



Cyngor Bwrdeistref Sirol  
**MERTHYR TYDFIL**  
County Borough Council

# **FOCUS ON THE FUTURE**

## **Well-being in Our Community**

### **Annual Performance Report**

#### **2019 - 2020**



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## WELL-BEING OBJECTIVES: EXECUTIVE SUMMARY

Last autumn we reviewed the second year of the Council's response to the requirements of the Well-being of Future Generations (Wales) Act 2015. You will recall that to respond to the Act the Council approved its first **Statement of Well-being** in March 2017 along with its new Corporate Well-being Plan – **Focus on the Future: Well-being in our Community** for 2017 to 2022 in April 2017. In this document we established the rationale for our proposed well-being objectives and the steps to achieve them. Following this, the document has been strengthened along with changing our working arrangements to better support delivery.

The **Statement of Well-being** and Corporate Well-being Plan – **Focus on the Future: Well-being in our Community** for 2017 to 2022 signify the next steps in the journey to embed sustainable development across the Council. These documents set out our plans that look to achieve improvements across the four pillars of well-being, namely: economic; social; cultural; environmental.

During 2019-20 we introduced the cross-cutting theme of 'Tackling Poverty' to our Corporate Well-being Plan. This is a very real issue for Merthyr Tydfil and it is felt that it needs to be built into the work we undertake. We use the logo opposite to highlight where we are undertaking work to address this and a visual reminder of the importance.



Learning from previous years, we have become more focused on delivering our services through the [five ways of working](#) set out in the Well-being of Future Generations (Wales) Act 2015, especially how we integrate our strategies. We have also prioritised our outcomes to help us better understand our success and how we can keep improving.

This has enabled us to become far more focused on what needs to be done in delivering our objectives for our residents. To ensure our well-being planning remains relevant to the needs of people living and working in Merthyr Tydfil, our annual Well-being Statement will assess whether our objectives are appropriate and identify ways to maximise our contribution to achieving the [seven national well-being goals](#).



Ellis Cooper  
**Interim Chief Executive**

## Our four well-being objectives

Well being Theme		Objective
BS	Best Start	Children and young people get the best start to life and are equipped with the skills they need to be successful learners and confident individuals.
WL	Working Life	People feel supported to develop the skills required to meet the needs of businesses, with a developing, safe infrastructure which makes Merthyr Tydfil an attractive destination.
EW	Environmental Well being	Communities protect, enhance, and promote our environment and countryside.
LW	Living Well	People are empowered to live independently within their communities, where they are safe and enjoy good physical and mental health.



**BS****BEST START TO LIFE****Unsatisfactory**

Significant changes have been made to the KS4 performance measures between reporting in 2018 and 2019. New performance measures have been introduced that use average points scores for interim performance measures of Literacy, Numeracy, Science, Capped 9 Points Score and Welsh Baccalaureate Skills Challenge Certificate. At the end of the academic year 2019, outcomes were **unsatisfactory**. This judgement has been reached due to the overall attainment at the end of Key Stage 4. The only externally verified data, was unsatisfactory. Improving rates of persistent absences remains a focus for the authority, and also reducing exclusion rates across all our schools.

**WL****WORKING LIFE****Adequate**

Over the period of 2019/20, the positive position in relation to business demography of Merthyr Tydfil has been sustained. There has been an increase in the percentage of working aged people with NVQ level 2 or above, which enables individuals to demonstrate improved skills levels when applying for jobs. However, many key economic indicators remain below the Wales average. We have therefore judged our performance to be **adequate**: our strengths outweigh our weaknesses, but there remain some important aspects that require improvement.

**EW****ENVIRONMENTAL WELL-BEING****Adequate**

Reducing the amount of waste that we produce and recycling as much as possible brings economic and environmental benefits. During the period of 2019/20 the outcomes were deemed **adequate** in Merthyr Tydfil. Whilst the amount of waste recycled, reused and composted by residents has increased by nearly 3.4% in 2019/20 (allowing us to exceed the increased Welsh Government targets) we still need to continuously improve year on year to meet Welsh Government's target to recycle 70% of all waste by 2025 and 'zero waste' by 2050. To that end, we will continue to encourage all our residents to prevent waste wherever possible and recycle everything that can be recycled. Local campaigns such as 'Keeping up with the Jones's' will play a key role in achieving this.

During 2019/20, Children's Services staff have continued to deliver positive outcomes for children and young people in Merthyr Tydfil under the duties of the Social Services and Well-being Act. Within Adult Services, we continue to be committed to support people to live fulfilled lives in their own homes and communities and have worked in partnership with Cwm Taf Morgannwg University Health Board and neighbouring Councils. Despite a reduction in the budget for both Adult and Children's Social Services, we have continued to deliver services to those people who have been assessed as being the most vulnerable in our community. Whilst every effort has been made to deliver services within the funding available, the increasing numbers of children and older people that we need to protect has meant that this continues to be extremely challenging. This has meant pressures on the budget within Social Services.

Towards the end of February 2020, Merthyr Tydfil County Borough Council, like all other organisations across Wales and the UK, was challenged with the devastating impact of the spread of the Coronavirus. During this time, we worked with our statutory and commissioned partners to support people to stay at home with the support they needed, and provided support to the care home sector ensuring that we protected vulnerable residents as much as we could. We worked closely with health colleagues in planning the necessary actions needed to ensure that the NHS were able to respond to the anticipated increased pressure arising from the pandemic.

Taking the above into consideration, we have therefore judged our performance as adequate.



## Overall Judgement

**Adequate**

Based on the judgements identified in the four well-being themes above, our overall judgement for 2019/20 is **ADEQUATE**.

## INTRODUCTION

The purpose of this report is to provide the performance position for Merthyr Tydfil County Borough Council (MTCBC) relating 2019/20. Doing this we have strengthened how we evaluate our performance. We have a cycle of self-evaluation that runs throughout the year. Our findings and judgements are presented to our Scrutiny Committees (made up of Elected Members as well as other Members) where they are challenged. This has taken place for the judgements contained in this report.

As this report relates to 2019/20, it contains information and data prior to the Coronavirus pandemic and the work undertaken in 2020 developing our Recovery, Transformation and Improvement Plan. This report focuses on performance against our well-being objectives. In future years this will be expanded to reference how we are delivering improvement and how support services do this. The sections below summarise useful details to supplement the main body of this report.

### Annual Performance Report

Our Annual Performance Report is a statutory requirement for Merthyr Tydfil County Borough Council (a document that we are required to publish in line with our regulations). We publish the Annual Performance Report to communicate our self-evaluation against delivery of our well-being objectives. The intention of this document is to provide an overall assessment of Council performance during the year. This document relates to the year April 2019 to March 2020.

To do this we will focus on quantitative and qualitative data (this is from our performance indicators and case studies). We will consider the findings from our self-evaluation process (newly updated for 2019) together with feedback from our regulators.

