provides services for the most vulnerable individuals in our communities. Appropriate services are required now, and for the future, because:

- Needs are changing.
- The population is ageing.
- Demand is increasing.
- There is a need to provide a service with less money.
- We have to respond to what people want.
- We have to respond to what's important to people.

Why we need to act

Social Services is a main field that affects a large percentage of Gwynedd residents.

Our means of providing Social Services in Gwynedd is traditional and needs modernising.

Providing services jointly, especially with Health, improves the experience of the user and also brings savings.

One in every five people between 50 and 59 provides unpaid care. Therefore, there will be increased pressure on the service to offer support for these carers.

Relevant factors

- The Council's expenditure on care services represents 24.5% of the Council's expenditure.
- 21% of the county's population is 65 years old and over.
- The Council supports approximately 2,900 clients who are 65 years old and over within the community or in care homes.
- Children's Services receive approximately 2,000 referrals a year.
- Within the year, Social Services became aware of over 20 new young carers.

How do we compare with others?

Gwynedd expenditure on Children's Services is £677.92 per comparative unit which is higher than similar counties in Wales which is £525.61 per comparative unit. This is equivalent to an additional £3.5 million in the Gwynedd budget as compared to other counties.

Gwynedd expenditure on services for Older People (65 years old and over) is £882.98 per comparative unit which is higher than the average of similar counties in Wales which is £796.83 per comparative unit. This is equivalent to an additional £2.2 million in the Gwynedd budget as compared to other counties.

“Independence is very important – we want to retain our independence”

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What has worked?

Three major projects were in progress in the Care field during 2012/13.

Results were achieved in 67% of those workstreams with 27% having made acceptable progress.

Further details on these projects can be seen on the following pages.

Transformation work is a long term task. Thus far, we have started to contribute towards this change, for example promoting telecare*, enablement and developing Extra Care Housing units*. The percentage of empty residential beds has decreased over the three years.

Partners

Collaborating with partners is key in the Care field. The Council is in regular and constant contact with Betsi Cadwaladr University Health Board and Third Sector organisations within the county in order to try and plan and provide key services in the field on a joint basis.

“I would like to thank the Service for their excellent work during the last year. The service is developing and moving forward in a very challenging time.”



Councillor R H Wyn Williams

Who has benefitted?

- It was managed to increase the number of people who receive an intensive enablement package to 119.
- It was managed to increase the number of basic telecare packages provided from none to 379.
- It was managed to increase the number of specialist telecare packages provided from none to 88.
- It was managed to increase the number of Extra Care Housing units to 30.
- It was managed to reduce the number of residential beds provided by the Council to 437.
- The number of new people receiving informal support in the community is 1,338.
- It was not managed to reach the target of reducing the average number of calendar days taken to provide a disabled facilities grant to 280 this year, the performance was 298, which still compares favourably with the Wales level (2011-12) of 325

Any other information

In addition to working on the projects themselves, during the year the Council conducted an assessment of care needs across the county, starting by undertaking very detailed work in the Porthmadog area.

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Care – Vulnerable people and children receiving support to live fulfilled lives

Transforming Learning Disabilities Services

Introduction

People need to be supported to maintain their independence but care needs to be provided if their needs intensify.

There is a need to ensure that:

- More vulnerable adults had a choice of appropriate support to live independently in the community.
- Vulnerable adults had a greater choice of accommodation which is appropriate to their needs.
- Vulnerable adults and carers received appropriate, timely and integrated support according to their needs.

Where have we reached?

- Day Service: The shape of the new Day Service provision has been agreed.
- Direct Payments*: Action plan has been approved and implemented.
- Enablement: Work for promoting independence to be offered in an outcome focused plan for every service user.
- Telecare*: 37 specialist telecare packages are being provided in the learning disabilities field.
- Accommodation: The residents of Pant yr Eithin have been placed in suitable accommodation which is appropriate to their needs, and a new work programme for the new Pant yr Eithin development has been completed. The Pant yr Eithin land is yet to be transferred to Cymdeithas Tai Eryri for the new development.

What difference have we made?

By now, 37 specialist telecare packages are being provided in the learning disabilities field.

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Care – Vulnerable people and children receiving support to live fulfilled lives

Transformation of Older People Services Project

Introduction

There is a need to ensure that people can be supported to maintain their independence as well as to provide care if their needs intensify.

There is a need to concentrate on preventing problems in addition to supporting the most vulnerable people.

There is a need to ensure that:

- More vulnerable adults had a choice of appropriate support to live independently in the community.
- Vulnerable adults had a greater choice of accommodation which is appropriate to their needs.
- Vulnerable adults and carers received appropriate, timely and integrated support according to their needs.

What difference have we made?

- More Gwynedd residents have the use of Telecare to maintain their independence and keep them safer.
- The Short Term Care Unit enables people to take the time they require to strengthen and develop their independence skills before returning home.
- Enablement at home promotes independence and develops skills and confidence for our users. The Extra Care Housing Unit in Bala provides an additional suitable accommodation choice to Gwynedd residents.

Where have we reached?

- Through the Enablement Scheme*, vulnerable people were offered enablement provision to assist them to rehabilitate or maintain living skills and independence. As part of this Scheme, a 6 bed Unit was developed to provide short term rehabilitation care.
- Day Care and Informal Support*: More formal and informal day support for older people was developed.
- Sheltered Housing*: Care models were developed to maximise the use of sheltered housing as preferred accommodation.
- Adaptations*: The process of receiving adaptations for users picked up speed.
- Telecare*: In terms of the number of basic telecare packages provided in 2012-13, it was not managed to meet the specific ambition., but a Project Board was established and a Service Development manager appointed. The performance improved during the year. The savings target was not reached, but this will be addressed in the 2013-17 Strategic Plan.
- Residential and Nursing: Bron y Graig Residential Home, Bala was closed following the development of Awel y Coleg Extra Care Housing. A new specialist dementia provision has been opened in Bangor. It was not managed to establish a Unit of specialist respite beds within the timescale, this is to be completed in 2013/14. Clarification on the shape of residential and nursing provision in South Meirionnydd yet to be agreed with the Health Board.
- Extra Care Housing*: The Awel y Coleg building with 30 units was opened in Bala, and the preparatory work in Bangor was commenced. Although needs assessment work has been completed, there is no clarity yet on the shape of the provision in Porthmadog.



Care – Vulnerable people and children receiving support to live fulfilled lives

Integrated Family Support Project

Introduction

It is more likely that the physical, social and emotional development of children will be affected if the families have complex problems.

There is a need to support families to stay together by empowering them to take steps to improve their lives.

The Integrated Support for Families project responds to requests from the Welsh Government to establish an Integrated Support for Families Service.

It was agreed to complete the following in 2012/13:

To work together to establish the service and to provide support/services to families.

Where have we reached?

- An Integrated Family Support Service Board has been established and Wrexham is leading regionally.
- An Integrated Family Support Service Shadow Board has been established in Gwynedd and Anglesey. Anglesey is leading on behalf of both County Councils.
- A project team is in place across both Counties to prepare for implementation within the Integrated Family Support Service.

What difference have we made?

It is too early to show what differences the work will make to the lives of families in Gwynedd

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Field Indicators

Reference	Indicator	Strategic Plan Baseline	Performance 2011/12	Performance 2012/13	2014 Ambition
DGO001	Number of specialised telecare packages provided	-	62	88	90+ Increase of 30 annually
DGO002/OE D02	Number of basic telecare packages provided	870	1224	1280	1,010 Increase of 5% annually
DGO003	Number of hours of home care per week (on average)	-	10400.06	10532.93	To be confirmed
DGO004A	Number receiving intensive enabling packages	200	342	446	390 Increase of 25% annually
DGO005	Number receiving informal support in the community	-	695	1338	1080 additional people receiving informal support
DGO006	Number of respite nights provided	-	2263	2339	Increase of 5% annually
DGO007	Number of ECH units available in Gwynedd	0	0	30	139
DGO008a	Number of residential beds in use at 31st March	678	614	636	599
DGO008b	Total number of individuals that have been in residential beds during the year	468	418	437	-
DGO009a	Number of nursing beds in use at 31st March	283	272	298	310
DGO009b	Total number of individuals that have been in nursing beds during the year	207 (based on 2008/09)	183	188	-
PSR/002	Implementing adaptations	400	283	298	320
SCC/010	Percentage of referrals to Children and Family Services that are re-referrals within 12 months	49.13%	39.10%	30.00%	Reduction

Economy

The Council's vision in the Economy field in 2012/13 was:

The Gwynedd of the future will prosper – as an enterprising and vibrant area economically and socially, with the Welsh language central to its success, and with people of all ages able to grasp new opportunities and choosing to stay in the area to live and work.

In achieving this we will pay particular attention to those without work, to young people, to the less prosperous areas and to developing a bilingual workforce, so that the people of Gwynedd have the best opportunity to live and work in the area.

In this field, we have set out the following results as an improvement objective that we are working towards:-

Economic Prosperity – The economy of Gwynedd will prosper

There will be fair opportunities for all to be part of the working world, with an emphasis on young people under 25 years old and other groups facing barriers

Gwynedd will be an exciting place to live with vibrant communities



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The Economy – Economic Prosperity – The economy of Gwynedd will prosper; There will be fair opportunities for all to be part of the working world, with an emphasis on young people under the age of 25 years old and other groups facing barriers; Gwynedd will be an exciting place to live with vibrant communities.

Introduction

Basic and historical weaknesses have, and continue to affect the prosperity and vitality of the county, including:

- A lack of jobs for people who are looking for work, particularly some areas.
- Tight foundation of the economy and dependency on a small number of sectors.
- Concern regarding the viability of businesses, their size and survival;
- The size of economic inactivity in the county and the number of young people under 25 who are unemployed.
- Low incomes and salaries.
- Poverty and the rate of children in unemployed families.
- Reduction in the county's working age population and concern regarding the number of 20-34 year olds who migrate from Gwynedd.

The Council recognises the need to act over several years to transform the situation, and the interventions are noted in the following pages.

Why we need to act

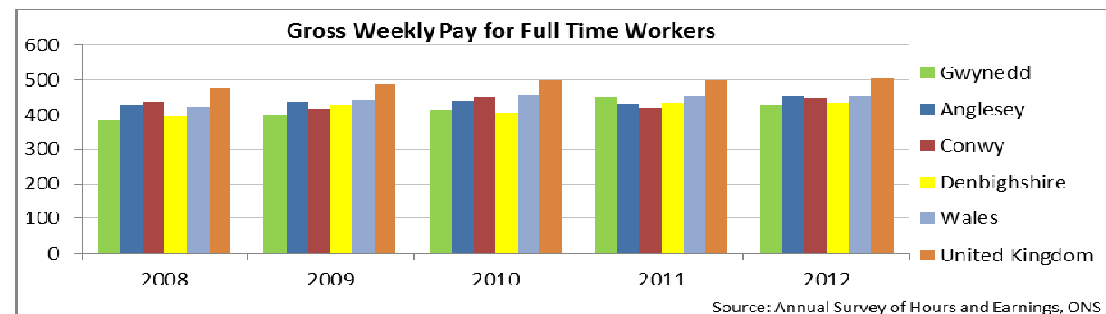
We are in a period of extended recession, a period that has experienced cut backs in the public sector, with a further period of stringent cuts on the horizon. Without interventions to support the viability of the county's private sector a serious risk was identified to the sustainability of Gwynedd's economy and communities as jobs were lost and the migration trend continued.

Relevant factors

- Before taking any action (in June 2010), there were 0.20 vacant posts for each person who sought employment – and the lack of jobs situation was at its worst in Meirionnydd. An improvement was seen in 2011, and again to 0.28 in 2012.
- 12,840 business within the county employing 43,000, with 94% of them small and micro businesses.
- 38.1% of people in employment in the county were employed in the public sector; 13.6% in the accommodation and food sector and 13.7% in the retail sector – other sectors were very rare within the county, especially the professional scientific and technological sectors (only 2.7%), namely sectors with higher salaries.
- The weekly salary in some parts of Gwynedd is among the lowest in Britain – and a constant decline in household incomes was seen between 2009 and 2012, which also reflected the situation of Wales and the United Kingdom.
- In 2011, 66.7% of the county's working age population were in employment, and 560 young people under 25 years old were seeking employment, which was nearly a third of Jobseeker's Allowance claimants in the county.
- 2010/11 figures indicate that 14.7% of people between 20-34 years old (which is the age of raising a family) have migrated from the county, which is an increase on the figure in 2009/10.

How do we compare with others?

As there are no Key Performance Indicators in the economic field for Local Authorities, the Council has established a range of indicators to identify and keep an eye on the chief factors relevant to our economy here. One of these, the trend as regards comparative wages, is noted below.



What has worked?

- Commissioning tendering and workshop sessions for the county's businesses involving large capital schemes and their supply chains.
- Success has ensured that the county receives the first attention of the Welsh Government when providing the next generation's superfast broadband.
- The initial work with the University to create a benefit for the local economy of innovation and research.
- The *Potensial** scheme and opportunities provided to young people at risk of not being in employment, education or training (NEET).
- The work undertaken to attract high profile and international events to the county; the work to attract and support volunteers, and to equip organisers of more local events with the right skills to be applied in the events sector and the investments attracted to the local Economy.

There were nine projects working in the Economy sector during the year.

Results were achieved in 69% of the workstreams in those projects, with 21% making acceptable progress. Fuller details of those projects are in the following pages.

Schemes in the Economy field starting to make a difference to the people of Gwynedd!



Councillor John Wynn Jones

Has anyone benefitted?

- Gwynedd businesses and the local economy from awarded capital agreements worth £27.12m through the Scheme's projects.
- The residents and workforce of Gwynedd from the 41 jobs created and the 172 jobs safeguarded through the Strategic Plan in 2012/13.
- Residents in different parts of the county that were connected with services and the digital world through the new wireless provision in 40 locations within the Council's public buildings (2,552 people took advantage in a month, and several times).
- 679 young people at risk of not being in employment, education or training (NEET) who were supported through the Scheme.
- The difference made to the lives of 218 adults far away from the labour market through the experiences, opportunities and assistance provided.
- The local economy and the county's communities from the financial injection of £4.99m and community vitality of the Strategic events that were held.

Partners

Working in partnership with a range of bodies have been key to deliver opportunities to the county's people and economy e.g. with the Welsh Government, other Local Authorities, Bangor University, Betsi Cadwaladr University Health Board, Coleg Menai, Careers Wales, Skills Councils, Jobcentre Plus, Energy Island, Môn-Menai Scheme, Online communities, Communities 2.0, and, the business networks, sector forums and support agencies.

Any other information

Not all of the work that was intended to be delivered during the year was achieved, in particular, the development of further activities within the fields of training and connecting people with employment. At the same time, as a result of a change on the horizon in the national and regional context, advantage was taken of the time slippage to reflect in order to ensure that we have the correct schemes for this field for the future, and place them on secure ground.

The Economy – Economic Prosperity – The economy of Gwynedd will prosper

Green Gwynedd and the Low Carbon Sector

Introduction

Green Gwynedd and the Low Carbon Sector respond to the following:

- A lack of economic prosperity and the loss of good jobs.
- Not enough variety in terms of the employment sectors, especially the ones that pay well.
- Not enough jobs for people who are looking for work now, or to respond to further job losses.
- Opportunity of employment and procurement of Wylfa B for the local economy, and possible potential of alternative renewable energy schemes.

Recognising that the project would be more longer-term than the three years, it was agreed to complete the following in 2012/13:

- Strengthening the link between Energy Island and Gwynedd businesses and promote tendering opportunities.
- Identifying and promoting opportunities for the county's businesses deriving from low carbon and alternative energy developments in the region.
- Ensuring that there are opportunities to locate the sector's supply and engineering companies across the north-west.
- Raising the awareness of working age people, businesses, schools and colleges and provide them with required skills in advance.
- Developing and maximising the value of Green Gwynedd's main energy sites.
- Supporting community and rural economic initiatives to establish renewable energy production and micro-production schemes.

Where have we reached?

- The requirements of the county were included in the employment opportunities and Energy Island* tendering communication programmes.
- A brief to study the opportunities provided by specialist supply chains of low carbon energy schemes was commissioned, which includes identifying opportunities for Gwynedd, and companies targeted.
- Renewable energy scoping work and identifying opportunities for the county has been completed and the findings have been shared.
- A Trawsfynydd site infrastructure scoping report (Eryri Enterprise Zone) has identified the condition of the site and the upgrade requirements.
- A successful business case on reducing business rates in the catchment areas of the Trawsfynydd and Llanbedr sites has been submitted, as a basis to establish them as *hubs* and connect local businesses with the supply opportunities of the sites.

What difference have we made?

It is too early to show what difference the work will make to the lives of individuals in Gwynedd.

Furthermore, due to the uncertain timescale of Wylfa B, the timescale of the project will also have to be extended and subsequently, the work of identifying impact.

The Economy – Economic Prosperity – The economy of Gwynedd will prosper

Keeping the Benefit Local

Introduction

Keeping the benefit local responds to:

- The viability and prosperity position of the county's businesses require.
- The dependency of the county's businesses on the public sector for employment contracts, and the threat of cutbacks in the public sector.
- More variety required in terms of employment and jobs across the county, and an opportunity for the county to take advantage of its strengths.
- Different challenges in different parts of the county, and the need for specific attention for Meirionnydd.