### Corporate Well-being Plan - Focus on the Future: Well-being in our Community

Our Focus on the Future document sets out the Council's well-being objectives (2017 to 2022). The plan represents the Council's contribution to achieving the seven national well-being goals and sets out our main priorities over the five years. Having a clear set of corporate priorities ensures our Councillors have a robust framework to guide their decision making and monitor our plan to ensure it is succeeding.

### External Regulators

Our work is scrutinised by external regulators to ensure that we use public money effectively to deliver outcomes for our communities. A summary of latest published audit and inspection reports can be found in the ['External Regulators'](#) section.

### Improvement and Assurance Board

Following setting a balanced budget for 2019/2020, we took a proactive step and asked Welsh Government (WG) to support us in these challenging times. The Minister for Housing and Local Government appointed an Assurance and Improvement Board to carry out a rapid assessment exercise. How we address these findings will be built into our planning and delivery and be reported in our Annual Performance Report for 2020/21.

## WELL-BEING OF FUTURE GENERATIONS (WALES) ACT 2015 - SUMMARY

### Seven well-being goals

The Well-being of Future Generations (Wales) Act 2015 sets out to improve the economic, social, cultural and environmental well-being of Wales. For the first time in law, public bodies are working towards the same purpose. The Act puts in place seven national well-being goals which represent the shared vision for Wales and makes it clear the listed public bodies must work to achieve all of the goals and not just one or two. These seven national goals are listed in figure 1.

Figure 1 – Seven Well-being Goals for Wales.



### Sustainable Development

The Act places a legal duty on public bodies to adopt sustainable development as the central organising principle when setting well-being objectives and in taking steps to meet those objectives.

The Act confirms that sustainable development is the central organising principle that public bodies must apply when making decisions and taking steps to achieve their well-being objectives.

*“public bodies in Wales must think about the long term impact of their decisions, to work better with people, communities and each other, and to prevent persistent problems such as poverty, health inequalities and climate change.”*

*(Future Generations Commissioner: Sophie Howe)*

In the Act, sustainable development is exemplified by the five ways of working.



## Five Ways of Working

There are five ways of working that public bodies must adopt to evidence how they have used sustainable development as their central organising principle. Following these ways of working offers a huge opportunity to make long-lasting, positive change to current and future generations.



### **Long term**

The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.



### **Prevention**

How acting to prevent problems occurring or getting worse may help public bodies meet their objectives.



### **Integration**

Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.



### **Collaboration**

Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives.



### **Involvement**

The importance of involving people with an interest in achieving the well-being goals and ensuring that those people reflect the diversity of the area which the body serves.



## EXTERNAL REGULATORS

Like all Councils in Wales, our work is scrutinised by external regulators to ensure that we use public money effectively to deliver benefits to our communities. Audit Wales (previously known as the Wales Audit Office (WAO)) has an annual programme of audit and assessment work which it undertakes in the Council. Other regulators undertake work relating to specific service areas. The conclusions from all this work are brought together in an Annual Improvement Report. The other primary regulators are Her Majesty's Inspectorate for Education and Training in Wales (Estyn) and the Care Inspectorate for Wales (CIW).

### Audit Wales (previously Wales Audit Office)

Every year, Audit Wales reports on how well each Council is planning for improvement and delivering services. The latest Annual Improvement Report for Merthyr Tydfil incorporates the Corporate Assessment and was issued in October 2019. The report included that, during 2018/19 **the Council is unlikely to meet its statutory requirements in relation to continuous improvement without support to address some significant challenges**. These outcomes are being addressed and further work being done during 2020/21 and as part of the Council's improvement planning.

During the year, the Auditor General made a number of recommendations. These came from national audit inspections. In summary, they include:

- Waste and Recycling
- Rural Communities
- The Maturity of local government in use of data
- The effectiveness of local planning authorities in Wales
- The 'front door' to Adult Social Care

You can visit the Audit Wales website [www.audit.wales/publications](http://www.audit.wales/publications) to view the latest reports for Merthyr Tydfil County Borough Council.

### Her Majesty's Inspectorate for Education and Training in Wales (Estyn)

Estyn is the office of Her Majesty's Inspectorate for Education and Training in Wales. Estyn provides an independent inspection and advice service on quality and standards in education and training in Wales.

To search for the latest reports, please visit [www.estyn.gov.wales/inspection](http://www.estyn.gov.wales/inspection)

### Care Inspectorate Wales (CIW)

CIW register, inspect and take action to improve the quality and safety of services for the well-being of the people of Wales. This includes the review of the Council's children and adult social services.

For the latest review and inspection reports on the effectiveness of our services, please visit the 'Our Reports' section of [www.careinspectorate.wales](http://www.careinspectorate.wales)

## Revenue Budget

The Council sets a revenue budget each year. This revenue budget covers the costs of the services the Council provides, and is paid for by service users, Welsh Government Grants, Council Tax and Business Rate payers. For 2019-2020, the Council's revenue budget was **£120,293 million**.

In 2010-11, to meet the reduced budget settlement forecast, as part of the UK Government spending cuts to address the national debt, we began the process of identifying where we could make financial savings.

## Medium Term Financial Plan

The Medium Term Financial Plan was revised in 2019-2020 to take account of reductions to the monies received from the Welsh Government. The Council set its Medium Term Financial Plan to achieve the savings established in the Settlement.

The provisional revenue outturn for 2019-2020 was reported to Cabinet in July 2020. The published report can be read by following the link [Cabinet Report](#).

**Table 1: The provisional revenue outturn for 2019/2020 by main service area**

Revenue Outturn	£'000
Learning (including schools)	47,337
Social Services	32,483
Community Regeneration	3,821
Neighbourhood Services	10,767
Leisure Trust	2,403
<i>All other Council Services (including Corporate Centre Costs)</i>	<i>20,591</i>
<i>Revenue Underspend</i>	<i>2,891</i>
<b>Total</b>	<b>120,293</b>

## MEASURING AND DEFINING SUCCESS

When considering our performance, we need to consider our shared vision and [well-being objectives](#).