It was agreed complete the following in 2012/13:

- Getting the benefit from major capital schemes into the local economy
- Preparing local businesses for procurement opportunities from the major capital schemes and their supply chains.
- Investing to create the conditions to encourage and promote the growth of the economy through the local Loans Fund.
- Growing Indigenous Businesses by establishing a profiling programme for companies, and celebrating the successes of businesses within the county.
- Identifying and taking an overview of major developments that could come to Gwynedd.

“Following support from Gwynedd Council, the company was successful in achieving the ISO14001 environmental standard accreditation which is of great benefit in the tendering process”

Where have we reached?

- 124 of the county's businesses were prepared with the correct skills for tendering in the construction field.
- a package was provided for businesses about cycling developments in Meirionnydd,
- With partners, a Creative Industries Forum was established, as well as business clusters within the creative sector, by identifying relevant tendering opportunities.
- The programme was established to develop indigenous businesses, with 43 local companies being accepted to follow growth programmes tailored to their individual needs.
- An overview was taken within the Council of potential major developments that could come to the county, and to identify the possible tendering opportunities for local businesses.
- Little use was made of the Loans Fund by businesses, with only six applications in 2012/13 which led to two loans, the creation of one job and 15 full time and 17 part time jobs being safeguarded.

What difference have we made?

- Following tendering workshops, 37 of the county's businesses have been awarded contracts.
- Contracts worth £27,117,604 have been awarded to the county's businesses following tendering workshops.
- 40 jobs have been created and 130 jobs have been safeguarded within those businesses.

The Economy – A Prosperous Economy: Gwynedd's economy will be thriving

Digital Gwynedd

Introduction

Digital Gwynedd responds to:

- The distance between Gwynedd and the main markets, and the need to address the prosperity of businesses across the county.
- The need for residents to have more varied work and jobs across the county.
- The need for enable residents to take advantage of high value sectors;
- Different challenges in different parts of Gwynedd, and the need for specific attention for Meirionnydd.

It was agreed to complete the following in 2012/13::

- To focus on ensuring that the county is included in the first phase of the work of the Welsh Government to introduce the next generation's superfast broadband throughout the country.
- To develop the potential of the County's Information Technology and Information facilities and network to connect residents and businesses with service providers.
- To highlight the potential of the new technology for online services and e-commerce.
- To start developing two poles of international standard for the digital and data sector on the Eryri Enterprise Zone and Ferodo sites, and promote the trans-Atlantic connection and collaboration with Universities.
- To start linking the innovation and digital opportunities with other sectors.

"I'm 2451% faster. I used to be on 1.45M before. #VeryHappy" Twitter

Where have we reached?

- It was managed to ensure that Gwynedd has been chosen as one of the first ever counties to receive the next generation of broadband infrastructure investment.
- 40 new Wi-Fi locations were provided within the Council's public buildings across the county.
- Work to scope the infrastructure of the old Trawsfynydd nuclear power station (Eryri Enterprise Zone) was undertaken, and a specific study for the digital and data sector.
- The first steps were taken towards developing a hub for creative industries in the county, and towards connecting the sector with innovation and digital opportunities.
- As the process of commissioning superfast broadband suppliers for Wales extended beyond the anticipated timescale, the substantial work to raise awareness and promote e-commerce and digital inclusion will slip to 2013/14 and beyond .

What difference have we made?

- Awareness has increased with 400 following Digital Gwynedd on *Twitter*, and 1,078 have taken part in the digital inclusion scheme *Get IT together!*
- In one month, 2,552 of users had used the new public Wi-Fi in the Council's buildings, on a one-off basis, to get access to a range of services.



The Economy – Economic Prosperity: the economy of Gwynedd will prosper

Transfer the Innovation of the University to the Local Economy

Introduction

The Transfer of Innovation of the University to the Local Economy responds to:

- Low salaries, among the lowest in Britain, especially in parts of the county including some of the most rural areas.
- A lack of jobs for people who are looking for work, and a need for more jobs across the county.
- Not enough variety in the employment sectors within the county, especially the high value sectors that pay well.

It was agreed to complete the following:

- In this cycle, to focus with partners on developing opportunities for the Medical Sector and to bring advantage to the local economy, by linking businesses with the research work of Bangor University.

Where have we reached?

- Arrangements have been developed by the University across their departments, to be able to transfer the innovation to economic opportunities (namely an innovative Virtual-facility model).
- A decision was taken by Betsi Cadwaladr University Health Board to establish a specialist trialling Clinical Facility in the Ysbyty Gwynedd building in Bangor.
- A cluster of local businesses within the sector are being supported to nurture a commercial relationship with the University.
- A positive relationship has been established with external companies within the sector, which also increases awareness of the county as a place to establish high value employment.

What difference have we made?

- Discussions have taken place with 46 businesses during the year, and 11 identified the potential of establishing here.
- By now there is a possibility of creating around 374 jobs over time if interests were realized, with 3 of the companies preparing more detailed plans at this present time.

The Economy - *There will be fair opportunities for all to be part of the working world, with an emphasis on young people under 25 years old and other groups facing barriers*

Young Apprentices Employment Route

Introduction

The Young Apprentices Employment Route responds to:

- Unemployment among young people, and the long term threat of disillusionment as the competition for fewer jobs deepens.
- Poverty and economic inactivity.
- Underemployment as a result of the impact of benefits and financial penalties on people's ability to take on employment.
- Failure of the market to locally maintain apprenticeship placements because of employment costs in a period of recession.
- Opportunities of Wylfa B for local companies and residents with the correct skillset.
- The need to establish a mechanism to fill the gap between the low demand for apprentices and the future requirement for high level skills.
- The need to expand the field to include in-service training schemes, including the Council as an employer.
- The need of the county's graduates for local professional jobs.

Where have we reached?

- 18 Apprentices from Gwynedd were employed under the Model;
- Recruitment needs for the forthcoming year have been agreed upon by the Skills Councils for the construction and engineering sectors.
- The apprenticeship and training field within the Council has been mapped out.
- A draft report was received by external consultants on the gaps and needs in terms of linking the county's graduates with hard to fill local professional jobs.
- A work experience pilot in the field of major events was held for young parents in Maes Barcer, and work experience was also provided for disability and mental health allowance claimants.
- Not all of the benefits within the project were achieved, and as the national and regional context in the skills and employment field continues to change, it was deemed that it would be beneficial to reflect before completing the work in terms of the needs and potential of providing apprentices in other sectors, and in the fields of the Council as an employer, and development of local direction to - meet the employment needs of the county's graduates – there is an intention to address these in the 2013/14 Strategic Plan.

What difference have we made?

This was planned to be a project for a longer period of time. It is too early to identify the impact upon the lives of individuals in Gwynedd.

The Economy - There will be fair opportunities for all to be part of the working world, with an emphasis on young people under 25 years old and other groups facing barriers

Overcoming Barriers to Work

Introduction

Overcoming Barriers to Work responds to:

- Higher levels of economic inactivity in Gwynedd, and unemployment among young people on the increase.
- Low household incomes in some parts of the county.
- The statutory issue of Welfare Reform on the horizon, as well as proposed changes to the support framework of benefits of the Department of Work and Pensions (DWP).
- The need to tackle economic inactivity and eliminate obstacles to work for individuals who are furthest away from the labour market – namely single parents, young people at risk of not being in employment, education or training (NEET), people with mental health problems, and young people up to 19 years old.

It was agreed to give specific attention to groups furthest from the labour market by;

- Reducing inactivity rates in the county over time.
- Promoting specific employment sectors.
- Facilitating the movement of individuals on to employment or education or training by reducing practical barriers.

“A huge thank you for all the help and support....not just in finding me a job but an ideal one at that...I don't think that it's just going to be a boost and a step forward but a real turning point.”

Where have we reached?

- 679 young people who were at risk of being NEET were supported through the *Potensial* scheme, which is a significant increase on the target of 271.
- 106 young people attended an event to introduce them to the outdoors growth sector through *Llwyddo'n Lleol* – over double the target figure.
- 72 young people received the *Llwyddo'n Lleol* Bursary, with 75 initiatives established.
- Young people from six secondary schools and two further education colleges took advantage of the “*Workskills*” modules through *Llwyddo'n Lleol*.
- Although 129 people with mental health problems were supported to overcome obstacles to work, and 12 had completed the Open University Network level 1-3 training through the *New Work Connections* scheme, the targets for the year were not achieved since the stakeholders identified had serious issues and the assistance came from other areas.
- Despite the success achieved in the first year with the *Genesis* scheme, the new arrangements of Westminster's *Work Programme* affected the ability of schemes such as *Genesis* to recruit beneficiaries. However, 32 parents moved on to work and 57 to further education.
- The Welsh Government is bringing the *Genesis* programme to a close across Wales in 2013/14.

What difference have we made?

Although it was not possible to work with the high number of prospective beneficiaries, the project has made a real difference to individuals who have been part of the programmes, as several letters testify.



The Economy – Gwynedd will be an exciting place to live with vibrant communities

This Is Where It's At

Introduction

This Is Where It's At responds to:

- A reduction in the percentage of the working age population in the county.
- The migration percentage of 20-34 year old people (which is the age of raising a family), and over time, this trend threatens to undermine the sustainability of the county's economy and communities, especially some parts, such as Meirionnydd.
- The comprehension of young people that everything exciting and adventurous takes place in other places, and the attraction of urban centres such as Cardiff.

It was agreed to complete the following over a period of three years:

- To support activities and events that would create the image of things happening, and gaining local ownership.
 - Ensuring that high profile national or international events are attracted to Gwynedd or established in Gwynedd (9 events).
 - Supporting areas within the county to develop events with the potential to contribute towards the image of vibrancy (15 events).
 - Developing the area's expertise in the field of organising and running events, especially amongst young people and local initiatives.

Where have we reached?

- This year the area benefitted from three high profile national or international events, and five events from the areas.
- Five training workshops were held to support bodies that arrange events in the area – and a Volunteering Pilot was commenced for the residents of Gwynedd.
- With partners, it was managed to offer experiences to young people to be part of the arrangements of events, and a condition was imposed within the funding agreements of major events insisting that they offered volunteering opportunities to young people.
- A programme was drawn up to develop the capacity of local enterprises and businesses to take advantage of opportunities for supplying goods and standard services for major events.

What difference have we made?

- At the start of the project, 14.2% of the Gwynedd Business Survey respondents agreed that the county is a place where things happen, and half way through 2012/13 the figure had arisen to 19.1%.
- There was a similar increase in businesses' awareness of the major events (from 33.3% to 39%).
- As a result of the eight events supported through the project, £4,994,155 was generated to the local economy, with 137 companies from Gwynedd receiving work or concessions.



“A fantastic event....a good buzz. Great to see money being brought into the local economy”

The Economy - Gwynedd will be an exciting place to live with vibrant communities

Revitalising and Improving the Image of Town Centres

Introduction

Revitalising and Improving the Image of Town Centres responds to:

- The county's demography is unbalanced and that we are losing local people of working age, with some areas at risk of being without a sufficient population to maintain an economy and a society.
- That the function of towns as the employment has been undermined by a number of trends, which weakens community vitality and contributes towards the trends of migrating from places across the county.
- The deterioration of Town Centres because:
 - The high street has vacant shops and untidy property.
 - The shopping habits of residents have changed with an increase in travelling to shopping centres on the outskirts of towns, and more shopping online.
- The fact that the economic recession has struck the retail sector as the budgets of people and their families shrink.
- A further threat emanating from cuts to public services, especially in rural areas.
- The need to define the role of rural towns for the twenty-first century.

Where have we reached?

- A clear picture of the viable size of shopping areas within town centres following a retail capacity study – a basis to plan wisely for the future of the high street and the use thereof.
- A trial was undertaken in Bethesda to identify the potential of vacant shops by establishing “pop-up-shops”, and it was agreed to trial vinyl photographs in shop windows in Nefyn as a way of projecting a busier and livelier appearance to the centre.
- Vacant shops initiatives were agreed upon with Communities First areas.
- Attention was given to the appearance of 29 properties which spurred a private sector investment, which included commercial buildings and their environment in the town of Llanberis, and to also prepare plans for Bethesda, and gather better ideas from the towns of Bala, Dolgellau, Harlech and Barmouth.
- A marketing campaign was held via the media to promote shops locally, and events were also held in eight of the county's town centres, including Pwllheli, Blaenau Ffestiniog and Bangor.
- Although it was failed to achieve the expectation of providing specialist advice to 14 retail businesses in 2012/13, nine business reviews were completed approving seven grants and safeguarding 10 jobs.

What difference have we made?

The places that have received attention are appreciative, and the improvement to the image of the shopping area in those areas is evidently seen.

It is premature to identify the difference on the vitality of towns, their shopping areas and the communities.



Field Indicators

Indicator	Baseline	Most recent data
Result 1		
Ratio of number of vacant posts to JSA claimants: Gwynedd/Wales/UK <i>(Increase)</i>	Gwynedd – 0.20, Wales – 0.23, GB – 0.21 (June 2010)	Gwynedd – 0.28, Cymru – 0.20, PF – 0.22 (June 2012)
Ratio of number of vacant posts to JSA claimants: 3 Areas of Gwynedd <i>(Increase)</i>	Arfon – 0.19, Dwyfor – 0.42, Meirionnydd – 0.12 (June 2010)	Arfon – 0.27, Dwyfor – 0.48, Meirionnydd – 0.21 (June 2012)
% of jobs per industry in Gwynedd <i>(Increase in variety with the target sectors increasing their presence)</i>	Gwynedd: Agriculture and fishing – 0.6%, Construction – 4.5%, Banking, finance, insurance etc. – 8.6%, Energy and water – 1.2%, Distribution, hotels and restaurants – 31.2%, Public administration, education and health – 37.3%, Production – 7.6%, Transport and communication – 3.6%, Other services – 5.3% (2008)	The 'BRES' has replaced 'ABI' since 2008 (see figures below).
	Agriculture, forestry and fishing – 0.4%, Mining, quarrying & utilities – 2.1%, Manufacturing – 7.0%, Construction – 4.8%, Motor trades – 1.2%, Wholesale – 2.2%, Retail – 13.7%, Transport and storage – 2.7%, Accommodation	Agriculture, forestry and fishing – 0.3%, Mining, quarrying & utilities – 2.6%, Manufacturing – 6.9%, Construction – 5.0%, Motor trades – 1.5%, Wholesale – 2.5%, Retail – 12.7%, Transport and storage – 2.7%, Accommodation and food services

Indicator	Baseline	Most recent data
	and food services – 13.6%, Information and communication – 1.9%, Financial and insurance – 1.7%, Property – 0.7%, Professional, scientific and technical – 2.7%, Business administration and support services – 3.1%, Arts, entertainment, recreation, and other services – 4.0%, Public administration, education and health – 38.1% (2008 – BRES)	– 11.9%, Information and communication – 1.8%, Financial and insurance – 1.7%, Property – 1.2%, Professional, scientific and technical – 3.1%, Business administration and support services – 2.2%, Arts, entertainment, recreation, and other services – 5.2%, Public administration, education and health – 38.7% (2011 – BRES)
Gwynedd comparative salary (gross weekly wage) <i>(Increase)</i>	Gwynedd – 81.4% of the UK figure (2009)	Gwynedd – 84.7% of the UK figure (2012)
Increase in the survival of businesses – Ratio of births to deaths of businesses: Gwynedd/Wales/UK <i>(Increase)</i>	Gwynedd – 1.12, Wales – 1.06, UK – 1.23 (2008)	Gwynedd – 1.11, Wales – 0.98, UK – 1.14 (2011)
VAT Registrations <ul style="list-style-type: none"> • Gwynedd/Wales/UK/Index: • Gwynedd Number <i>(Increase)</i>	Gwynedd Index 115.7, Wales 119.8, UK 124.5 (2010) (2005 = 100) Gwynedd Number – 6,250 (2010)	Gwynedd Index 116.8, Wales 118.6, UK 126.3 (2012) Gwynedd Number – 6,305 (2012)
Result 2		
Number of JSA claimants under 25 <i>(Reduction)</i>	Gwynedd – 625, namely 30.5% of all claimants (July 2010)	Gwynedd – 620, namely 28.4% of all claimants (July 2012)
% of the work age people in employment <i>(Increase)</i>	People who are economically active – 71.7% (sy'n cyfateb i'r graff) , people in employment – 67.6%	People who are economically active – 71.3%, people in employment – 66.7% (2011)
Median Income of the households of Gwynedd and its 3	Gwynedd – £24,878, Arfon – £25,305, Dwyfor – 24,792, Meirionnydd – £24,360, Wales –	Gwynedd - £22,369, Arfon - £23,796, Dwyfor - £21,712, Meirionnydd - £20,861, Wales -

Indicator	Baseline	Most recent data
Areas - comparison with Wales and the UK <i>(Increase)</i>	£26,469, UK – £29,365 (Mehefin 2010) (2009)	£24,848, UK - £28,318 (2012)
Rate of Gwynedd children in unemployed families <i>(Reduction)</i>	Gwynedd – 188 out of 1,000 children, Wales – 256, UK – 238 (2008/09)	Gwynedd – 183 out of 1,000 children, Wales – 259, UK – 240 (2010/11) (based on 2010 population estimates, so it's likely that the rate is slightly lower due to population growth by 2011)
Result 3		
Work-age population (16-64) of Gwynedd as a % of the population <i>(Increase)</i>	Gwynedd – 62.2% (2009)	Gwynedd – 62.0% (2011)
% of those aged 20-34 emigrating from Gwynedd <i>(Reduction)</i>	Gwynedd – 13.5% (2008/09)	Gwynedd – 14.7% (2010/11)
% Satisfaction of residents of Gwynedd areas regarding living in the county and the provision of services <i>(Increase)</i>		(Some basic knowledge of the Residents Panel Survey available in December)

Children and Young People

The Council's vision in the Children and Young People field in 2012/13 was:

Gwynedd will be a place that provides the best opportunities and experiences in life for every child and young person aged between 0 and 25.