Our shared vision states:

**To strengthen Merthyr Tydfil's position as the regional centre for the Heads of the Valleys, and be a place to be proud of, where:**

- People learn and develop skills to fulfil their ambitions
- People live, work, have a safe, healthy and fulfilled life
  - People visit, enjoy and return

### Measuring well-being

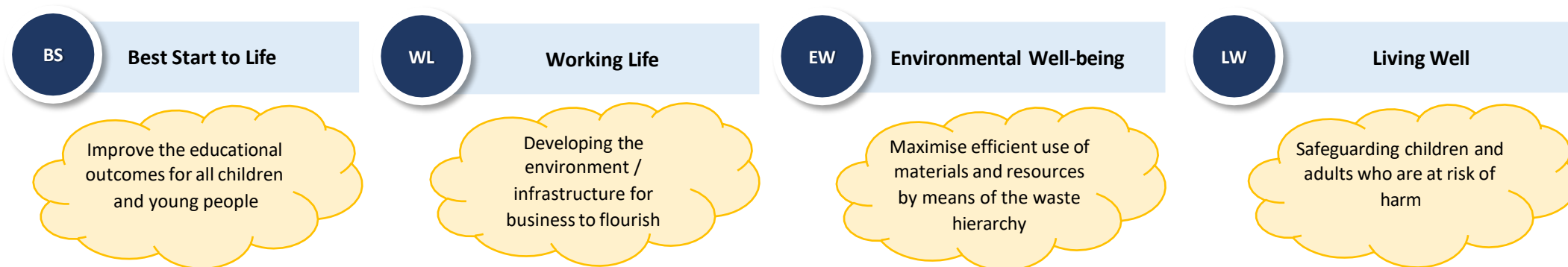
We are using two forms of data in this document: The first section uses quantitative data to measure the success of each well-being theme; the second section utilises qualitative evidence to demonstrate impact from the perspective of community members. This will allow us to better understand our performance and benefits of working in different ways.

- Quantitative data (population indicators, and local performance indicators)
- Qualitative data (case studies and community voice)

This report looks back over our performance during 2019-2020 and acknowledges that how we deliver is just as important as what we deliver. To make a real difference to people's lives and greatest possible contribution to the seven national well-being goals, we need to do different things and focus on outcomes to define success.

### Defining Success

To maintain focus on providing the services our residents need, we have prioritised our outcomes.







## PERFORMANCE SUMMARY

The overall position for the delivery of the well-being objectives in the Corporate Well-being Plan is **Adequate**. This means: ‘some strengths where our comparative position is lower median, with some rates of improvement and/or evidence of some positive impact on change to outcomes’.

Of the four well-being objectives: 1 has been judged unsatisfactory and 3 have been judged adequate.

### Summary of Performance

 Well-being Objective – Best Start	Judgement	 Well-being Objective – Working Life	Judgement
Children and young people get the best start to life and are equipped with the skills they need to be successful learners and confident individuals	Unsatisfactory	People feel supported to develop the skills required to meet the needs of businesses; with a developing, safe infrastructure making Merthyr Tydfil an attractive destination	Adequate
 Well-being Objective – Environmental Well-being	Judgement	 Well-being Objective – Living Well	Judgement
Communities protect, enhance and promote our environment and countryside	Adequate	People are empowered to live independently within their communities, where they are safe and enjoy good physical and mental health	Adequate



BS

### Best Start to Life



Portfolio Member  
Councillor Lisa Mytton

#### Objective

Children and young people get the best start to life and are equipped with the skills they need to be successful learners and confident individuals.

#### Chief Officer: Learning

Sue Walker

#### Strategic Focus

Raising Standards

## Background

Raising standards of attainment is a priority for the Council. Well-being is strongly linked to attainment. Pupils with better health and well-being are more likely to be ready to learn and achieve better academically.

We recognise that early years are fundamental to a child's potential for learning and their future life chances as is the support of the family. We want all children to be equipped with the skills they need to reach their academic potential and contribute as responsible residents to their own development and that of the wider community.

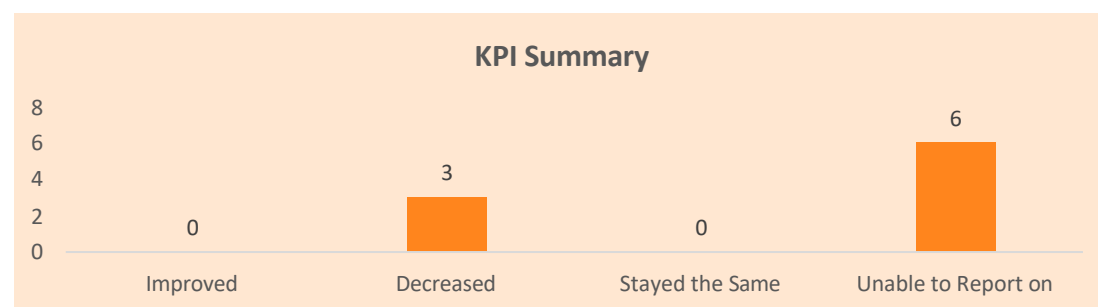
In schools, our priorities are to drive improvement in standards of literacy and numeracy, through improving the quality of teaching and leadership, and to reduce the impact of socio-economic deprivation on educational attainment.

## Performance Indicators

[Performance Key](#)

Key Performance Indicators	2018	2019	Trend
% of pupils who achieve the Foundation Phase Outcome Indicator	89.1	*	
% of Flying Start children achieving Outcome 1 in all 4 areas within the Foundation Phase Compact on exit from childcare settings age	52.0	47.0	↓
% of pupils who achieve the Core Subject Indicator at Key Stage 2	90.2	*	
% of overall (half day sessions) pupil attendance in primary school	94.3	93.9	↓
% of pupils who achieve the Level 1 threshold	95.0	*	
% of pupils who achieve the Level 2 threshold (English/Welsh & maths)	42.0	*	
% of FSM eligible pupils who achieve the L2 threshold (English/Welsh & maths)	29.4	*	
% of overall (half day sessions) pupil attendance in secondary school	93.0	91.8	↓
% of pupils looked after who achieve the L2 inclusive (English/Welsh & maths)	12.5	*	

\* Due to changes in Welsh Government legislation, this data can no longer be published



## Rationale

The annual position of outcomes (August 2019) is unsatisfactory. This judgement has been reached due to the overall attainment at the end of Key Stage 4. The only externally verified data, was unsatisfactory.

The performance of eligible for free school meals (eFSM) pupils in the local authority is positive when compared to the performance of eFSM nationally, with the local authority exceeding the national average for science and literacy average points. However:

- The average literacy points score for the local authority is 4.3 points below the Wales average
- The average numeracy points score for the local authority is 4.7 points below the Wales average
- The gap in performance of the average science points score between local authority and Wales is slightly smaller than that seen for literacy and numeracy but is still over 4 points (4.1 points)
- Local authority performance for the Welsh Baccalaureate Skills Challenge Certificate (WB SCC) is nearly a whole grade (5.6 points) below the national figure
- The performance of boys in the local authority is much weaker than the performance of girls, when both groups are compared against the national averages. For each of the new interim measures, girls' performance is around half a grade lower than seen nationally. However, boys' performance is around one whole grade for each measure, with the exception of WB SCC which is nearly 1.25 grades lower than seen nationally
- The gap in performance between boys and girls is wider for the local authority than seen nationally for all five interim performance measures. However, the performance of non-free school meals (nFSM) pupils is on average half a grade below that seen nationally for each of the five interim performance measures
- The gap in performance between eFSM and nFSM is narrower for the local authority than seen nationally for all five new performance measures.