In this field, we have set out the following result as an improvement objective that we are working towards:-

Better experiences and fair opportunities for the children and young people of Gwynedd.



CARE

ECO

ChYP

ENV

TRANS

SAV

HLTH

LANG

LDP

Children and Young People - *Better experiences and fair opportunities for the children and young people of Gwynedd.*

Introduction

The Council was doubtful that the arrangements within the services were not addressing our capacity to realise the outcome we are aiming towards. The children and young people of Gwynedd are the future of the county and providing for them is key to the prosperity of the county.

Why we need to act

- Some children, young people and families face a disadvantage because of poverty;
- Parents and families do not receive timely support which is integrated and has been planned effectively based on their needs;
- Children and young people with additional needs do not receive opportunities and experiences that are planned effectively based on their needs to enable them to fulfil their potential;
- Some children and young people do not receive high quality learning experiences in the right type of educational establishments;
- Not every young person has better access to a range of informal learning experiences that give them opportunities to gain skills, to venture and to enjoy.

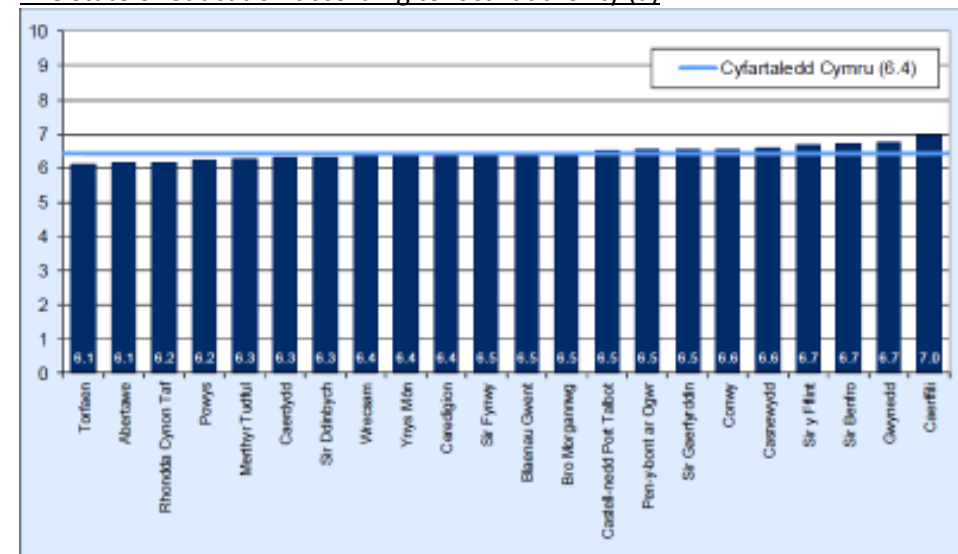
Relevant factors

- A reduction in the number of pupils leading to surplus places in schools.
- A variation in the quality of leadership within our schools.
- The current economic position – around a third of all 'Job Seekers Allowance' benefits claimants in Gwynedd have been under 25 years old since July 2008.

How do we compare with others?

The national survey for Wales by the Welsh Government has asked people about their opinion on the education system in each local authority. From the graph below, it can be seen that people's opinion of the Gwynedd education system is the second best one in Wales during the 2012-13 period.

The state of education according to local authority (a)



(a) Rhoddwyd atebion ar raddfa rhwng dim (eithriadol o wael) a deg (eithriadol o dda)

What has worked?

Seven major projects were in progress in the Children and Young People field during 2012/13.

The targets in 69% of the workstrams in those projects were achieved, with 25% making acceptable progress. Fuller details of those projects are in the following pages.

Here is a summary of what has worked:-

- The new Craig y Deryn area school has been constructed.
- An agreement to establish a consortium to plan and provide post-16 education and training.
- *Llwybrau Ni* centre for pupils with severe and complex behavioural needs has opened.
- A Team Around the Family has been established across the county.
- A joint integrated team between the Council and Betsi Cadwaladr University Health Board has been established for disabled and sick children and young people.
- An increase in the number of accreditations being gained by young people.

By working with our partners we have begun to set a strong foundation on which to raise education standards and improve the lives of young people in the county



Councillor Sian Gwenllian

Who has benefitted?

It was managed to reduce the difference between the attainment of pupils receiving free school meals and pupils not receiving free school meals in Key Stage 2 and 3.

The target of 3.6% for the % of young people aged 16-18 not in employment, education or training was exceeded with a result of 3.04% in 2012/13.

It was also managed to exceed the target for the percentage of children in Key Stage 2 and 3 with additional learning needs who manage to gain the Core Subject Indicator (Mathematics, Science and Language).

It was not managed to achieve the target of 72% of three year old children from Flying Start areas who have made developmental progress since their Schedule of Growing Skills (SOGS) assessment when they are two years old.

Partners

The key partners in this field are:-

- The schools
- The Colleges
- Betsi Cadwaladr University Health Board
- Anglesey Local Authority

Any other information

As well as the projects themselves, during the year, the Council conducted a Scrutiny Investigation on the Quality of Education within the county.

The results of that investigation will influence the Council's plans in the field during 2013/14.

Children and Young People – *Better experiences and fair opportunities for the children and young people of Gwynedd.*

Breaking the Cycle – *Gyda'n Gilydd*

Introduction

Gyda'n Gilydd responds to:

- Access family support which has been inconsistent.
- Substantial gaps in the provision and the support available for the parents of disabled children; parents with children who are teenagers; parents with intensive physical, health and / or emotional needs and unemployed parents.
- Agencies tending to address the same families, offering specialist services but on a separate basis, which mean several visits with the same families.

Where have we reached?

- For the first time, a procedure of collaboration and a single contact service was established between the main local public agencies in order to support families with various needs.
- A new model was established to plan, commission and provide support to vulnerable children, young people and families – with families also clear on the available support to them.
- The Team Around the Family was established across the county, with increasing demand every month.
- 61 front line workers were trained in preparation for supporting families.
- 57 families were supported in accordance with their needs in 6 months (which was 3 lower than the annual target).
- Due to the delay with the commencement of the project, the target of 60 was missed for the year (of three families) - but because of the demand for service, it is anticipated that the aim for the whole scheme will be realised.

What difference have we made?

- Although it is early days, families are reporting, for example, that children are going to school on a more regular basis
- Without this service, vulnerable families would still be seeking assistance from different places and would have to deal with several different agencies and procedures – simplifying the procedure. Having one point of contact has proven much more effective and is appreciated by the families and the support agencies.

“It has been such a help to have all the services discussing and contacting with each other to discuss our needs”

“Thank you so much for helping me. The experience has really touched me as nobody has helped me like this before. My family don't want to know.”

Children and Young People - Better experiences and fair opportunities for the children and young people of Gwynedd.

Breaking the Cycle - Pontio

Introduction

Pontio responds to:

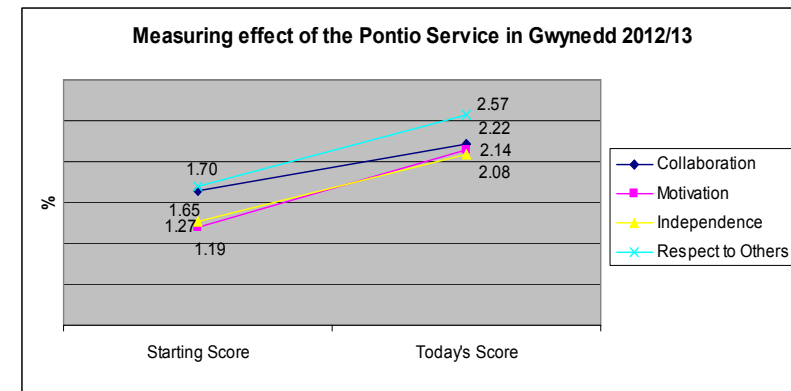
- The percentage of young people in Gwynedd that are not in education, work or training (NEET) which over the years has more or less remained consistently lower than the Wales average;
- Uncertainty regarding the trend in future, especially in light of the recession and the economic condition of the county;
- Complex challenges and circumstances facing a number of the young people in this cohort and their families.

It was agreed that the following would be completed in 2012/13

To introduce a new implementation model to support young people between 11-19 years old, as well as their families.

Where have we reached?

- Model established and operational (September 2012).
- 65 young people and their families received support.
- A regular flow of young people and their families referred to the service offered by the project.
- The target set for the year of 79 young people and their families receiving support was not achieved, but the target was set for 12 months rather than the six months during which the project was operational.



What difference have we made?

- Offering new experiences for the young people in order to encourage taking on self-responsibility e.g. environmental work, arts experiences, *Potensial* courses and Duke of Edinburgh Scheme activities.
- The young people reported that they had seen progress in each of these: working together (36.94%), motivation (36.94%), independence (33.33%) and respect for others (33.33%).

“I never thought that talking about things would make so much difference and encourage me to do things.”

“I felt really angry in class yesterday... but I tried what you told me to do and it really worked, so I didn't lose my temper.”

Children and Young People - Better experiences and fair opportunities for the children and young people of Gwynedd.

Transforming Services for Disabled and Sick Children and Young People

Introduction

Transforming Services for Disabled and Sick Children and Young People responds to the need to

- reflect the wishes of users and carers
- reflect the best practice in the field.
- Ensure value for money within the context of cuts and savings.
- to provide community health services and integrated social care in Gwynedd.

It was agreed to complete the following in 2012/13:

Develop the Project to Transform Services for Disabled and Sick Children and Young People in order to provide integrated services to Gwynedd families.

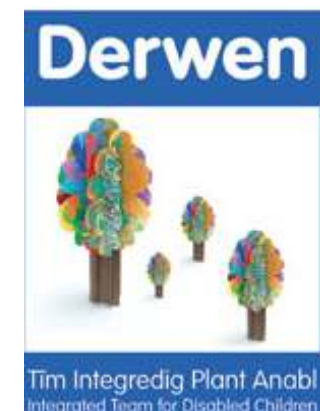
Where have we reached?

- The *Derwen* joint integrated team (between the Council and Betsi Cadwaladr University Health Board) has been established and it provides assessments and services jointly to disabled children and young people and their families.
- Arrangements to gather the opinions of users and their families,
- Further work needs to be done to form a Departmental engagement strategy to bring together all the aspects.

There has been no progress in planning to fully include educational services in the formal collaboration arrangement. The decision has been made to put this need aside until the relevant changes in the Education Department have happened.

What difference have we made?

- Improving the experience of
- Creating quicker access to information
- Maintaining early responses for families.



Children and Young People – Better experiences and fair opportunities for the children and young people of Gwynedd.

Transforming Services for Children and Young People with Behavioural Problems

Introduction

Transforming Services for Children and Young People with Behavioural Problems responds to the unsuitable condition of buildings at Ysgol Coed Menai and Brynffynnon, Brynllwyd and Glanwnion Units for pupils with behavioural problems. They also did not include the type of facilities and resources found in ordinary schools to provide a wide range of learning experiences for those attending.

Expenditure situation in 2009 / 10, the Council's expenditure on behaviour support services for approximately 220 pupils was £1,805,083 and it was anticipated that the number of children with emotional needs and behavioural problems requiring support would increase.

It was agreed to complete the following in 2012/13:

- Establish a provision for children who have intensive emotional and social needs.
- Replace the service within Coed Menai Special School and the Authority's Pupil Referral Units.
- Establish a method of decentralising finance in order to strengthen the provision for vulnerable children with behavioural problems within mainstream schools.

Where have we reached?

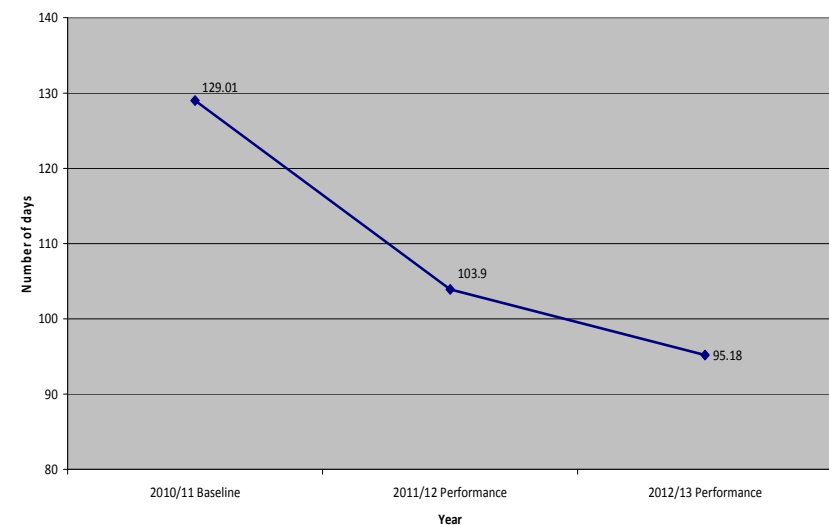
Ysgol Coed Menai closed at the end of the academic year and the Llwybrau Ni Centre has opened in Llanwnda which provides education for pupils with complex and severe behavioural needs.

Each Secondary School in Gwynedd receive a service from the Council to enable them to implement their strategies to support pupils with behavioural problems fully within their organisations with effective arrangements in place for coordinating and facilitating access to the extra support available within schools for pupils with behavioural problems.

What difference have we made?

- It was managed to reduce the average number of days missed from school by every fixed term exclusion per 1,000 pupils since 2011/12.

DGD18 Average number of days lost from school by all fixed term exclusions per 1,000 pupils



Children and Young People - *Better experiences and fair opportunities for the children and young people of Gwynedd.*

Transforming Services for Children and Young People with Additional Learning Needs

Introduction

Transforming Services for Children and Young People with Additional Learning Needs responds to:

- An increase in the percentage of pupils with Additional Learning Needs (ALN) who receive assistance either through a Statement or the 3* Scheme from 3.93% in 1998 to 6.63% in 2009 and this trend is likely to continue in future.

In turn, this led to an unsustainable over expenditure in the Council's integration budget.

- The need to ensure that children and young people with additional learning needs have the best start and receive good care so that they can achieve their full learning potential.

It was agreed to complete the following in 2012/13:

To decide upon the most appropriate model to provide support and experiences for children with ADL.

“at least 83% of the sample of parents believe that the additional learning needs service needs to be improved”

Where have we reached?

Unfortunately, we did not succeed in deciding upon the most appropriate model to provide support and experiences for children with ADL.

The work will continue within the new Strategic Plan for 2013-17.

What difference have we made?

We will address demonstrating the impact when implementing the project during the period of the Strategic Plan for 2013-17.

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Children and Young People - *Better experiences and fair opportunities for the children and young people of Gwynedd.*

Transforming Primary and Secondary Education

Introduction

- Since 1975, the number of pupils in Primary Schools has reduced 21% across the county and every catchment area has seen a reduction in its numbers of at least 11%.
- 55% of primary schools in Gwynedd had more than 25% of surplus places.
- A substantial percentage of the budget devolved to schools was spent on the maintenance of poor buildings, on a high number of sites across the county and on surplus places.
- Since 1975, the population of Secondary Schools in the county has gradually reduced and this trend will continue in future.
- The size and circumstances of some of the county's Secondary Schools presented several challenges, especially in terms of fully responding to the requirement to guarantee a choice of Level 2 courses for learners.

Craig y Deryn School



Where have we reached?

- Ysgol Craig y Deryn has been constructed and will open its doors in September 2013. and will serve the Bryn-crug, Llanegryn and Llwyngwril catchment areas.
- Following federalisation of the schools of Corris and Pennal and also the schools of Coedmawr and Glanadda, arrangements for collaboration and sharing of resources and expertise between schools have been established.
- An agreement is in place among partners for the new Welsh medium Centre of Excellence.
- Unfortunately, there was some delay with
 - Proceeding with the work to establish a multi-site school in Brithdir and Dinas Mawddwy.
 - Commencing work in the eastern side of the Dolgellau catchment area
 - Holding discussions to have a plan in place to establish a Lifelong Learning Community school in the town of Dolgellau.

What difference have we made?

It is too early to show what differences the work will make to the lives of people in Gwynedd

Children and Young People - *Better experiences and fair opportunities for the children and young people of Gwynedd.*

Transforming Post-16 Education and Training

Introduction

Transforming Post-16 Education and Training responds to:

- The requirement to change the arrangements for 16-19 learning,
- The need for Local Authorities, and schools or colleges, to collaborate in order to establish and jointly introduce a Local Curriculum, rather than to compete for learners.
- The need to link the curriculum with the needs of the economy .
- A reduction in the number of post-16 learners in Gwynedd and Anglesey in future

It was decided to develop a model that would respond to these challenges.

“I believe that it’s a good thing that schools and colleges collaborate because schools can offer different subjects to what would be otherwise available from them.”

Where have we reached?

- An agreement on Principles of Joint Working and the Strategic Aims of the Consortium with the aim of establishing Gwynedd and Anglesey as an area of excellence for post-16 learning.
- The model agreed.
- An European funding application to embed the new procedure has been agreed.
- The Council Cabinet has agreed for the Council to act as the Lead Body for the Post-16 Education and Training Consortium.

What difference have we made?

It is too early to show what differences the work will make to the lives of people in Gwynedd

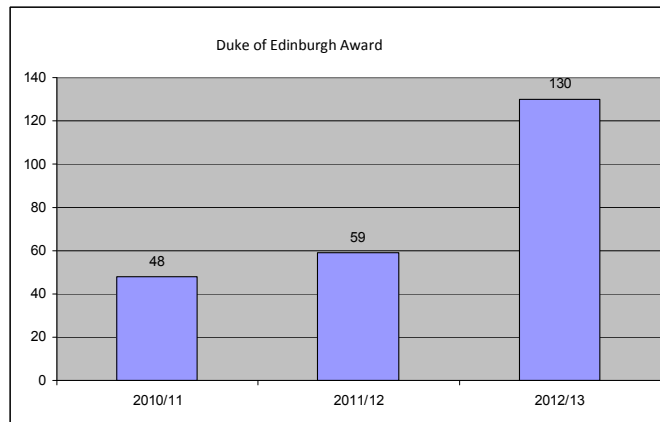
Children and Young People - Better experiences and fair opportunities for the children and young people of Gwynedd.

Transforming Experiences and Opportunities for Young People

Introduction

Transforming Post-16 Education and Training responds to:

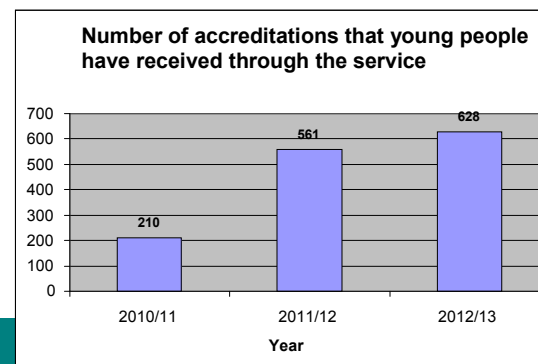
- The need to ensure that every child and young person develops into confident, successful and independent young adults.



What difference have we made?

628 young people in Gwynedd received a recognised accreditation via the Youth Service. Every young person who gains an accreditation receives a certificate at the Awards Evening of Gwynedd Young People which is held annually to celebrate the successes of our young people.

- Since last year, there has been an increase in the number of accreditations gained by young people, including Agored Cymru accreditations, Youth Achievement Awards, Duke of Edinburgh Award and the John Muir Award.
- There was an increase in the number of young people who undertake a volunteering activity through opportunities by the Youth Service. The Young Volunteers Scheme supports young people to volunteer in the Council, starting with creating volunteering placements in Leisure Centres.
- A pilot was established in Caernarfon with the Jobcentre Plus to support 16-24 year old young people to move onto employment. Six young people have completed the readiness to work pilot and one has now managed to secure a job. The scheme will soon be developed in Porthmadog and Bangor.
- A Network of five Youth Workers in Schools was established to offer additional support and service to young people to support them to reach their full POTENTIAL, by developing life and work skills.
- An Apprenticeship in the Youth Service scheme was established in order to provide an opportunity for young people to gain vocational qualifications and experience in Youth Work.



The Awards Evening of Gwynedd Young People

Field Indicators

Reference	Indicator	2010/11 Baseline	2011/12 Performance	2012/13 Performance	2014 Ambition
GY04	The difference in the achievement of pupils who receive free school meals and those who do not in Key Stage 2.	12.13%	26.83%	13.70%	Reducing
GY05	The difference in the achievement of pupils who receive free school meals and those who do not in Key Stage 2.	34.26%	31.24%	26.62%	Reducing
DGD14	Percentage of 3 year old children in Flying Start areas who have made developmental progress since their Schedule of Growing Skills (SOGS) assessment aged 2.	72.40%	-	51.90%	Increasing
DGD15	Percentage of pupils with additional learning needs who succeed in achieving the Core Subject Indicator in Key Stage 2.	42.10%	48%	61%	Increasing
DGD16	Percentage of pupils with additional learning needs who succeed in achieving the Core Subject Indicator in Key Stage 3.	23.10%	36%	45%	Increasing
DGD18	Average number of days lost from school by all fixed term exclusion per 1,000 pupils.	129.01	103.9	95.18	Reducing
DA08	Range of class sizes in Primary Schools.	5 to 33	5 to 34	9 to 32	Reducing
DGD17	% of young people aged 16-18 not in education, employment or training.	3.60%	3.60%	3.06%	Reducing

Environment and Infrastructure

The Council's vision in the Environment field in 2012/13 was:

To promote a safe environment, with suitable housing and convenient and useful links for Gwynedd and its residents in the face of local changes and in changes further afield.

In this field, we have set out the following result as an improvement objective that we are working towards:-

- *A safe and sustainable environment*
- *A supply of suitable housing in the County*
- *Convenient and useful links*



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The Environment – A safe and sustainable environment / A supply of suitable housing in the county / Convenient and useful links

Introduction

The Council’s vision in the Environment and Infrastructure field is to promote a safe and sustainable environment, with suitable housing and convenient and useful links for Gwynedd and its residents in the face of local changes and changes to our surroundings.

Why we need to act

There is a need to:

- Respond to national targets in order to reduce the amount of waste taken to landfill
- Reduce dependency on fossil fuel within the County
- Ensure that people who live in areas at threat of flooding are aware of the risk
- Increase the supply of suitable housing available in the County and ensure better access to affordable housing, both to own and rent
- Ensure that the transport provision better meets users’ needs
- Reduce the problems caused by dog fouling in response to concerns expressed by residents

"There has been an increase in the numbers of affordable houses and empty housing units that came back into use in the County as a result of the Council’s attempts in the housing field. In addition to this the Nantlle area has been connected to the gas network and energy efficiency improvements were made to the housing stock as a result of a successful application to the Welsh Government’s ARBED2 fund."

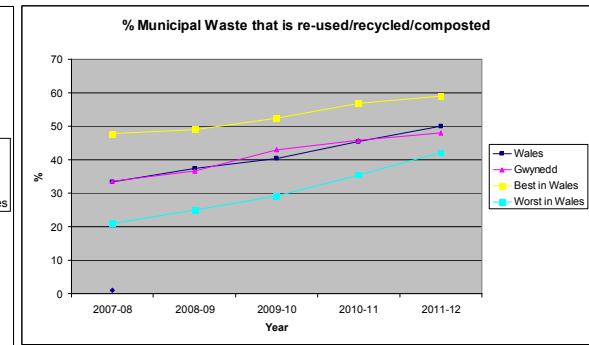
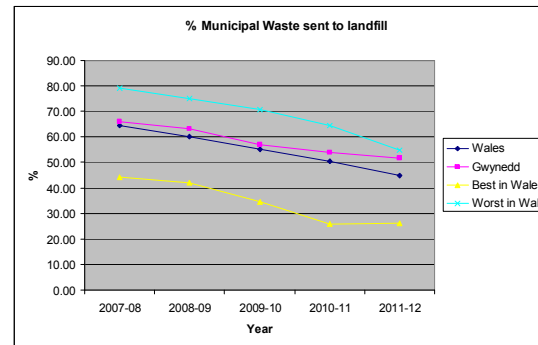


Councillor John Wyn Williams

Relevant factors

- Rates of reusing/recycling/composting municipal waste – 48.1% in 2011/12.
- Rates of reusing/recycling/composting commercial waste – 17% in 2011/12.
- Housing prices and affordability – On average, a house price in Gwynedd is £132,000 and the median household income is £23,278. (2012). This means that house prices are 5.7 times more than the average household income.
- Property and individuals at risk of flooding – 7,500 properties and 12,000 residents in Gwynedd live at risk of flooding.

How do we compare with others?



What has worked?

Nine projects were in progress in the Environment field during 2012/13.

The outcomes were completed in 57% of those projects, with 33% making acceptable progress.

Fuller details of those projects are noted in the following pages.

- An increase in the number of suitable housing units in the County as a result of activities within the projects to bring Empty Houses back into use and Affordable Housing
- Introducing new collection arrangements to collect commercial waste has led to a substantial increase in the rates of reusing/recycling/composting from 17% in 11/12 to 27.30% in 12/13.
- The Nantlle area has been connected to the gas network with 30 solar thermal installations and 70 energy efficient boilers as a result of the Welsh Government's ARBED2 Scheme.
- A successful bid to the ARBED2 Scheme in order to improve the energy efficiency of housing in the Carmel and Fron areas.

“During the last year the Council has implemented steps to ensure progress in projects to maintain and improve the environment in Gwynedd. In addition, financial savings accrued from implementing schemes in the carbon Management Programme and the Waste Strategy.”



Councillor William Gareth Roberts

Who has benefitted

- The percentage of municipal waste being reused, recycled or composted increased from 46.42% to 51.52%.
- A reduction of 15.06% in the carbon footprint of the Council's public buildings since the 2005/06 baseline year.
- The number of long-term empty houses brought back into use was increased by 48.
- 72 additional affordable units were secured during the year.

Partners

The key partners in this field are:-

- Housing Associations (Eryri, Clwyd, Cartrefi Cymunedol Gwynedd and North Wales Housing).
- Welsh Government .
- Snowdonia National Park.
- Members of the Gwynedd and Anglesey Local Services Board.
- The Environment Agency.
- The Carbon Trust .

Unrhyw wybodaeth arall

As well as the projects themselves, the Council held an assessment of the achievements of the Bangor Pride to see whether it could be extended to other areas of the county. The work will establish a basis ofr the future.

Environment and Infrastructure - A safe and sustainable environment

Gwynedd Carbon Footprint Reduction Plan

Introduction

The Gwynedd carbon Footprint Reduction Plan responds to:

- A need to address climate change on a local level and ensure a reduction in carbon emissions on a much greater scale than the targets established on a national, international and global level.
- If we fail to respond to this agenda, we will leave behind a legacy of large scale climate change that will affect the welfare of future generations across the world.
- The need to reduce the carbon emissions deriving from the activities of public bodies who are members of the Local Services Board in Gwynedd. An ambitious target was set to reduce carbon emissions by 60% by 2021 and Gwynedd Council is responsible for leading and coordinating the Project.

During 2012-13, it was agreed to focus on carbon emission reduction activities in the following fields:

- Energy in non-domestic buildings
- Business journeys
- Waste
- Community/Business Sector

“Less dependency on fossil fuel within the county”

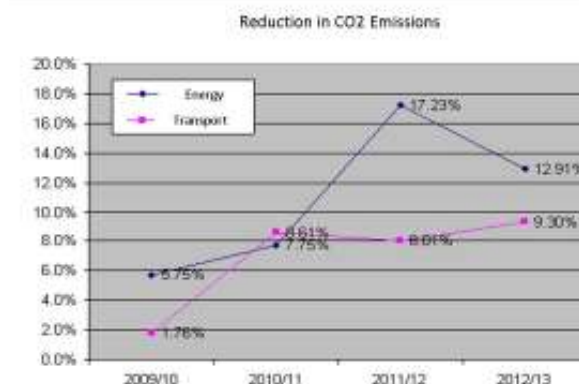
Where have we reached?

- A reduction of 12.91% in CO₂ emissions deriving from energy use in non-domestic buildings, This was lower than the target of 14% set. The likely reason why the target was not reached is that the heating season has been much longer and colder than usual.**
- A reduction of 9.3% in CO₂ emissions deriving from business journeys. This was lower than the target of 20% set. ** (*The Local Services Board had already agreed to amend the target to between 9 and 11%*).
- A reduction of 603 tonnes of CO₂ deriving from the waste activities of the Local Services Board’s organisations was seen.*
- A work programme has been drawn-up in order to establish a procedure to coordinate carbon reduction activities in the community and business sector; however, the launch will happen in 13/14.

*11/12 data has been used for the establishments who have not supplied the 12/13 data.

What difference have we made?

It is difficult to establish the exact difference the plan has made, but likely financial savings are associated with a number of the measures which mean that the organisations can invest in other services.



Environment and Infrastructure - A safe and sustainable environment

The Council's Carbon Management Plan

Introduction

The Council's Carbon Management Plan responds to:

- Climate Change one of the major problems facing communities at all levels in the twenty-first century. Local Government, as well as Central Government, the business sector and the third sector have key roles to play in ensuring that our communities are prepared for the future. It has to be ensured that the well-being of our natural environment is a priority for us all as individuals, and particularly for the Council, which has a key role in leading local communities.

The Gwynedd Local Services Board is committed to an ambitious target of reducing carbon emissions by 60% by 2021. The Council's Carbon Management Plan is the Council's contribution towards the project and the target in question.

The first part of the commitment is ensuring that we reduce our carbon emissions from our buildings, our waste, street lighting, business travel and fleet by 30% by 2015.

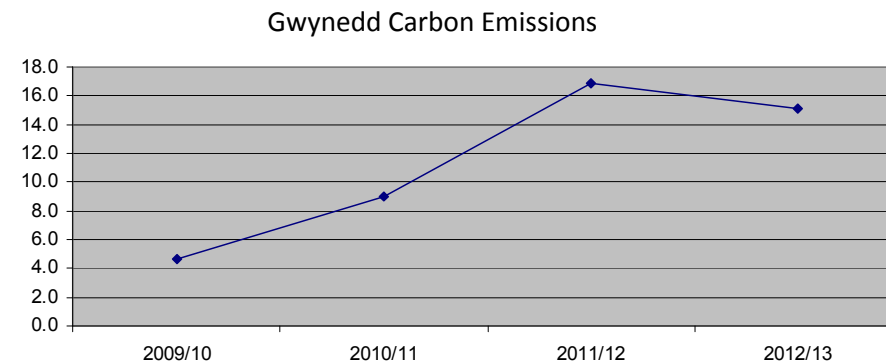
“Less dependency on fossil fuel in the County”

Where have we reached?

- A reduction of 15.06% in the Council's carbon emissions was ensured since the 2005/06 baseline year, compared with the set target of 17%. The main likely reason why this target has not been reached is the fact that the heating season was much longer and colder than usual.
- 9 out of the 16 identified projects to be implemented during the year were completed, with 3 slipping to quarter 1 in 13/14 and the rest to be implemented during the remainder of 2013/14.

What difference have we made?

Revenue savings of approximately £178,000 were associated with implementing the measures within the Carbon Management Plan during 2012/13 which means that investment could be made in other services for the public.



% reduction in carbon emissions on baseline year

Environment and Infrastructure - A safe and sustainable environment

Waste Strategy

Introduction

The Waste Strategy responds to:

- The requirements of the Wales Waste Strategy set challenging targets for the Council. There is a restriction on waste that could be disposed to landfill sites as well as *reusing/recycling/composting municipal waste* targets of 52% by the end of 2012/13; 58% by the end of 2015/16 and 64% by the end of 2019/20.

It was agreed to complete the following in 2012/13:

- Introduce new arrangements to collect food waste from homes across the County during 2012/13.
- Introduce new arrangements to collect materials for recycling and composting from businesses in the County.
- Hold specific campaigns have been held in supermarkets and within communities across the county to try and raise the public's awareness of the need to recycle and compost.

What difference have we made?

Residents and businesses in the County have benefitted from new collection arrangements that have facilitated the recycling/ composting process.

In a Citizens' Panel survey in Summer 2012, 95.9% of respondents who used the food waste service noted that they were very satisfied or satisfied with the service.

In the same survey, 85.3% of respondents noted that they were very satisfied or satisfied with the recycling service (blue box).

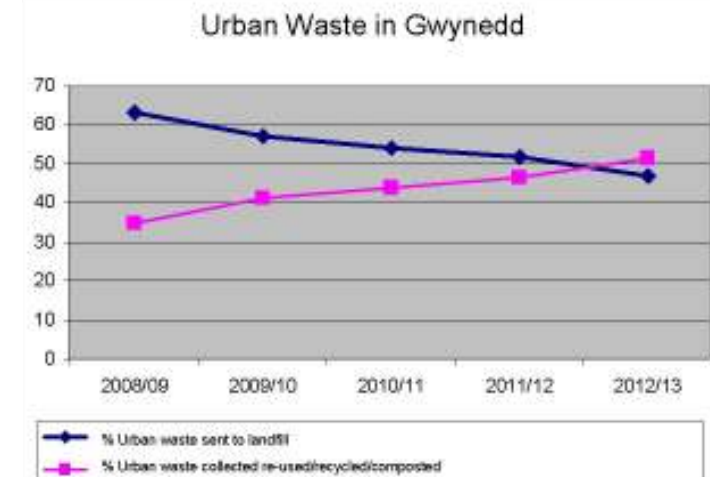
Where have we reached?

Reduce waste and increase recycling/composting levels

- Progress was seen in the level of municipal waste being reused/recycled or composted to 51.52% (from 46.42% in 11/12) but it was failed to meet the target of 53% that was set on a local level.
- Although the set target for commercial waste being reused/recycled/composted (40%) was not achieved, substantial progress was seen in the level from 17% in 11/12 to 27.30% in 2012/13.

Arrangements for weekly food collection and treatment

- In terms of composting food waste, there was an increase in participation levels to an average of 40% but this was short of the 50% target set.
- 3,640 tonnes of food waste for composting were collected which was below the minimum set target of 4,500 tonnes.