It is the ambition of the local authority to be closer to or above the Welsh averages in all performance measures by 2022 and at or above the modelled outcomes in 2021.



The need to improve attendance also remains an area for further improvement.

- The attendance across primary schools is 93.92%, compared with 94.03% in 2017/18; a decrease of 0.11%
- The attendance across secondary schools is 92.8% compared with 92.49% in 2017/18; an increase of 0.41%
- At the end of 2018/19 Merthyr Tydfil was ranked joint 22nd with RCT for secondary attendance and was 0.1% away from Blaenau Gwent; margins remain tight. The Wales Average (WA) is 93.8%. The gap between that of Merthyr Tydfil and the WA has continued to close since 2016/17 and our rate of improvement is the third best in Wales.

## Best Start – Judgement

**Our evaluation says this well-being theme is:**

**Unsatisfactory**



Portfolio Member  
Councillor Geraint Thomas

Objective	People feel supported to develop the skills required to meet the needs of businesses, with a developing; safe infrastructure which makes Merthyr Tydfil an attractive destination
Chief Officer: Community Regeneration	Alyn Owen
Strategic Focus	Developing the environment & infrastructure for business to flourish

Background

The Working Life theme within the Corporate Plan has led to opportunities for a more inclusive approach to be developed to strengthen the wider work which supports the improvement of skills and the environment and infrastructure for business to flourish.

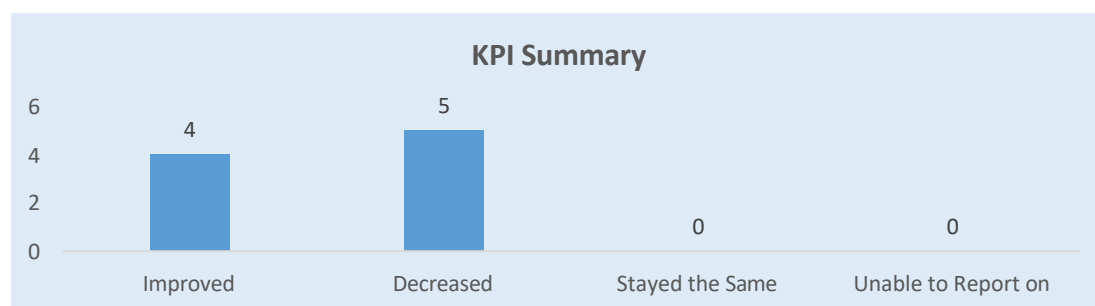
Work undertaken during 2019-2020 sought to further integrate the wide range of activities undertaken which had a strategic focus on both economic and wider infrastructure, and aimed to improve the economic position in Merthyr Tydfil. The commissioning of a new Economic Recovery Plan will provide an opportunity to understand the forces of change that we expect to see following the recovery phase and the re-emergence from the current pandemic. One of the outcomes from this work will be to determine how Merthyr Tydfil can use its assets and opportunities to position itself positively and proactively during the recovery phase from pandemic and beyond.

When looking at the Council’s response in relation to the labour market and skills, we continued to embed a collaborative culture to tackling unemployment and to offer more co-ordinated programmes and interventions to support adults and young people (16 plus) in developing their skills for employment, self-employment or volunteering opportunities.

## Performance Indicators

[Performance Key](#)

Key Performance Indicators	2018/2019	2019/2020	Trend
% of working age population in employment (Year ending Mar 2018)	72.2	68.9	↓
% of working age population who are qualified to NVQ level 2 and above	57.4	59.9	↑
% of population with no qualification	14.1	16.0	↑
% of 16-18 year olds not in education, employment or training	1.3	2.1	↑
Number of business births	220	170	↓
Number of business deaths	190	160	↓
% of participants in employment upon leaving the EU funded programmes	23	34	↑
% of participants who gain a qualification on completion of an 'out of work' training programme	22	25	↑
% of participants who gain a qualification on completion of an 'in work' training programme	87	74	↓



## Rationale

Qualification levels for Merthyr Tydfil show improved levels being secured during 2019/2020. There has been a decrease in employment rate across the County Borough this period; with data showing the rate in Merthyr Tydfil sits at 68.9% (4.8% below the Welsh average). The median gross weekly pay for full-time workers in Merthyr Tydfil has risen by 13% to £503.80 in 2019-20 (rising from £440.60 in 2018-19). The improvements noted demonstrate the Council's commitment to helping communities to tackle poverty and improve their financial well-being.

During 2019-20; national issues around GDPR and the upload of further education college enrolment data onto the Careers Wales portal, has resulted in a significant impact on the timely identification of Year 11 leavers who are not in education, employment or training (NEET); and the allocation of appropriate support. Data shows 2.1% of young people recorded as NEET for Merthyr Tydfil; however, MTCBC is only one of three currently across Wales that had no young people with an 'unknown' destination in 2019, demonstrating its tracking and monitoring processes are robust.

## Working Life - Judgement

**Our evaluation says this well-being theme is:**

**Adequate**



Portfolio Member  
Councillor David Hughes

**Objective**

Communities protect, enhance and promote our environment and countryside

**Chief Officer: Neighbourhood Services**

Judith Jones

**Strategic Focus**

Waste

**Background**

A healthy natural environment and countryside provides multiple benefits for people and wildlife from improved air, water and land quality, habitat protection and enhanced biodiversity to beneficial implications for physical and mental health. Therefore, the focus of this well-being objective is the work we do with our communities to protect, enhance and promote the environment and countryside. The Environmental Well-being objective is:

- Communities protect, enhance and promote our environment and countryside

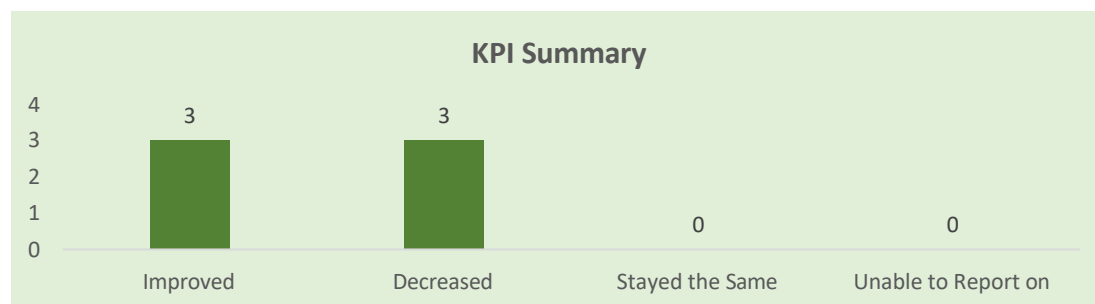
How we act toward the environment and countryside will be a critical factor of a sustainable future in Merthyr Tydfil because the benefits of improving our environment will be felt across all of our well-being objectives.

The priority is to work towards achieving the national vision of Wales becoming a Zero Waste country by 2050 and taking steps to ensure the Welsh public sector becomes carbon neutral by 2030. This well-being objective offers a holistic and sustainable approach to meeting the environmental well-being needs in Merthyr Tydfil.

## Performance Indicators

[Performance Key](#)

Key Performance Indicators	2018/2019	2019/2020	Trend
Average number of working days taken to clear fly-tipping incidents	0.72	2.12	↑
% of highways inspected of a high or acceptable standard of cleanliness	96.6	96.5	↓
% of municipal waste reused, recycled, or composted <sup>1</sup>	61.59	64.98	↑
Kilograms of residual waste generated per person <sup>1</sup>	185.2	178.5	↓
Total carbon dioxide emissions from energy consumed by Council buildings <sup>2</sup>	6,480	20,773	↑
Number of Priority Open Spaces (out of 23 Priority Open Spaces) that meet or exceed the quality standard: Healthy, Safe and Secure.	8	9	↑



<sup>1</sup> Local data provided – this data will not be verified by Waste Data Flow (WDF) until approximately October 2020

<sup>2</sup> The 2019/20 figure includes data from a number of public sector buildings. It was not possible to extract the carbon dioxide emissions from energy consumed by MTCBC buildings only for this overall figure.

## Rationale

The quality of the local environment is important to people's health and well-being. For 2019/20 the outcomes for the Environmental Well-being Objective are considered to be adequate. There are some evidenced examples of good outcomes for the community in Waste Services, Street Cleansing, Fly-tipping, and the Parks department. However, on the whole, due to the year on year reduction in resources and budgets for the front line services, the outcomes for the community are considered to be adequate in that the services provided but are limited and are often re-active rather than preventative due to limited resources.

There has been evidence of continuous improvement and despite the limited resources, staff are continually looking for ways to improve their services and are conscious of the need for progress. This is a particular focus in Waste, where ambitious recycling targets set by Welsh Government require continuous implementation of new initiatives and new ways of working in order to meet their targets. The Waste Management service has robust contracts in place to maximise recycling, composting and preparation for reuse; these include regional contracts for certain materials that ensure value for money. In addition to this, having our own Waste transfer station allows us to treat material and sustain the best possible market price for our recycling. During 2019/20, the amount of waste recycled, reused and composted by residents increased by 3.39%, which resulted in Merthyr Tydfil achieving 64.98%. This meets the Welsh Governments increased target of 64% for 2019/20.

With the introduction of the new fly tipping measure in 2018/19, Merthyr Tydfil ranked second in Wales taking an average of 0.72 days to clear all reported fly-tipping. Over the period of 2019/20 in Merthyr Tydfil, the average number of days taken to length of time taken to clear fly-tipping has increased to 2.12 days. This was a strategic decision taken in order to utilise resources better within Neighbourhood Services in these times of austerity.

Given the further reductions within the Street Cleansing Service, the level of cleanliness of our highways in 2019-20 largely remained the same as 2018/19. Furthermore, we continue to work towards the Welsh Government targets for carbon reduction by progressing our Re-fit Programme with feasibility studies having been carried out during 2019/20.

## Environmental Well-being - Judgement

**Our evaluation says this well-being theme is:**

**Adequate**



Portfolio Member  
Councillor Chris Davies

**Objective**

People are empowered to live independently within their communities, where they are safe and enjoy good physical and mental health

**Chief Officer: Social Services**

Lisa Curtis-Jones

**Strategic Focus**

Improving Well-being

**Background**

Our main objective seeks to prioritise activities which focus on early intervention and prevention. The priority is to deliver services that support people to lead healthy independent lives in a safe environment. We want to motivate and support people to develop positive physical and mental health behaviours, build resilient communities where people live free from harm and have a good quality of life. Under the 'Living Well Objective' our priorities for 2018/19 were:

- Safeguarding children and adults who are at risk of harm;
- Tackling adverse childhood experiences and developing community resilience;
- Promoting health behaviours and increased levels of physical activity;
- Promote good emotional well-being and improved mental health;
- Provide clear and accessible information and advice; and
- Services that provide people with the ability to live in their own home.

These objectives focus on early intervention and prevention, which is an area we wanted to improve on and continue to build on in the future. We want to help people to achieve a higher level of well-being; helping them to help themselves, to make better choices and access different types of support.



## Performance Indicators

[Performance Key](#)

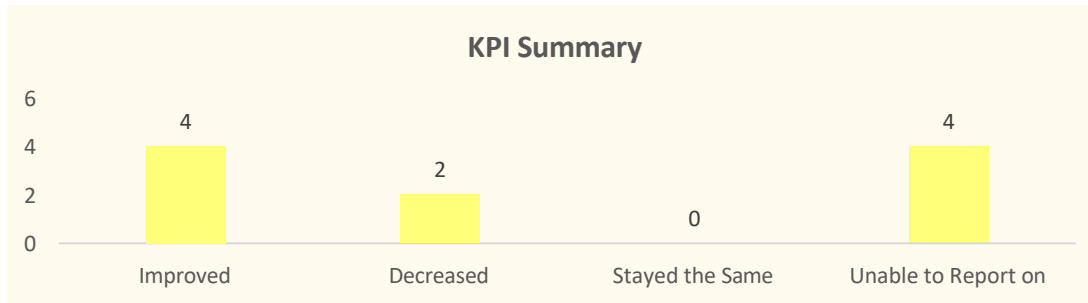
Key Performance Indicators <sup>3</sup>	2018/2019	2019/2020	Trends
% of re-registrations of children on local authority child protection registers	6.7	6.0	↓
% of adult protection enquiries completed within 7 days	83.1	75.7	↓
% of people that received the right information or advice when they needed it <sup>4</sup>	69.3	-	
% of the adult population who can live independently <sup>5</sup>	96.2	-	
% of adults who completed a period of reablement and have no package of care and support 6 months later	46.3	47.1	↑
% of people in receipt of specialist domestic violence support reporting an improvement in quality of life	88.0	89.0	↑
% of children supported to remain living within their family	72.5	69.8	↓
% of children looked after who have experienced one or more changes of school which were not due to transitional arrangements	10.9	4.9	↓
Number of visits to local authority sport and leisure centres per 1,000 population <sup>5</sup>	7,276	-	
The subjective well-being score of participants engaged in Active Merthyr projects (Start / End) <sup>6</sup>	Start: 3.52 End: 3.79	-	

<sup>3</sup> There is no comparable information to the other Welsh local authorities for the social care measures, as this information has not been published to date.

<sup>4</sup> There was no requirement to collect this data for 2019/20 due to the introduction of the new Code of Practice in relation to the performance and improvements of Social Services in Wales.

<sup>5</sup> Due to the Coronavirus, no returns have been submitted to Welsh Government for 2019/20. Therefore this data is unavailable.