“Less waste sent to landfill”

Environment and Infrastructure - *A safe and sustainable environment*

Flood Risk Management

Introduction

Flood Risk Management responds to:

- An assessment undertaken by the Environment Agency, noting that approximately 12,000 Gwynedd residents live at risk of flooding. Gwynedd is the third highest, after Conwy and Newport in terms of the number of people who live at risk of substantial flooding on a Wales scale. In terms of property at risk, Gwynedd has approximately 7,500 properties at risk which is second to Conwy on a national level.
- 7,500 properties in Gwynedd at risk, which is second to Conwy nationally.

It was agreed to complete the following in 2012/13:

- Prepare a Flood Risk Management Strategy.
- increasing people's understanding of flood risk, the consequences of climate change and how people can assist themselves.

“People who are under threat from flooding being aware of the risk”

Where have we reached?

- Eight communities in the County (Bangor, Blaenau Ffestiniog, Caernarfon, Dolgellau, Dyffryn Ardudwy, Porthmadog, Pwllheli and Tywyn) have been selected to hold awareness raising work as a result of the fact that they have suffered from flood problems or have been identified as communities where a substantial number of people live at risk of flooding.
- Levels of awareness of flood risk and how to respond to those risks have been established within eight communities.
- Work in the eight communities in question in order to raise awareness of flood risks and the steps that can be taken in order to reduce the risk.

What difference have we made?

Residents within the communities in question have benefitted from sessions to raise awareness of flood risk and how they can help themselves to mitigate the risks.

Following the work with residents, an increase of 22% was seen in the number of people within the communities who were concerned about flooding (and had a better awareness of flood risk as a result), following the engagement work. The biggest increase was seen in the Caernarfon and Bangor areas.



Environment and Infrastructure – A supply of suitable housing in the County

Affordable Homes

Introduction

Affordable Homes responds to:

- An annual deficit of 670 affordable houses in Gwynedd. (Welsh Government's formula for assessing the local housing market)
- House prices are 5.7 times more than the household income in Gwynedd.(The average house price in Gwynedd is £132,000 and the median household income is £23,278.)
- An increase was seen in the number of mortgage repossession applications in Gwynedd between 2010 and 2011 (from 120 to 150),

It was agreed to complete the following in 2012/13:

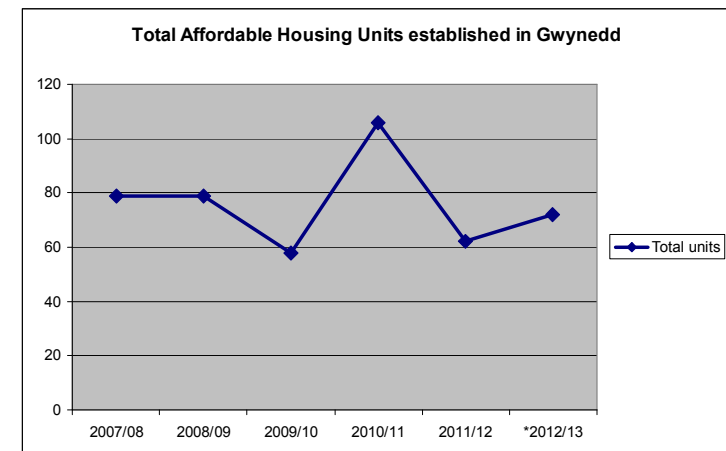
- Using the social housing grant to build houses in areas where there is need, such as Pwllheli, Bala and Bangor
- Providing assistance to first-time buyers to gain access to the housing market.
- Bringing empty property back into use.

“Better access to affordable housing, to own and rent”

Where have we reached?

- 48 units of social/part-ownership housing completed by means of the Social Housing Grant
- Pwllheli, Y Bala and Bangor have seen housing developments including the first scheme of part-ownership with a Housing Association in the County
- *Tai Teg* scheme launched, namely a scheme for registering an interest to purchase a house or part-own a house in the County
- 12 empty properties brought back into use and has assisted to meet local need
- Three properties benefitted from the Mortgage Saving Scheme and nine benefitted from Homebuy during the year .

30 units of Extra Care Housing created in Bala which offer a combination of care and catering services for people over 55 years old.
10 families have moved to new homes in Bangor which means that they have been able to take the first step towards buying their home.



Environment and Infrastructure – A supply of suitable housing in the County

Bringing empty houses back into use

Introduction

Bringing empty houses back into use responds to:

The high proportion of empty houses compared with other counties in Wales (1,178 properties have been empty in the long-term).

It was agreed to complete the following in 2012-13::

- Loans schemes
- Enforcement measures
- Grant schemes
- Incentives

A positive response in this field can also increase the provision of affordable homes in the County.

What difference have we made?

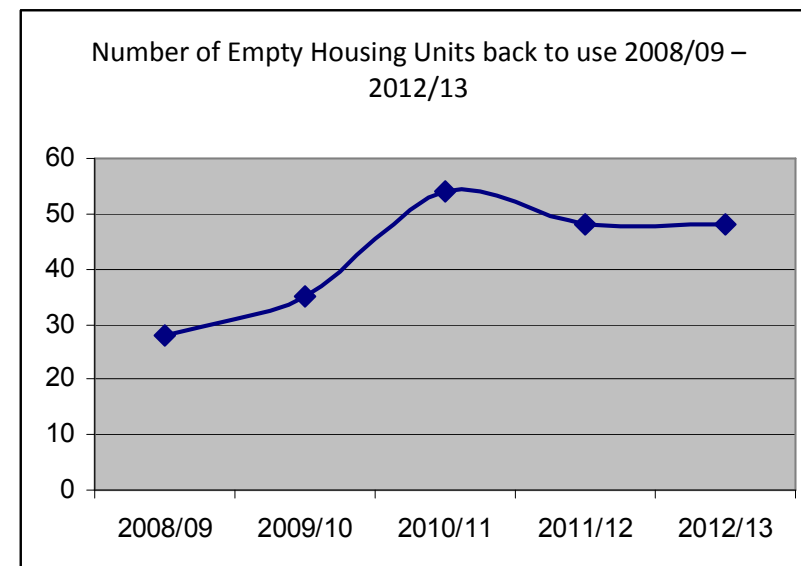
Bringing empty properties back into use improves the appearance of the built environment within the areas in question.

Where have we reached?

48 empty properties have been brought back into use in 2012/13 (96 cumulative properties since 11/12):

- One by means of a loan
- Four by means of enforcement measures
- 12 by means of a grant
- 31 by means of incentives

During the year, the Council received support of £441,000 from the Welsh Government's 'Houses into Homes' scheme. This money will be spent based on grants to bring 25 empty units back into use in 2013/14.



“A greater supply of suitable housing available in the County”

Environment and Infrastructure – A supply of suitable housing in the County

Housing carbon footprint plan

Introduction

The Housing carbon footprint plan responds to:

- Emissions of 345,110 tonnes of CO₂ by domestic housing in 2012 (Local and Regional CO₂ Emissions estimates 2005-2010). A high proportion of this is associated with heating houses.
- 22,554 (38.6%) of Gwynedd homes are at risk of fuel poverty (Gwynedd Housing Stock Survey 2004). Between April 2003 and September 2008, there was an increase of 79.5% in gas prices, whilst electricity prices increased 62% and this increase has continued since then.

It was agreed to complete the following in 2012/13:

- Promoting insulation schemes, mapping energy efficiency activities,
- Encouraging people to take advantage of grant schemes
- Preparing bids for support from the Welsh Government's ARBED2 scheme.

“Less dependency on fossil fuel in the County”

Where have we reached?

- The Here to Help Scheme has been promoted in five wards in the County.
- A mapping system has been developed which provides information on energy efficiency in housing in various areas and illustrates the access to gas / LPG networks.
- It was not possible to complete the Private Sector Housing Survey and this work will happen in 13/14.
- It was not possible to circulate information to the houses of the County regarding the ‘Renewable Energy Incentive’ as the launch of the scheme for domestic housing has been postponed on a national level.
- A successful bid was submitted to the Welsh Government’s ARBED2 scheme for the Carmel and Fron areas .

What difference have we made?

- Over 600 homes have benefitted from energy saving advice and/or measures through the Here to Help Scheme.
- 245 homes have benefitted from energy advice in the home by energy wardens in the Cadnant and Maesgeirchen wards.
- 265 renewable energy installations benefitting from ‘Feed in Tariff’ payments have been fitted to homes in Gwynedd.



Environment and Infrastructure – Convenient and useful links

Integrated Transport

Introduction

Integrated Transport responds to:

- Ensuring access to services
- The need to increase the satisfaction of Gwynedd residents with local bus services and community transport.

The Gwynedd Residents Opinion Poll (August 2009)

- 59% of Gwynedd residents were satisfied with the local bus services
- 54% were satisfied with local transport information

The 2010 Public Highways and Transport Satisfaction Survey

- 55% of respondents were satisfied with community transport
- 57.3% were satisfied with the community transport provision
- 58.96% were satisfied with the reliability of community transport.

It was agreed to complete the following in 2012/13:

- Re-design Public Transport provision
- Ensure dependable and accessible Community Transport.

“Transport provision better meets users’ needs”

Where have we reached?

- The timetable for analysing the satisfaction data to establish the baseline slipped. *(Note that the data has now been analysed and a summary can be seen in the graph below)*
- Public and education transport services in the Dwyfor area have been remodelled to provide services in a cost-effective manner.
- Two new ‘on-demand’ contracts were established (where customers phone for transport provision beforehand) in the Bala area in 2012/13.
- Although a pilot scheme to promote car sharing had been identified in the Harlech area, the local community was not eager to proceed with the scheme.

What difference have we made?

81.52% of users’ questionnaires state that passengers are “very satisfied” and 8.7% are “quite satisfied” with the community transport provision in the County.



Environment and Infrastructure – A safe and sustainable environment

Dog Control Orders

Introduction

Dog Control Orders respond to:

- The results of an Environment Survey carried out by the Gwynedd Residents Panel, when 55.5% of 810 respondents noted that dog fouling was a problem or a major problem in their communities.
- The need to review powers relating to banning dogs from beaches in order to ensure consistency across the County.
- The need to ban dogs from lands where there was play equipment for children.

It was agreed to complete the following in 2012/13:

Undertake preparatory work so as to introduce new Dog Control Orders on 1 April 2013.

“Reduction in the problems caused by dog fouling”

Where have we reached?

- A draft Dog Control Orders procedure has been drawn up
- A public consultation was held for a period of six weeks during the autumn 2012.
- A major campaign to raise awareness on the website, Newyddion Gwynedd, local media, radio, via chambers of commerce etc. held in addition to meetings with interested parties.
- New Dog Control Orders procedure introduced on 1 April 2013.
- A baseline has been established for cases of dog fouling on recreational lands and an arrangement established for monitoring the situation.

What difference have we made?

It is too early to show what differences the work will make to the lives of individuals in Gwynedd.



Environment Field Indicators

Reference	Indicator	Strategic Plan Baseline	Performance 2011/12	Performance 2012/13	2014 Ambition
	Percentage of municipal waste collected:				
WMT/008ii	(i) that is recycled	22%	22.13%	26.22%	26%
WMT/008iii	(ii) that is composted or biologically treated	22%	24.08%	21.19%	28%
WMT/008i	(iii) Re-used	No baseline	0.50%	4.11%	0.50%
PB51	Percentage of municipal waste that is collected; Reused, Re-cycled or composted.	11.5%	17%	27.30%	50%
	Reducing the community's carbon footprint in Gwynedd				
Strat1	(1) domestic	¹ Carbon footprint of the domestic sector in Gwynedd – 355kT CO2 [2008 data]	2010 Data = Increase of 6.88% since 2009 ('Local and Regional CO2 Emissions Estimates for 2005-2010', Produced by AEA for DECC http://www.decc.gov.uk/en/content/cms/statistics/climate_stats/gg_emissions/laco2/laco2.aspx)	Data to be published in September 2013	3% annually
Strat2	(2) Dwelling Buildings	² Carbon Footprint of the non-domestic buildings of the Local Services Board organisations in Gwynedd – 47.44kT CO2 [2005/06 data] (for information in	17.23%	12.91%	20%

¹ Local and Regional CO2 Emissions Estimates for 2005-2008 (produced by AEA for DECC)

		2009/10 this figure was 45.43kT CO ₂)			
Strat3	(3) business	³ Carbon Footprint of the business sector in Gwynedd - 282kT CO ₂ [2008 data]	2010 Data = Increase of 7.89% since 2009 ('Local and Regional CO ₂ Emissions Estimates for 2005-2010', Produced by AEA i DECC http://www.decc.gov.uk/en/content/cms/statistics/climate_stats/gg_emissions/laco2/laco2.aspx)	Data to be published in September 2013	3% annually
Strat4	(4) business travel	Carbon Footprint of business travel for Gwynedd Local Service Board organisations – 9.65kT CO ₂ [2007/08 data]	8.01% (Please note that 2010/11 data has been included for Betsi Cadwaladr Local Health Board in this figure because 11/12 data has not yet been received)	9.3% (Note that 2011/12 data has been included for Betsi Cadwaladr University Health Board because 2012/13 data has not yet been received)	20% (by 2012/13)
Strat5	(5) waste	Carbon Footprint of waste that derives from activities of Local Service Board organisations – 506.6t CO ₂ [2007/08 data]	Reduction of 570 tonnes of CO ₂	Reduction of 638 tonnes of CO ₂ ²	Reduction of 603 tonnes CO ₂ (by 2012/13)
	Annual revenue savings as a result of reducing carbon footprint	No Target 2011/12	Not measured in 2011/12.		£924,214 [2014/15] (Culmilitive saving since

² Report on Carbon Management in the Non-Domestic Buildings of Gwynedd Local Services Board Organisations (Entec and the Carbon Trust, September 2008)

³ Local and Regional CO₂ Emissions Estimates for 2005-2008 (produced by AEA for DECC)

					2010/11)
	Reduction in the Council's carbon emissions	14.00%	16.70%	15.06%	20.00%
FW4	The community's understanding of flood risk	A study of the community's understanding of flood risk was carried out as part of the Pwllheli Pilot Scheme and work was undertaken to increase understanding.	Baseline to be established during 12/13 and then continuous measurement to measure progress.	100%	Studies have been completed in 8 understanding of community and work has been done to increase understanding (Caernarfon, Bangor, Porthmadog, Dolgellau, Fairbourne, Blaenau Ffestiniog, Nefyn, Dyffryn Ardudwy)
DAT01*	Number of long-term empty houses in the county [6 months plus] that have come back into use	Approximately 8.6% are empty houses [January 2011] have confirmed 1,155 long-term empty properties in Gwynedd. 110 have come back into use since April 2008.	48	48	130
Strat6	Number of additional affordable units ensured for Gwynedd (whether they are new houses or the use of existing properties)	220 units up to 31-1-2011 as well as 44 additional units to be provided before the end of 31 March 2011. Total – 264 over a period of 3 years.	56	72	190 additional affordable units
Strat7	Renewable energy installations that have received "Feed in Tariff (FIT)/ 'Renewable Heat Incentive (RHI)'	75 (up to 1/3/2010) ⁴	761 Target of 150 set for 2012/13	265	Targed to be set during 2011/12

⁴ <https://www.renewablesandchp.ofgem.gov.uk/>

CT25	Reliable and accessible community throughout the County.	88% of requests for community transport provision will be realised across the County.	Record systems have not yet matured within the community transport which means that the data is not totally reliable. Responses to questionnaires circulated to the transport users in October 2011 indicate that 83.33% of requests for community transport provision will be realised across the County.	81.52%	96% of requests for community transport provision will be realized across the County. 10% increase in reliability community transport
PB25b	The percentage of municipal waste sent to landfill.	-	51.84%	46.92%	To be confirmed
PB55	Total weight of food waste collected	No data	No data	3,640	To be confirmed
CT35	Satisfaction and use of public transport	No data	Developing Data to report in 2012/13	70.67%	To be confirmed

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Transformation

The Council's vision in the Transformation field in 2012/13 was:

A Council that will build on its strengths in order to create an environment that allows people to be:

- *Progressive and Enterprising*
- *Effective and Efficient*
- *Open and Caring*
- *Firm but Agile*

in order to achieve the best for the people of Gwynedd today and tomorrow.

In this field, we have set out the following result as an improvement objective that we are working towards:-

A Council at its best which achieves for the people of Gwynedd today and tomorrow



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Transformation - A Council at its best which achieves for the people of Gwynedd today and tomorrow

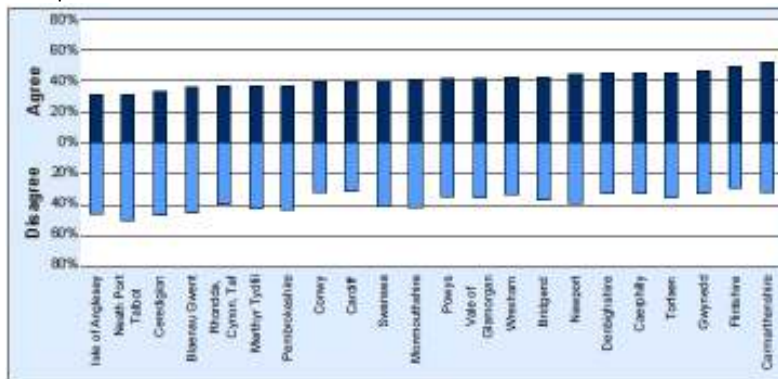
Introduction

The Council has identified how important it is that customers feel that they are receiving a quality service and that staff feel part of the Council and are appreciated. At the same time, there is a need to adapt and improve the Council's service if the Council is to survive the challenging period it is currently facing.