<sup>6</sup> Based on the Warwick Edinburgh Mental Well-being Scale (0-5) where 0 is low well-being and 5 is high well-being. This data is collected at the start and the end of the financial year; however, due to the pandemic this process was not completed in March 2020.



## Rationale

In Merthyr Tydfil the annual judgement for outcomes is Adequate.

The Social Services and Well-being Act and the Well-being of Future Generations Act are now embedded into practice. Both required the Council to strengthen the governance arrangements and performance management. Both pieces of legislation required us to work more closely with our partners through collaboration. Excellent progress continued to be made on partnership working in 2019/20.

During 2019/20, demands within the service have increased with pressures evident in both Adult and Children's Services due to high demand for packages of care for people leaving hospital and requiring support to live in the community, and with an increase in our numbers of children being looked-after. For example, 80 more people received a reablement service in 2019/20 than in 2018/19. There has also been an increase in our children looked after population from 198 as at 31.03.2019 to 206 as at 31.03.2020. This has put huge pressures on us in respect of budgets. In addition to this, gathering performance data from the Welsh Community Care Information System (WCCIS) database still remains a challenge, although it is improving each year. The pandemic has also caused issues with the availability of some data. However, Safeguarding Adults and Children will always be our priority.

Early Intervention and Prevention is key to sustaining services in the longer term. The Early Help Hub is live, and the Council is committed to continuously developing this area of work to make sure those children and their families receive the right help at the right time to prevent unnecessary escalation of need. Evaluation of the Hub has included feedback from families, which has been positive with the number of assessments leading to take up of preventative services higher than expected. The proportionately of assessments undertaken by the Early help Hub has allowed more effective signposting and greater utilisation of preventative services within our community.

We continue to support adults within their own home and react promptly to safeguarding concerns for both children and adults. This is against a backdrop of continued financial pressures, as demand is increasing in the service but funding reducing. We have been supported by grants being paid, for example winter pressures, domiciliary care/respite provision at the end of the financial year 2019/20, which assisted us.

Overall, we have made achievements, and we will endeavour to continue this good work moving forward in 2020/21. Clearly as part of our improvement work, we will need to focus on recovery from COVID-19. This will mean we will need to review some service areas and may need to do things differently in future to meet people’s needs in the community.

Living Well - Judgement

Our evaluation says this outcome is:	Adequate
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## Overall Judgement

**Adequate**

During 2019/20 we have **improved in 32% of our indicators** (11 of 34) compared to 2018/19.

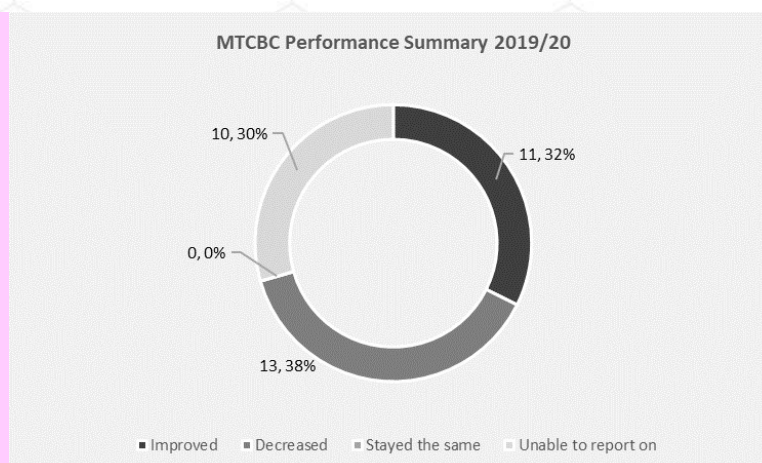
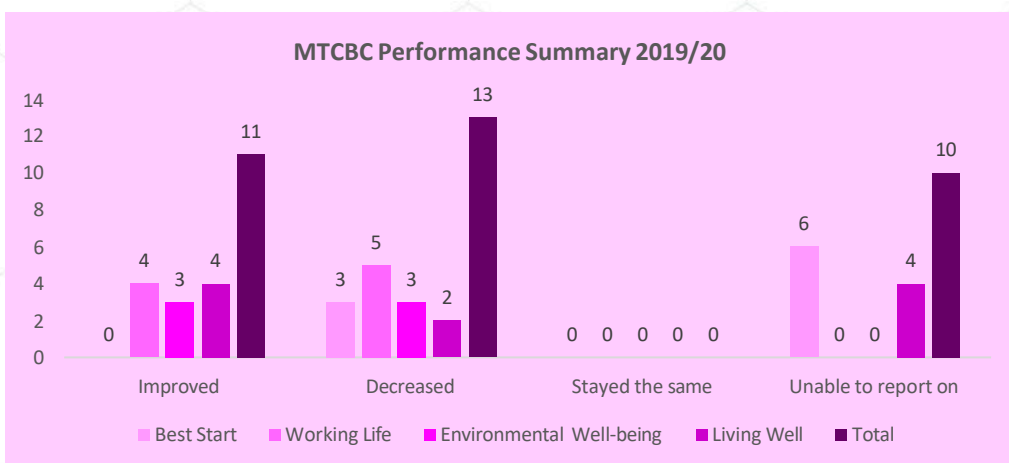
We have **decreased in 38% of our indicators** (13 of 34) in 2019/20 when compared to 2018/19, however, some of these are small changes.

None of our indicators stayed exactly the same.

We have not been able to report on 30% of our indicators (10 of 34) due to changes in Welsh Government legislation (Education) and the availability of data due to delays caused by the Coronavirus pandemic. It is envisaged that this position will improve in future months to allow for more data to be reported for next year.

As such, MTCBC has improved in 46% (11 of 24) of the indicators that are available for 2019/20 and have decreased in 54% (13/24) of the indicators available for 2019/20, both when compared to 2018/19.

Based on the judgements identified in the four well-being themes above, our overall judgement for 2019/20 is **ADEQUATE**.



### Steps taken to achieve the 7 well-being goals

As a public body the Council must take all necessary steps to demonstrate its contribution to achieving all seven national well-being goals. During 2019/20 there has been an array of services and activities that support improvements in the well-being of our communities. The way in which we demonstrate the impact of this work requires mixed approaches.

Qualitative data can elicit a rich account of the complexities involved in supporting well-being and provides a deeper understanding of the context within which our services exist. The way in which we do this is to outline the way we are supporting these improvements using case studies.

During 2019/20 we have developed case studies linked to all four well-being themes within our Corporate Well-being Plan. We have added a few additional examples of how we are doing different things – these link to our governance and ways of working.

How have we set out our case studies?