Why we need to act

The Council is facing a substantial financial challenge whilst there is an increasing demand for services. Therefore, the Council must identify new methods of providing services which also meet the needs of the people of Gwynedd.

% who agree or disagree that their council is good at informing them regarding their performance



Relevant factors

In order to “achieve for the people of Gwynedd today and tomorrow”, the Council must have robust customer care arrangements which enable it to achieve what is important for residents. The “Gwynedd Way” strategy was developed; namely a vision of placing the people of Gwynedd at the centre of everything we do. The vast part of the year was spent developing the strategy; the work of implementing this strategy will commence early in 2013/14.

How do we compare with others?

This field is difficult to compare with other councils. However, there are some comparative indicators.

The views of residents regarding how well the Council reports on its performance.

The Council performed midway through the table of Welsh authorities in terms of the views of residents about the quality of service received.

See also the graphs on page 10 which demonstrate the opinion of Gwynedd residents.

What has worked?

Seven projects were operative in the Transformation field in 2012/13. The results were successful in 57% of the workstreams in those projects, with 33% making acceptable progress

Over 2,000 Gwynedd residents were given an opportunity to give their views on a number of subjects, e.g access to the housing market, use of the Welsh language and the attitude towards it, along with an opportunity to give ideas on developing the libraries service in future.

Success was seen in relation to plans to improve customer experience with work in the fields of Maintenance and Homelessness. For example, maintenance work is now achieved in 1/10 of the time, over 90% of customers are satisfied with the services and 15% was saved on staff costs. As a result, it was decided to extend the scheme to other services under the “Gwynedd Way” banner ..

Praise was received by the Investors in People company in relation to our work of promoting incentives; this had been trialled in one department, and a change was seen in staff culture as a result.

Progress was not as good as expected with the “Empowering Gwynedd Communities” project as the Council delayed before making a decision on the future of the Area Committees. A decision was taken in February 2013 to establish area forums which would allow less formal sessions within the areas in order to hold a “real” diolgue and local discussions.

Who has benefitted?

In order for the Council to make the best possible use of its expenditure within the area, four contracts (worth over £500k) were reviewed to ensure that they complied with the Sustainable Procurement Policy.

A discount booklet was launched which gives Council staff an opportunity to save money in local shops and businesses, and in global companies.

Partners

A joint Local Services Board was established with Anglesey Council. This arrangement will

- Avoid duplicating work within the Councils
- Will enable us to act sooner where there is a need to collaborate between councils and other partners such as the North Wales Police Authority or Betsi Cadwaladr University Health Board.



52% of Gwynedd residents were “satisfied” or “very satisfied” with the way the Council runs things

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Field indicators

Reference	Indicator	Strategic Plan Baseline	2011/12 Performance	2012/13 Performance	2014 Ambition
	An increase in the number who state that they are satisfied with the way the Council runs things	43%	Residents Survey to report in 2012/13	57%	Increase
	An increase in the number who state they want to be more involved in the changes that affect their local area	29%	Residents Survey to report in 2012/13	23%	Increase
	An increase in the number stating they are satisfied with the outcome of the service received following their contact with the Council	34%	Residents Survey to report in 2012/13	Question was not asked at the Residents Panel	Increase
Perff22	Percentage of indicators in the strategic fields that have reached their targets	64%	56%	Reporting in September 2013 after receiving all Strategic Plan data	70%
Perff21	Percentage of the strategic projects' work streams that are on track to achieve their main benefit	70%	78%	84%	70 – 75%

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Savings

The Council's vision in the Savings field in 2012/13 was:

Gwynedd Council will make the best use of the resources available to offer local ratepayers value for money. We will be looking for new and innovative ways of working, looking beyond the Council's boundaries and working with other bodies to ensure the greatest benefit for our residents.

In this field, we have set out the following result as an improvement objective that we are working towards:-

Achieving the savings amount needed to meet the Council's financial strategy requirements for the period, having as little an impact as possible on the results for the residents of Gwynedd.

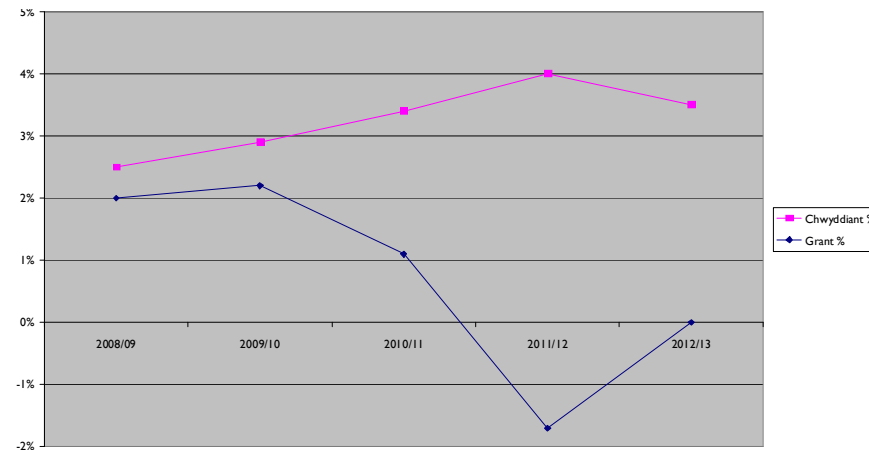


Savings - Achieving the savings amount needed to meet the Council's financial strategy requirements for the period, having as little an impact as possible on the results for the residents of Gwynedd.

Introduction

The money available for the Council to maintain its services is reducing, with even more reduction likely over the coming years. We had already achieved over £23 million savings in the seven years leading up to 2011/12, but as cuts in public spending across the UK worsened, we needed to save a further £6.7 million in 2012/13, with forecasts that much more will need to be achieved in the following years.

Government grant increase compared to the rate of inflation



Relevant factors

Over three quarters of the Council's expenditure is financed by a Welsh Government Grant. Over the last few years, this grant has not sufficiently increased to meet inflation, let alone the costs of other pressures on our services (for example, the issue of an ageing population). Bearing in mind that the Council's annual budget is over £230 million, this therefore leads to a substantial financial deficit.

Why we need to act

If we can find ways of ensuring that residents receive the same support to flourish, but at a reduced cost, we could achieve some of the savings needed without the residents of Gwynedd being at a loss. This is challenging and will lead to a change in how people receive services; however, by doing this we will have to do less of the other option, namely not providing some services that the people of Gwynedd depend upon.

“The Council continues to manage its resources well and plan effectively to meet future funding shortfalls in the medium-term”
(Annual Letter Wales Audit Office 2013)

How do we compare with others?

It is difficult to compare directly with other authorities in this field; however, there is recognition that we are at the forefront in terms of planning savings effectively to reduce the impact on residents: *“...this approach has avoided the need for rash decisions and service cuts”* (Annual Letter, Wales Audit Office, 2013).

£6.45m of savings were realised in 2012/13, namely **89%** of the expected total. The timetable slipping (rather than a failure to achieve) has been responsible for the remainder.

86% of this amount was achieved by means of **efficiency savings**, and the remainder by **raising income (6%)** and some **service cuts (8%)**.

What has worked?

There were seven projects in the Savings field in 2012/13. The results were achieved in 54% of workstreams in those projects, with 54% making acceptable progress.

One example of a plan that was undertaken during the year was the construction of a facility to treat food waste, thus saving £500,000 a year in costs of sending waste to landfill.

In the field of social care, the Council has commenced new schemes to provide support for vulnerable people to live independent lives and to develop their skills and confidence. As a result, some people are less dependent on traditional social services, which leads to financial savings of over £300,000 a year, whilst at the same time improving users' quality of life.

Savings were also achieved on staff employment costs; for example, the scale of travelling allowance for staff using their own cars on Council business was reduced, which saves a total of over £200,000 a year.

As well as realising schemes, we also investigated new fields where savings could be made in future, focussing on schemes that achieve the same outcomes at a reduced cost, and this managed to find the totals we required. Also, Schools funding was protected from the worst impacts of the savings.

We were among one of the councils who received the full amount, namely £1.3 million, from the Welsh Government for achieving what we had promised for 2011/12, and confirmation is awaited regarding 2012/13.

All benefits planned were not achieved as we had identified the savings amount in a different way, at times, compared with what we had anticipated at the beginning of the year. This reflects the developmental nature of this work.

Who has benefitted?

The majority of the savings (86%, approximately £5.5m) were identified by means of efficiencies and no decline was seen in the most important measures of the outcome for residents as a result.

In doing so, we avoided having to make cuts which would have had a detrimental impact on the users of those services.

Partners

During the year, a saving of £50,000 was achieved by collaborating with other councils in North Wales in commissioning social care, and a saving of £38,000 was achieved by collaborating in partnership with Anglesey Council to plan future services on a joint basis.

In coming years, further savings are expected to derive from these schemes, as well as other collaboration schemes that are progressing across north Wales in fields such as Schools Improvement and Waste Disposal.



"We're confident that we can work with Gwynedd's residents to manage the situation in a way which minimises the impact on our communities."

Y Cyngorydd Peredur Jenkins

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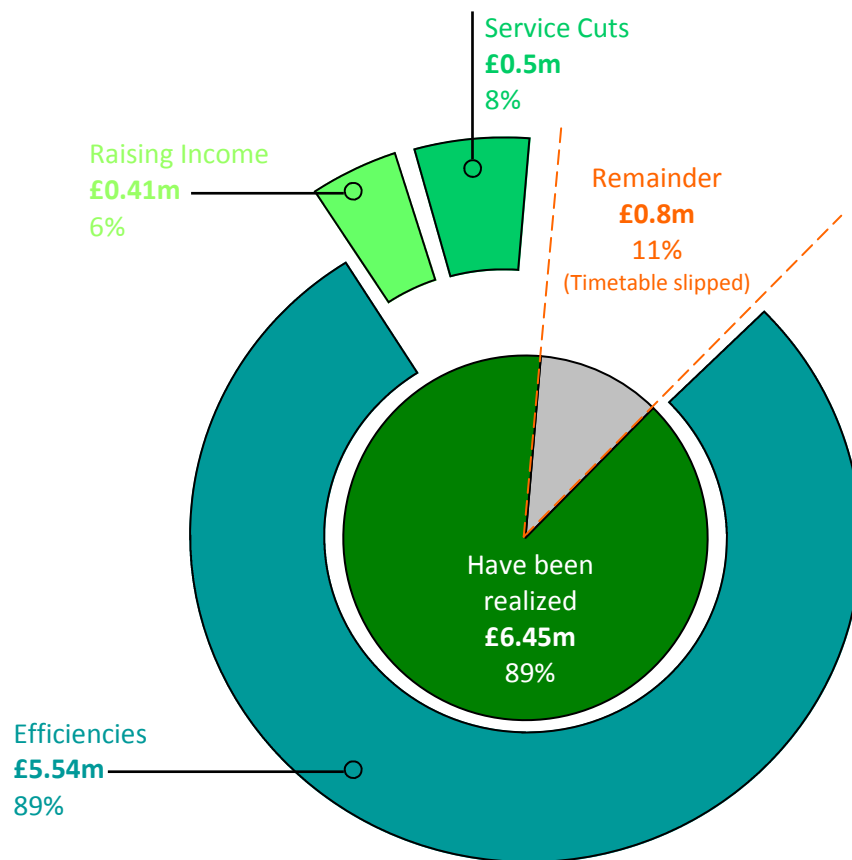
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2012/13 Savings



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Field indicators

Reference	Indicator	Strategic Plan Baseline	Performance 2011/12	Performance 2012/13	2014 Ambition
	Savings amount achieved.	£6.7m – namely: £5.0m of the £16m savings package £1.2m Change in budgetary policies £0.5m Cross-departmental efficiency project	It is anticipated that £6.1m will be achieved during the year with approximately £0.6m of the £16m package plans needing to be bridged because of time slippage.	£6.449m	Permanent financial savings of £21.7m deducted from the budget, whilst ensuring that we are equipped to save a further £7.3m in the fourth year.
	Within the savings amount above: Sums realised by means of the <u>efficiency and generating income plans</u> .		Realised:	Realised:	Total savings of the 3 years* at least £16.0m through <u>Efficiency</u> schemes and £1.4m through <u>Raising Income</u> . *including those already agreed in the £16m package
		Efficiency £5m	Efficiency £4.5m	Efficiency £5.542m	
		Generating Income £0.6m	Generating Income £0.4m	Income £0.413m	
			With the difference of £0.6m slipping as noted above.		
	Service performance measurement in the fields where efficiency savings and cuts have been realised.	No significant impact on performance when efficiency savings are implemented. In fields where cuts are made, the effect on performance is in accordance with what was anticipated when agreeing the cuts.	Assessment not completed.	To be assessed (reporting Sept 2013)	No adverse impact on performance when efficiency savings are carried out. In areas where cuts are made, impact on performance in line with what was envisaged when agreeing on the cuts.

Health Improvement

In this field, we have set out the following result as an improvement objective that we are working towards:-

Gwynedd residents living healthier lives

We have also noted the following experiences which describe the main elements of the result in greater detail:

- *More people in Gwynedd will be supported and encouraged to make healthy living choices.*
- *More people in Gwynedd will have the same opportunity to enjoy the best possible health.*
- *The people of Gwynedd living in a county which gives priority to health and the potential benefits are maximised.*
- *Gwynedd Council giving priority to staff health in the workplace and seeking to influence other employers.*



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Health – Gwynedd residents living healthier lives

Introduction

Health has been identified as an important field within the Council as it affects the entire population. The Council has a duty to promote a healthy lifestyle. Improving health is a way of keeping people out of the Council's statutory services and those of other public bodies. Normalising a healthy lifestyle is the Council's vision in the health field. The experiences that describe this outcome are:

- People in Gwynedd will be supported and encouraged to make healthy living choices
- People in Gwynedd will have the same opportunity to enjoy the best possible health
- People in Gwynedd will live in a county where priority is given to health and the potential benefits are maximised.

Why we need to act

- Physical activity – Active people are up to 50% less at risk of developing chronic illnesses such as coronary heart disease, strokes, diabetes and some types of cancer and have a 20-30% lower risk of early death.
- Smoking – Smoking remains the highest cause of preventable death in Wales. Smoking causes nearly 1 in 5 deaths for people 35 years of age and over.
- Alcohol - Alcohol contributes directly towards 8,000 years of potential life loss in Wales and indirectly towards 5,000 lost years.
- Obesity - Being overweight or obese is a risk factor toward type 2 diabetes, chronic conditions such as cardiovascular diseases and some cancers.

Relevant factors

Many factors affect positively and negatively upon health. On an individual level, biological factors such as age, gender and genetic makeup, and lifestyle factors which can be adapted such as smoking, diet and exercise.

The society a person lives in can affect their health, and taking part in social and community networks including friendships, contact with relatives and supportive social networks, can play an important part in maintaining health.

There are other, wider health determinants, i.e. environmental, social and economic life contexts. Factors such as education, income and housing all affect health directly and indirectly.

How do we compare with others?

	Percentage (according to standardised age)				
	Smoke	Drink more alcohol than the recommended guidelines	Eat fruit and vegetables (5 a day)	Follow the guidelines for physical activities (5x30)	Overweight or obese
Gwynedd	24	45	41	33	56
Betsi Cadwaladr	23	44	36	31	55
Wales	24	44	35	30	57

Much worse than the Wales average statistically

Not very different to the Wales average statistically

Much better than the Wales average statistically

What has worked?

- By means of the Active Gwynedd project, a Scheme with Sport Wales for sport and energetic activities for 2013-17 has been developed which is worth £1 million.
- Gwynedd will not be increasing fee levels for 2013/14 due to the excellent performance of the centres to reach income targets for 2012/13
- The Healthy Gwynedd Project: Normalising a healthy lifestyle, Healthy Gwynedd Brand and Developing the Brand. Much work has been done to develop the brand, but further work is to be done to extend the use of the Brand and establish developmental forums.
- Smoke-free Gwynedd: Smoke-free Playing Field Campaigns launched in March 2013, Tobacco Cards launched at the 2012 Urdd Eisteddfod. Further work to be done to promote short intervention courses.

“I’m extremely glad that Gwynedd Council gives serious consideration to Health matters and takes positive steps to support projects and schemes which will attempt to promote better living practices and improved health for the population. The ambition to encourage the County’s population to live healthy lives is a step in the right direction for the Council, and a step which we will encourage more agencies and organisations to take in the future also.”



Councillor Paul Thomas

Who has benefitted?

- A smoking prevention procedure has been implemented in over 130 play areas under the control of the Council, playing fields of secondary schools and lands surrounding leisure centres.
- A community garden has been created at Glaslyn Leisure Centre.
- The provision of food within Leisure Centres has been changed to healthier foods.

Partners

The partners in this field include Public Health Wales, Betsi Cadwaladr University Health Board, Sports Council and the North Wales Outdoor Partnership.



Alaw Gwenlli Jones from Ysgol Syr Hugh Owen who designed the smoke-free playing fields sign with pupils from other schools who were part of the launch

Field indicators

Reference	Indicator	Strategic Plan Baseline	2011/12 Performance	2012/13 Performance	2014 Ambition
	Creating an Active Wales Targets 'Extra day' adults and children	Baseline not available until 2011/12	33%		To be determined in consultation with Public Health Wales
lech1	% of adults who report that they smoke	25%	24%	Welsh Health Circular being published September 2013	To be determined in consultation with Public Health Wales
lech2	% of adults reporting they eat 5 portions of fruit and vegetables a day	42%	41%		To be determined in consultation with Public Health Wales
lech3	% of adults who report that they are overweight or obese	55%	56%		To be determined in consultation with Public Health Wales
lech4	% of adults who report that they drink more than the recommended guidelines	47%	45%		To be determined in consultation with Public Health Wales
D2.1	Number of days lost due to ill-health in Gwynedd Council	10 days per individual	8.29 days per individual	8.52 days per person	8 days per individual

Language

In this field, we have set out the following result as an improvement objective that we are working towards:-

People living through the medium of Welsh in Gwynedd

In addition, we have noted the following experiences that describe the main elements of the result in greater detail

- *Families bringing up their children through the medium of Welsh.*
- *Children and young people living, learning, working and venturing through the medium of Welsh in the local area.*
- *The Welsh language thriving in Gwynedd's communities.*
- *The Welsh language being a business language in Gwynedd's workplaces.*



Promoting the Welsh Language

Introduction

- Gwynedd is the county with the largest percentage of Welsh speakers aged 3 years and over according to the 2011 Census, namely 65.4%.
- Gwynedd is second to Carmarthenshire only in terms of the number of the population aged 3 years and over who can speak Welsh according to the 2011 Census, namely 77,000
- The continuation and future of the language is a historical priority of the Council because of the importance of the Welsh language as an integral part of the county's social fabric.

Why we need to act

- The 2011 Census showed the challenge facing the Welsh language, in particular in its traditional heartlands.
- There was a reduction in the number of Welsh speakers in Gwynedd, but not to the same degree as the south-west.
- The Council's language policy has secured regular opportunities for the residents of the county to live and work through the medium of Welsh.
- Gwynedd leads locally and nationally on linguistic planning.

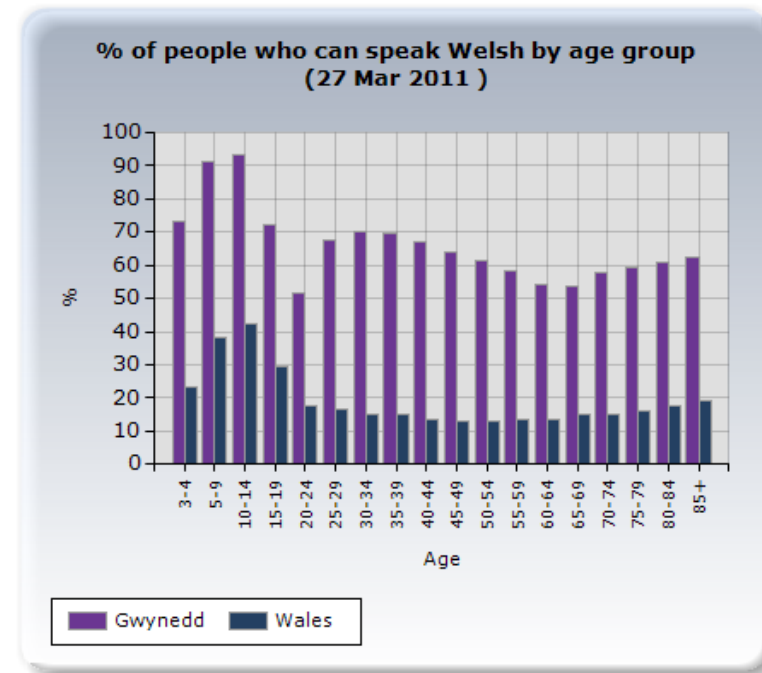
How do we compare with others?

The 2011 Census confirmed that Gwynedd was the most Welsh county in Wales with the highest percentage of Welsh speakers.

The 2011 Census showed a smaller reduction in the number and percentage which are able to speak Welsh in Gwynedd than in some of the counties of the south-west.

Relevant factors

- The 2011 Census showed that 65.4% of the county's residents speak Welsh
- The 2011 Census showed a decline of 3.6% in that percentage since the 2001 Census
- The 2011 Census showed that 70% or more of the population aged 3+ were able to speak Welsh in 40 of the 71 wards, a reduction from 42 in 2001 and 61 in 1991
- 34% of primary school children reported that English was the only language used by them and their friends in the school yard. (The research was undertaken in Gwynedd only).



“The Welsh language thriving in the communities of Gwynedd”

What has worked?

- Research on the situation of the Welsh language in arrangements for collaboration and working in partnership.
- Three pilot catchment areas are receiving training and aiming towards achieving the bronze award of the Gwynedd Primary School Welsh Language Charter in order to promote the social use made of the Welsh language by children.
- Successful national conference on the 'Future of Welsh Communities'.

"We have a number of things we should be proud of:-

The Welsh language continues to be the community language in the majority of the county.

Every child in Gwynedd primary schools receives a firm foundation in the Welsh language.

The Council leads others who serve the residents of Gwynedd to develop their use of the Welsh language.



Councillor Ioan Thomas

Who has benefitted?

Over 1,800 pupils in 23 primary schools have received a firm foundation in the Welsh language, as a social language, by means of the Language Charter;

The Welsh Language Skills Academy has assisted managers in one of the departments of Ysbyty Gwynedd to increase their use of the Welsh language.

The attendees of the conference on 'The Future of the Welsh Language' committed to establishing a local Menter Iaith and an intention to reconsider the strategies for Welsh for the Family.

Partners

Hunaniaith is the multi-agency structure that promotes the Welsh language in Gwynedd. The members of hunaniaith include: Gwynedd Council, Gwynedd Economic Partnership, Gwynedd Housing Partnership, Gwynedd Business Network, Bangor University, Mantell Gwynedd, Welsh Government, Betsi Cadwaladr University Health Board, North Wales Police, HM Courts Service, North Wales Fire and Rescue Service, Ambulance Service, Cymdeithas Tai Eryri, Natural Resources Wales, Snowdonia National Park, North Wales Welsh for Adults Centre, Gwynedd Primary Schools.

Any other information

The more detailed results of the 2011 Census have been received in 2012/13 and the Council will use them to set a more specific direction to the work in future.

Field indicators

Reference	Indicator	Strategic Plan Baseline	Performance 2011/12	Performance 2012/13	2014 Ambition
	% of 3-4 year olds able to speak Welsh (Census)	In Gwynedd, according to the 2001 Census, 2 parents who speak Welsh at home = 89.7% of 3-4 year olds can speak Welsh; single parent who speaks Welsh = 73.4% of 3-4 year olds can speak Welsh; one of two parents able to speak Welsh = 55.7% of 3-4 year olds can speak Welsh; no Welsh speaking adult = 34.6% of 3-4 year olds can speak Welsh	No data available until publication of Welsh language census October 2012.	73.0%	More families using the Welsh language in the home.
	% of children that receive an assessment in Language, Literacy, and Communication Skills at the end of the Foundation Phase (new indicator)	No baseline	2011/12 is the first year that 2nd year pupils will be assessed under the foundation phase. Data available September 2012.	87.6%	More children with a firm foundation in Welsh by the end of the Foundation Phase.
	% of the population of Gwynedd able to speak Welsh (Census).	69% of the population able to speak Welsh in Gwynedd according to the 2001 Census – net reduction of -1.8% since 1991. 41 Electoral Areas with over 70% of the population able to speak Welsh in 2011, compared to 60 wards in 1991.	No data available until publication of Welsh language census October 2012.	65.4% Increase to 89.1% of people aged 3 to 15 years that can speak Welsh compared to baseline figure of 88.6% in 2001.	More opportunities to use the Welsh language in the community.

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Local Development Plan

In this field, we have set out the following result as an improvement objective that we are working towards:-

A land use strategy and policies which will address the main issues that are facing the Gwynedd and Anglesey Planning Authorities area.

In addition, we have noted the following experiences that describe the main elements of the result in greater detail:

- *Adequate and continuous supply of land for residential units*
- *Adequate and continuous supply of land for employment*
- *Environmental quality of the area maintained or improved*
- *Developments that are resilient to the effects of climate change*
- *Needs of communities are addressed locally.*



Local Development Plan – Land use strategy and planning policies that will address the main matters facing the Gwynedd and Anglesey Planning Authority areas

Introduction

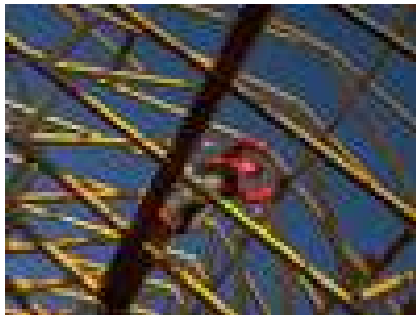
The intention of this Strategic Policy is to ensure that the strategic priorities identified by the Council are reflected within the land use vision and associated policies within the Joint Local Development Plan for Gwynedd and Anglesey.

The Project aims to achieve the following experiences:

- Adequate and continuous supply of land for residential units
- Adequate and continuous supply of land for employment
- Environmental quality of the area maintained or improved
- Developments that are resilient to the effects of climate change
- Needs of communities are addressed locally.

It was agreed to complete the following in 2012/13:

- Identifying options for growth with a number of residential units and lands for employment and retail.
- Ensuring that the pre-deposit plan addressed local strategic priorities that satisfied robustness tests.



Where we have reached

- The document *Preferred Strategy of the Joint Local Development Plan*, and supplementary material has been drawn up.
- Meetings have been held with key stakeholders in order to identify the local strategic priorities.
- Detailed studies have been completed that will provide the necessary evidence to satisfy the robustness tests and these will form the basis for policies within the Plan.

What difference have we made?

It is too early to show what differences the work will make to the lives of individuals in Gwynedd.

We will address showing the impact when developing the 2013-17 Project Plans.



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Field indicators

Reference	Indicator	Strategic Plan Baseline	Performance 2011/12	Performance 2012/13	2014 Ambition
	Identify the main issues and vision for the Plan.	This process will be based on the evidence base for the Plan which will be established following consultation with stakeholders in terms of strategic priorities for the County.	Main issues and vision have been identified and have been reported to the Council in October.	Cyngor Gwynedd a Chyngor Sir Ynys Mon wedi cytuno ar y Weledigaeth a'r amcanion strategol.	Agreement and consistency between the Local Development Plan and other strategic priorities for the County.
			Public participation refers to various documentary evidence including the Community Strategy and Public Appraisal scoping report of the Joint LDP.		
			Policy and Program Managers providing input through the Strategic Project Board.		
	Number of residential units and land area for employment within the pre deposit draft of the plan addressing local requirements.	To be established as part of the process of establishing the evidence base for the plan.	The number of housing units has been approved. But this needs to be monitored after the announcement of Census 2011 results (to be published mid 2012), and population / household forecasts mid-2011 (to be published in 2013).	Papur Testun Poblogaeth a Thai, Astudiaeth Tir Cyflogaeth a dogfen cyfranogiad cyhoeddus am opsiynau twf tai a materion eraill yn cofnodi'r sefyllfa bresennol a'r opsiynau ar gyfer y dyfodol wedi ei baratoi. Mae'r ddogfen Hoff Strategaeth sydd wedi cael ei gymeradwyo gan y ddau Gyngor ar gyfer ymgynghoriad cyhoeddus yn dweud faint o unedau tai ac arwynebedd tir cyflogaeth sydd eu hangen.	Cytundeb terfynol ar y nifer o unedau tai ac arwynebedd tir cyflogaeth sy'n angenrheidiol i gyfarch anghenion lleol yn seiliedig ar gasgliadau'r ymgynghoriad cyhoeddus ar y ddogfen Hoff Strategaeth (Cynllun Cyn Adnau) wedi cael eu ymgorffori yn y Cynllun Adnau

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Field indicators

Reference	Indicator	Strategic Plan Baseline	Performance 2011/12	Performance 2012/13	2014 Ambition
			Employment Land Study has been completed, which has identified land area to be protected / designated. Need to be monitored in conjunction with the Economic Development Service.		
	Stakeholders and individuals who were part of the consultation process on the pre deposit draft of the Plan.	Stakeholders identified within the Delivery Agreement.	The primary stakeholders have been identified within the Delivery Agreement. The Joint Planning Policy Unit database is being added while more information becomes available from other stakeholders.	Cafodd manylion y Panel Dinasyddion ei ychwanegu i'r gronfa ddata. Bydd adroddiad am gyfraniad budd ddeiliaid ac unigolion yn cael ei pharatoi ac ar gael i'w weld run pryd a'r ymgynghori cyhoeddus am y ddogfen Hoff Strategaeth. Caiff y ddogfen ei ddiweddarau fel awn drwy'r broses paratoi'r CDLI ar y Cyd.	Stakeholders and individuals taking part and contributing to the consultation process.
	Number of responses to the public consultation on the pre deposit draft of the Plan.	To be established.			High level of responses being resolved.

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Field indicators

Reference	Indicator	Strategic Plan Baseline	Performance 2011/12	Performance 2012/13	2014 Ambition
	Deposit Plan addressing the main strategic issues identified for Gwynedd.	No baseline.			Test of soundness undertaken of the Plan in relation to the vision and main strategic issues.

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Collaboration

Introduction

Gwynedd Council collaborates closely with other Councils in Wales, the Welsh Government, the Third Sector and other agencies in order to secure a provision of the most efficient services for the benefit of the county's residents. The Welsh Government is urging local authorities to collaborate.

The story behind the performance

As a result of the financial challenges and the need to protect and improve our services, the Council must change the way it operates. We have identified a need to develop a culture of collaborating with other councils as one way the Council could change in order to achieve this. An agreement was signed with the Welsh Government (subject to conditions) on 1st of March 2012 which commits Councils to collaborate, namely the Compact.

Collaboration criteria and principles

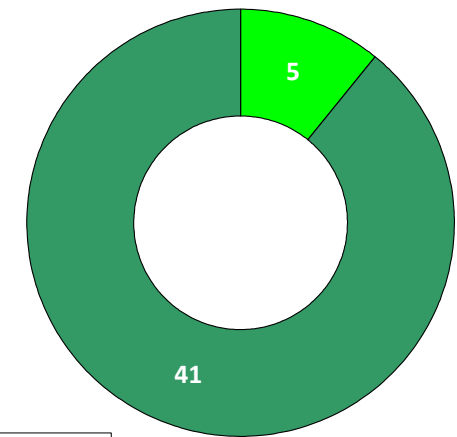
- Securing benefits for Gwynedd
- Improving Access to services
- Improving performance
- Securing a return on our investment
- Protecting the Welsh language. It is our duty to provide services in our citizens' language of choice.
- Securing a Fair Employment Distribution amongst the people of Gwynedd
- Sharing expertise, resources and opportunities
- Avoiding duplication
- Retaining our commissioning role *
- Risk is assessed in relation to the danger to service quality provision to residents of Gwynedd

Where have we reached?

The Cabinet have received quarterly progress reports on:

- The progress of collaboration projects
- The progress of collaboration projects against the agreed criteria.

This has enabled us to mcome to decisions on the Collaboration programme.



■ Number of collaboration projects that have been adopted during 2012/13
 ■ Number of live collaboration projects



Collaboration

North Wales Regional Schools Effectiveness and Improvement Service Project

The Council collaborated with the Welsh Government to create a Schools Effectiveness and Improvement Service (GwE) and it has been operational since 1 April 2013. After careful consideration, it was decided that Gwynedd Council would act as the Host Authority. This means that Gwynedd is responsible for the arrangements, providing resources and providing support as employers.

Closed circuit television

The bid for funding from the Welsh Government Collaboration Fund proved unsuccessful and as a result, it was decided to end the current regional project. The project was unable to continue due to the financial implications.

A Regional Centre for Commissioning, Purchasing and Monitoring – Social Services

A North Wales Commissioning Centre for social services care was established in October 2012 which allows consistent monitoring and improved quality control in service provision across the region.

“Protecting and developing educational standards is key and this is confirmed as a national priority that is being addressed at present, and this, in reality, is also driving this collaboration development”

Chief Executive, Gwynedd Council

What difference have we made?

- Collaboration has enabled us to share resources and achieve improvements when providing services for the people of Gwynedd. The Rationalising Partnerships project between the Isle of Anglesey and Gwynedd has created a Local Service Board to jointly plan, commission and govern the work of partnerships.
- By committing to these projects, we maximise the value for money for ratepayers and focus on improving the impact we have on our customers
- We have nurtured additional skills and knowledge from the collaboration projects



Glossary

Field	Term	Definition
CARE	Adaptations	Adaptations refer to work done in a home which helps the occupant to be safe and as independent as possible. Differently to aids, it is not possible to return adaptations, and their size varies greatly. For example an adaptations can be as simple as installing a handrail or stair lift to building an extension.
	Informal Support	Informal Support refers to a social service that is being offered to older people in Gwynedd, and is not a formal Social Services service. The service includes various sessions such as light exercise, drawing and a chance to socialise with others from the community.
	Enablement	Help for people to re-learn skills that they might have lost, or to develop new skills to be more independent and improve quality of life.
	Extra Care Housing	A facility that supports those who need extra care to live a more independent life. They are self-contained houses with support and care. These services are available 24 hours a day, 7 days a week accordingly.
	Sheltered Housing	Rented accommodation that is specially designed for older, disabled and vulnerable people who want to enjoy independent living. They include self-contained unfurnished flats, bungalows or studio apartments. Each scheme has a warden and 24 hour community alarm service.
	Direct Payments	With Direct Payments local authorities pay individuals directly in order for them to purchase their own care. Direct payments support independent living by enabling individuals to make their own decisions and control their own lives.