Each case study has been assessed to show their contribution to the 7 well-being goals based on the official descriptors as outlined in the Well-being and Future Generations (Wales) Act 2015. A case study that impacts on a well-being goal will keep that goal colour, and the other goals grey scaled out. We've also shown where and how officers and partners have used the sustainable development principle (the five ways of working) when delivering the service/activity in the community. Again, where the subject of the case study can be seen to reflect the five ways of working, the icon appears in full colour, where this isn't the case, the icon has been grey-scaled out.

You will see four coloured boxes and logos running down the edge of each of the case studies – these represent the four well-being objectives within the Corporate Well-being Plan (Focus on the Future – Well-being in Our Community). The same principle applies, if the case study positively impacts on the objective, then it will appear in colour with the logo. Where the case study does not impact on the objective, the box will appear grey and without a logo.

This helps us to understand where we are collaborating, integrating our strategies and how we can further improve this.

## Case Study: ESTYN Inspection – Family Programmes

Family Programmes have run in primary schools across the County Borough since 1997 with funding from the Welsh Government in partnership with The College Merthyr Tydfil. When funding ceased from the Welsh Government in 2015; the Council recognised the Programme's impact and continued the initiative.

Family Programmes offer learning opportunities in a fun and innovative way for children and their families; creating an atmosphere where learning is encouraged, valued and part of everyday life. Parents/carers have an opportunity to become more involved with their child's education whilst improving their own skills levels.

In February 2020; ESTYN (the Welsh education inspectorate) undertook an inspection of Adult Community Learning; and specifically focussed on Family and Parenting programmes. Key findings of the inspection showed:

- Family Programme tutors have comprehensive subject knowledge;
- Family Programme tutors are effective communicators;
- Family Programme tutors form strong bonds, building rapport with all learners.

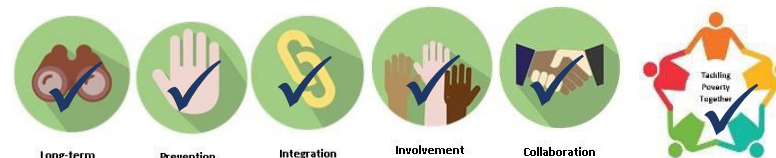
The inspection report highlighted elements of good practice in relation to standards; well-being and attitudes to learning; teaching and learning experiences; as well as support, guidance and care. It acknowledged all learners worked well on activities designed to teach their children about money through everyday experiences. Through these activities, adults, as well as the children, gained a useful understanding of current methods of carrying out calculations. They are now in a position to make steady progress in improving their own literacy, numeracy and digital literacy skills and become more confident in tasks such as writing CVs, making job applications or using computer software to learn with their children.

"This course has opened my eyes to what we as parents/carers need to do to help our children understand maths and English. Thanks for all you have done for us".

Parent 'A'

"Family Programmes have had a positive impact – it has provided parents/carers with the opportunity to see; and understand what their children are learning in school. The children look forward to their parents/carers learning with them at schools".

Schools Comment



## Case Study: ESTYN Inspection – Parent Support Programmes

Since the inception of the Flying Start programme in 2007, Parenting Support projects have been running in Merthyr Tydfil. This support was highlighted as one of the four key elements/entitlements for Welsh Government’s anti-poverty programme.

Parenting Support programmes aim to support families to develop confidence, motivation and knowledge in a fun and innovative way. They create an atmosphere where learning is encouraged, valued and part of everyday life. Programmes are inclusive; with the support of the community, they engage with ‘harder-to-reach parents’ who may lack the confidence to get involved due to their own past negative experiences and barriers.

The Parenting Support programmes set out to:

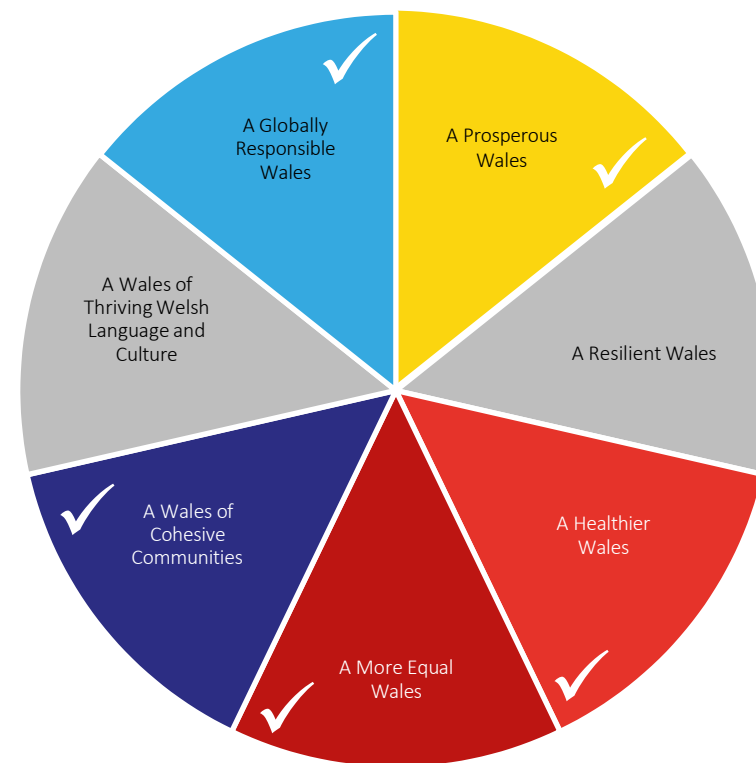
- enhance positive parenting skills to manage behaviour more effectively; promoting children’s social skills; self-esteem and self-discipline;
- improve parent/child relationships and parent/parent relationships;
- developing positive attitudes and aspirations;
- strengthen parents’ understanding of child development and support their ability to be more responsive to the needs of their children; helping their social, emotional and cognitive development and well-being; and
- increase parents confidence in their parenting role; and their confidence and skills in providing a positive home learning environment.

During 2019-2020; 280 parents engaged with the programme; with 204 (74%) of parents saying, taking part improved their self-resilience. Feedback received from participants includes:

“This course was very well taught, I have learned a great deal about ways to deal with certain behaviour when it comes to my children and how to deal with”

“Thank you so much for having me on this course! It has been so helpful, useful and something I input every day in my life with my son. I am so grateful for the information I have gained on the course but also the support I have had from Linda and Sue. You have no idea how much you both have helped me!! Forever grateful “

“The course was run with great effect and supporting staff. Very useful and lots of tips and new techniques learned”



## Case Study: I2A Year 11 Fixed Delivery Programme

The main aim of the fixed delivery programme is to enable all learners to raise their aspirations and become the best versions of themselves. This is done by providing a safe and relaxed environment to work within and by providing a young person-centred approach throughout the delivery of the programme. All members of staff are always close by to encourage and remind young people of their potential whilst acting as positive role models throughout the delivery programme.

Learners who attended the I2A programme for one day a week worked towards an Agored Level 1 Certificate in Personal and Social Care. This is equivalent to a G.C.S.E (grade D-G).