Field	Term	Definition
	Telecare	Assisted technology equipment that enables people to live as independent as possible in their homes. It includes alarms, monitoring lifestyle and telehealth.
	Basic Telecare	A telecare package that includes an emergency button and fire alarm which is linked to a monitoring center
	Specialist Telecare	A telecare package which in addition to what is offered in the basic package can include such equipment as epilepsy or medication taking sensors. A package which is tailored to the individual.
ECO	The <i>Potensial</i> Scheme	Part of a regional initiative for targeting young people between the ages of 11 and 16 who are facing difficulties such as underperforming or missing school, also offering support to young people between the ages of 16 and 19 already at college but in danger of leaving. The initiative is supported by the European Social Fund as well as the Welsh Government and local partners.
	Green Gwynedd	A Gwynedd Council project to identify the potential of renewable energy for the county, through both alternative energy and Wylfa B, and to create the basis for developing work opportunities in the energy sector for Gwynedd businesses, residents and communities - this as a part of wider efforts to ensure an economically prosperous future for the county.
	Energy Island	A strategic programme by the public and private sectors that establishes the image of Anglesey as a place that will derive maximum economic benefit from Wylfa B and energy production through a variety of other methods, thus contributing substantially to the economic prosperity of the island and North-west Wales.

Field	Term	Definition
ENV	Local Services Board	The Local Services Board is a Strategic partnership of leaders of the public sector and the third sector. Its main objective is to improve services and living standards through collaboration, innovation and problem solving by focusing on the citizen. The Local Services Board is responsible for the Single Integrated Plan.
	Here to Help Scheme	The aim of the project 'Here to Help' is to improve standards of energy efficiency in housing, and to help people avoid fuel poverty by offering insulation installations in homes and advice on energy saving.
TRANS	Sustainable Procurement Policy	Policy to ensure that the Council undertakes procurement activities in a responsible and sustainable manner, whilst also maximising opportunities to make the best possible use of the Council's expenditure to improve economic, environmental and social performance within the County.
COLLABORATION	Retaining our commissioning role	Is Gwynedd keeping role: Needs analysis Planning Action Review.
COLOURS	Green	Measures that have met the year's ambition. Projects/work streams that have achieved the year's benefits.
	Amber	Measures that have failed to meet the ambition but are within the acceptable level. Projects/work streams that have made acceptable progress towards achieving the year's benefits.
	Red	Measures that have not met the year's ambition, and are outside the acceptable level. Projects/work streams that have not achieved the year's benefits.

Field	Term	Definition
APPENDIX 1	Performance against Wales	Shows performance by comparing Gwynedd against Wales average for the current year.
	↑	Better
	↔	The same
	↓	Worse
APPENDIX 2	Performance based Quartiles	Shows Gwynedd's position within quartiles comparative to all Welsh Authorities. With Quartile 1 = Highest, Quartile 4 = Lowest.
	Trend	Shows Gwynedd's performance by comparing current year with previous year.
	↑	Showing improvement in performance
	↔	No change in performance
	↓	Showing deterioration in performance

Appendix 1 – Council Key Measures.

These are the measures which demonstrate Council performance on its core services.

Service	Reference	Measure	Performance 2010/11	Performance 2011/12	Performance 2012/13	Welsh Average 2011/12	Trend	Performance against Welsh Average
The Council	RhPe1	% of departments who's indicator series for 2012/13 focuses on outcomes	-	11	11.00%		↔	
The Council	Cyd1	Number of collaboration plans adopted by the Council with appropriate benefits for the county's residents	-	-	5			
Education	DGD17	% of 16 - 18 year olds not in education, employment or training	-	3.60%	3.04%	4.20%	↑	↑
Education	DANS08	% of pupils aged 15 who achieve the Level 2 Threshold - (5 A* – C Grades) or equivalent	65.00%	70.70%	75.10%	72.60%	↑	↑
Education	GY03	% of Gwynedd Secondary Schools in the upper half in relation to additional value from KS2 (7-11 years old) to the Level 2+ Threshold in KS4 (14-16 years old)	-	-	78.50%			
Education	GY04	% difference between the performance of KS2 pupils who are entitled to free school meals and KS2 pupils who are not eligible for free school meals in the Core Subjects Indicator	12.13%	26.83%	13.70%		↑	

Service	Reference	Measure	Performance 2010/11	Performance 2011/12	Perfformiad 2012/13	Welsh Average 2011/12	Trend	Performance against Welsh Average
Education	GY05	% difference between the performance of KS3 pupils who are entitled to free school meals and KS3 pupils who are not eligible for free school meals in the Core Subjects Indicator	24.26%	31.24%	26.60%		↑	
Education	EDU/002i	% of all pupils (including those in local authority care) in any local authority maintained school, aged 15 as at the preceding 31 August who leave compulsory education, training or work based learning without a qualification	0.21%	0.21%	0.00%	0.40%	↑	↑
Education	EDU/008b	Number of pupils permanently excluded in the secondary [per 1,000 on the register]	1.71	1.03 (7 pupils)	2.2 (14 pupils)	0.6	↓	↓
Social Services	OED03	Enablement - % of cases that have received a period of leave without enabling care package	-	-	45.74%			
Social Services	SCA/019	% of adult protection referrals completed where the risk has been managed	70.91%	98.00%	99.4%	91.84%	↑	↑
Social Services	SCA/002a	The rate of older people (aged 65 or over) supported in the community per 1,000 population aged 65 or over at 31 March	60.47%	49.72%	46.53%	77.53%	↑	↓

Service	Reference	Measure	Performance 2010/11	Performance 2011/12	Perfformiad 2012/13	Welsh Average 2011/12	Trend	Performance against Welsh Average
Social Services	SCC/035	% of looked after children eligible for assessment at the end of Key Stage 2 achieving the Core Subject Indicator, as determined by Teacher Assessment	40.00%	37.50%	63.64%	46.09%	↑	↑
Social Services	SCC/006	% of referrals during the year on which a decision was made within 1 working day	83.41%	97.00%	98.80%	97.20%	↑	↑
Social Services	Diogelu3/S CC010	% of referrals that are re-referrals within 12 months (exclude GAP)	27.44%	39.10%	30.60%	27.00%	↑	↑
Social Services	CSC034	Average time taken to complete a required core assessment	-	-	24 Days			
Social Services	Diogelu2	The proportion of risk assessments presented to Case Conferences which were considered to illustrate quality in decision making	-	-	96.59%			
Social Services	OED04	Enablement - % of Enablement service recipients who returned within 2 years	-	-	11.7%			
Social Services	SCA/007	% of clients with a care plan at 31 March whose care plans should have been reviewed that were reviewed during the year	62.69%	69.58%	76.80%	80.90%	↑	↓
Economy	SaC01	% of supported individuals of working age who move on to work (NWC and GENESIS)	-	-	7.00%			
Economy	SaC04	Number of apprentices employed	-	-	18			

Service	Reference	Measure	Performance 2010/11	Performance 2011/12	Perfformiad 2012/13	Welsh Average 2011/12	Trend	Performance against Welsh Average
Economy	Twr4	Benefit to the local economy from supporting strategic and high-profile events	-	-	£4,994,155.40			
Provider and Leisure	Ge05	% of secondary school pupils (11-16 years old) who state that they used to be idle but now participate in 5x60 activities during the year	-	-	Methu Casglu Data			
Provider and Leisure	DPI07	% of children within the primary sector who choose school lunches daily	-	-	55.00%			
Provider and Leisure	DPI08	% of children within the secondary sector who choose school lunches daily	-	-	30.00%			
Youth Service	GI5	Number of accreditations young people receive through the Youth Service	210	561	628		↑	
Youth Service	Ieu3	% of young people supported by school youth workers who engage	-	-	100.00%			
Provider and Leisure	DADH.34	Number of visits to leisure and sports centres during the year per 1,000 of the population	12439.94	12135.19	12,408	8,864	↑	↑
Provider and Leisure	DADH.01	Number of days lost due to sickness absence per member of staff (Provider and Leisure)	11.78	11.53	13.34		↓	
Provider and	DPI10	% of active centres that offer customers a nutritious optional menu	-	-	17.00%			

Service	Reference	Measure	Performance 2010/11	Performance 2011/12	Perfformiad 2012/13	Welsh Average 2011/12	Trend	Performance against Welsh Average
Leisure								
Provider and Leisure	DADH.42	% of primary school pupils attending lessons who manage to achieve a Level 3 standard in the swimming assessment	63.00%	80.00%	80.00%		↔	
Provider and Leisure	DADH.39	% of primary school pupils (7-11 years old) who undertake extra-curricular physical activity by means of Dragon Sport over an academic year period.	-	-	88.60%			
Provider and Leisure	Ge02	(5 x 60): Number of individuals participating as a % of the current 5x60 school population	-	-	70.31%			
Highways and Transport	PB01 (THS/011a)	% of A roads in a poor condition	5.10%	5.60%	5.20%	5.30%	↑	↑
Highways and Transport	PB02a (THS/011b)	% of B roads in a poor condition	5.20%	5.50%	5.30%	7.50%	↑	↑
Highways and Transport	PB02b (THS/011c)	% of C roads in a poor condition	7.90%	7.83%	10.30%	18.80%	↓	↑
Highways and Transport	PB11a (STS/005a)	Measure of Street Cleanliness and Appearance	70.89%	73.00%	71.88%	72.20%	↓	↓

Service	Reference	Measure	Performance 2010/11	Performance 2011/12	Perfformiad 2012/13	Welsh Average 2011/12	Trend	Performance against Welsh Average
Housing	HHA/002	The average number of working days between homeless presentation and discharge of duty for households found to be statutorily homeless	181.06	143.2	161	130	↓	↓
Planning	CT29	% of all relevant planning applications determined within 8 weeks	-	-	73.13%			
Food Hygiene	GyC10 PPN/008ii	% of new businesses identified which had a risk assessment visit or which had returned a self assessment survey during the year for Food Hygiene.	73.68%	73.24%	90.00%	83.00%	↑	↑
Food Hygiene	PAM9 (PPN/009)	% of food establishments which are 'broadly compliant' with food hygiene standards	82.31%	88.72%	95.44%	86.03%	↑	↑
The Council	Eff5	% of savings plans with a positive equality impact assessment	-	-	100.00%			
The Council	Eff6	Number of proposed new efficiency savings plans that have been equality impact assessed	-	-	104.00%			
The Council	D2.1	Number of days lost to sickness absence per member of staff	8.7 days	8.29 days	8.52		↓	
The Council	PEN07	Level of staff satisfaction with the Council as a place to work	-	573	546.6		↓	
The Council	CD6.03	% of invoices received that were paid within 14 days (across the Council)	-	62.10%	65.00%		↑	

Service	Reference	Measure	Performance 2010/11	Performance 2011/12	Performance 2012/13	Welsh Average 2011/12	Trend	Performance against Welsh Average
The Council	CD5.01	Council's actual expenditure in comparison with the budget	12.2% (Increase over 3 years)	16.13% (Increase over 4 years)	0.40%		↓	
The Council	CD11.01	Council Tax collection rate	96.70%	96.80%	97.15%	96.70%	↑	↑
Land and Property	LEGIO01	% of legionella assessments that were completed on time	-	-	100.00%			
Land and Property	LEGIO02	The number of recommendations following the legionella assessments that received a timely response	-	-	No data			
Customer Service	DGCH02	% of letters answered within 15 working days	81.00%	86.00%	87.00		↑	
Customer Service	CD12.03	The time taken to process new Housing Benefit and Council Tax Benefit claims	38	21.4	21.0	21.0	↑	↑
Customer Service	CD12.04	The time taken to process changing events in Housing Benefit and Council Tax Benefit	7.8	3.8	3.8	7.0	↑	↑

Appendix 2 – Statutory Indicators

These are the indicators that we must collect in accordance with the requirements of the Welsh Government.

Service	Reference	Indicator	Performance 2010/11	Performance 2011/12	Performance 2012/13	Welsh Average 2012/13	Trend	Performance against Wales
Social Services	SCA/001	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over.	7.84	1.39	1.16	4.57	↑	↑
Social Services	SCA/002a	The rate of older people (aged 65 or over) supported in the community per 1,000 population aged 65 or over at 31 March	60.47	49.72	46.53	77.53	↓	↓
Social Services	SCA/002b	The rate of older people (aged 65 or over) whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March	26.72	24.90	24.69	20.63	↑	↓
Social Services	SCA/019	The percentage of adult protection referrals completed where the risk has been managed	70.91%	98.64%	99.40%	91.84%	↑	↑
Social Services	SCC/002	The percentage of children looked after at 31 March who have experienced one or more changes of school, during a period or periods of being looked after, which were not due to transition arrangements, in the 12 months to 31 March.	19.47%	14.06%	14.50%	13.70%	↓	↓
Social Services	SCC/004	The percentage of children looked after on 31 March who have had	8.00%	3.59%	4.40%	9.40%	↓	↑

Service	Reference	Indicator	Performance 2010/11	Performance 2011/12	Performance 2012/13	Welsh Average 2012/13	Trend	Performance against Wales
		three or more placements during the year						
Social Services	SCC/011b	The percentage of initial assessments that were completed during the year where there is evidence that the child has been seen alone by the Social Worker	7.84%	45.10%	40.00%	37.50%	↓	↑
Social Services	SCC/033d	The percentage of young people formerly looked after with whom the authority is in contact at the age of 19			87.50%	93.40%		↓
Social Services	SCC/033e	The percentage of young people formerly looked after with whom the authority is in contact, who are known to be in suitable, non-emergency accommodation at the age of 19			85.70%	93.20%		↓
Social Services	SCC/033f	The percentage of young people formerly looked after with whom the authority is in contact, who are known to be engaged in education, training or employment at the age of 19			35.70%	56.40%		↓
Social Services	SCC/037	The average external qualifications point score for 16 year old looked after children in any local authority	188	314	289	220	↓	↑

Service	Reference	Indicator	Performance 2010/11	Performance 2011/12	Performance 2012/13	Welsh Average 2012/13	Trend	Performance against Wales
		maintained learning setting.						
Social Services	SCC/041a	The percentage of young people formerly looked after with whom the authority is in contact at the age of 19.	93.20%	94.20%	100.00%	89.50%	↑	↑
Housing	HHA/013	The percentage of young people formerly looked after with whom the authority is in contact, who are known to be in suitable, non-emergency accommodation at the age of 19.	87.46%	66.35%	92.47%	62.60%	↑	↑
Housing	PSR/002	The percentage of young people formerly looked after with whom the authority is in contact, who are known to be in engaged in education, training or employment at the age of 19.	291	281	298	271	↓	↓
Housing	PSR/004	The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months.	4.74%	4.32%	4.34%	5.11%	↑	↓
Regulatory and Planning Services	PLA/006	The average number of calendar days taken to deliver a Disabled Facilities Grant.	41.42%	27.14%	30.00%	45.00%	↑	↓
Education	EDU/002i	The percentage of private sector dwellings that had been vacant for more than 6 months at 1 April that were returned to occupation during the year through direct action by the local authority.	0.21%	0.21%	0.00%	0.40%	↑	↑

Service	Reference	Indicator	Performance 2010/11	Performance 2011/12	Performance 2012/13	Welsh Average 2012/13	Trend	Performance against Wales
Education	EDU/002ii	The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year.	8.33%	0.00%	0.00%	5.70%	↔	↑
Education	EDU/003	The total number of pupils aged 15 on 31 August and on roll in any local authority maintained school at the time of the annual school census in January.	83.20%	82.82%	86.20%	82.80%	↑	↑
Education	EDU/006ii	The total number of pupils in local authority care aged 15 on 31 August and on roll in any local authority maintained school at the time of the annual school census in January.	81.70%	83.00%	86.10%	16.80%	↑	↑
Education	EDU/011	The average point score for pupils aged 15 at the preceding 31 August in schools maintained by the local authority.	418	484	525	468	↑	↑
Education	EDU/015a	The total number of pupils for whom statements of special educational needs were issued for the first time during the year, including exceptions.	86.67%	90.91%	87.80%	71.30%	↓	↑
Education	EDU/015b	The total number of pupils for whom statements of special educational needs were issued for the first time during the year, excluding exceptions.	100.00%	100.00%	100.00%	95.90%	↔	↑
Education	EDU/017	The percentage of pupils aged 15 at the preceding 31 August, in schools	52.10%	53.40%	55.00%	50.70%	↑	↑

Service	Reference	Indicator	Performance 2010/11	Performance 2011/12	Performance 2012/13	Welsh Average 2012/13	Trend	Performance against Wales
		maintained by the local authority who achieved the Level 2 threshold including a GCSE grade A*-C in English or Welsh first language and mathematics						
Waste Management	WMT004b	The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated biowastes that are composted or treated biologically in another way.			47.11%	41.03%		↑
Waste Management	WMT/009b	The percentage of municipal waste collected by local authorities sent to landfill.			51.20%	52.26%		↓
Highways and Transport	STS/006	The percentage of reported fly tipping incidents cleared within 5 working days.	94.91%	95.07%	93.80%	91.79%	↓	↑
Highways and Transport	THS/007	The percentage of adults aged 60 or over who hold a concessionary bus pass.	78.37%	71.39%	84.70%	84.80%	↑	↓
Culture and Sports	LCS/002	The number of visits to local authority sport and leisure centres during the year per 1,000 population, where the visitor will be participating in physical activity.	12440	12135	12408	8864	↑	↑
Culture and Sports	LCL/001b	The number of visits to public libraries during the year per 1,000 population.	5072	5741	5176	5968	↓	↓