For the 2019/20 academic year, there were 12 learners in total that worked towards the following units;

- Taking Part in Leisure Activities
- Understanding Prejudice and Discrimination
- Understanding Substance Misuse
- Emotional Intelligence
- Alcohol Awareness

As a result of completing these five units, all 12 learners successfully achieved a Level 1 Agored Cymru Certificate in Personal & Social Education.

One of the Fixed Delivery pupils was nominated by the I2A Tutor for the 'Young Achiever of the Year Award 2020'. Morgan was successfully shortlisted down to the final four for the award and attended the Merthyr Tydfil Academy of Success Award Ceremony alongside 2 members of the I2A team.





## Case Study: A Young Person's Journey – C

C was referred to the Inspire 2 Work (I2W) project in August 2019 by Careers Wales. C was referred in order to receive support to obtain work related qualifications and work experience. C was offered the chance to take part in a project that I2W were organising in partnership with Lovell Construction. When C first enrolled onto I2W C had low confidence and self esteem and informed us that C wasn't very assertive. C felt that stuck with little vocational training and no work experience. Due to C's age, C wanted to improve this and eventually gain employment so C could start earning some money.

The programme was designed over a month with a two week intensive in-house programme and two weeks work experience on a working construction site with Lovell.

C attended the first day which consisted of a Team Building event with Lovell Construction. Due to some carpentry training C had received in College, C was instrumental in leading the group of 8 participants to construct a mobile wooden house.

C was a good listener and was able to take on board the instructions given by Lovell. C went on to complete the rest of a two week in-house training programme which consisted of a mixture of work related qualifications and interview preparation. C successfully completed Manual Handling Awareness, First Aid at Work, Health & Safety Awareness and Fire Safety Training. Achieving these allowed C to progress to a work experience interview on site with Lovell.

C had no interview experience or any real work experience prior to this. During the Interview Skills, C was supported to achieve an AGORED L1 Award and took part in mock interviews, CV Writing Workshops and had an interview with Lovell. This training helped C overcome confidence barriers and improved self-esteem, and C became more assertive as a result.

Although C had no previous interview or work experience, C was successful in the interview at Lovell and was offered a two week work experience placement with a Qualified Contractor on one of their local sites. Lovell Contractors were able to offer C on-site mentoring whilst I2W continued to work with C to achieve a nationally-recognised qualification. Lovell were unsure at this stage if C would complete the two weeks because C was very quiet and shy. However, C went on to prove us all wrong and not only completed the work placement and all of the in-house and vocational training, C was the only participant out the 8 starters that went onto complete and pass the CSCS Green Card test.

C was nominated for A Young Achiever of the Year Award with the Youth Academy of Success and on the 4th March 2020, C attended the awards ceremony with I2W staff and was awarded as runner up.

C's confidence continued to grow and at the end of the two weeks C felt ready to undertake more training in order to be able to register with Agencies within the construction field. C went on to complete the CITB Health & Safety Training and with the support of I2W, applied for the CSCS Green Card test. C was successful and now feels ready to apply to work in this vocation.



## Case Study: Targeted Youth Service Project

The Targeted Youth Service offers support to young people through participation in activities, events, courses and qualifications. The young person referred to in this case study has a severe learning difficulty caused by a genetic condition. This person was keen to learn new skills and to gain experience after leaving school at the age of 16.

The young person engaged and participated with several areas of the Youth Service over a three year period. Initially the young person acted as a volunteer working alongside the Targeted Youth Service during a local community information day. The young person took charge of delivering outdoor play and sports sessions to visitors of the community event. Using that initial experience, the young person then took part in several organised activities and projects.

Having a background in horticulture, the young person took a lead role in organising and instructing participants at a youth centre to prepare an allotment area.

The young person then completed a dry skiing course and gained a skills based qualification through their participation. The young person also took part in two international exchange visits, one to Norway and one in Spain. Through these visits the young person was able to gain an international youth qualification. The young person also took part in three Tall Ship sailing expeditions and gained a qualification in sailing through their participation. The young person did so well on one expedition, they steered the Tall Ship single handed into harbour in front of 1000's of spectators.

As a result of their engagement in multiple activities the young person has achieved a mixture of formal and informal skills based qualifications as well as invaluable experience which they can use to move forward into employment.

### Qualifications achieved

- BTEC Level One Work Skills
- Royal Yachting Association Competent Crew Award
- ASDAN Sports and Fitness, Short Course
- Youth Achievement Award – Bronze Level

Student's comments/ feedback:

"It was fun. I enjoyed helping and I made friends and learnt about other places".

"Going to Spain and Norway helped my confidence and overcome my anxiety".

"Sailing made me more independent and I learnt new skills".



## Case Study: Creative Minds – Creative Arts Project Georgetown BGC

The Creative Minds project was designed in order to work with Young People on Mental Health and Well-being issues through various creative projects. The project is delivered through a partnership arrangement with Youth Cymru and Spirit 2000. They provided the funding for the project with Georgetown BGC Youth Provision delivering the project through the Youth Club.

The project aims to work with young people aged 11-25 focusing on creative arts and mental health and well-being. The project works to identify 13 Champions to take a lead on developing the project then expanding the scope of the work to a wider group of Young People.

Each year the Champions were responsible for participating, planning and organising activities and events for the group and for young people in youth club and across the borough. They had weekly meetings, rehearsals, monthly open Mic/karaoke evenings, arts and cultural opportunities including visits to theatres.

During the past 2 years, participants have volunteered at various community events, including the Global Village community event, at Theatre Soar and also the Youth Cymru Celebration event 2019. They have also participated in the Young Promoter's which aims to develop skills in events management and promotion.

Whilst running the project, Georgetown BGC Youth Provision worked with a number of partner agencies to enhance the experience of Young People and to expand the offer of Creative Minds to other Youth Provisions within the Merthyr Tydfil CBC area. This included offering spaces on off-site activities to festivals, musicals productions, theatre performances and participating in training and various other activities.

### 'Time to Change' Showcase Event

As part of the project the Young People had to run the 'Time to Change social action project. The Young People organised everything including the media, publicity, projects and activities and getting the young people on board to perform and participate. Following research and contacting several venues they chose to hold the event in Theatre Soar. This was followed by a showcase event of the talent of Young People from across the County Borough with 2 hosts engaging in information on mental health and well-being. The participants gave out goodie bags that they had created to the Young People at the end of the event with information leaflets and quotes inside.

Through participation on the project the Young People gained an accreditation in Organising a Community Event, sections towards meeting Challenges for the Youth Achievement Awards and completed sections of the Duke of Edinburgh Award. Undoubtedly, this has also increased the self-confidence of the participants whilst developing their team building and communication skills. In addition to Creative Minds, some of the Young People set out on their own and organised their own gig. One young person hosted the Youth Cymru Celebration event in the Wales Millennium Centre. One Young Person created a CD. One Young Person delivered guitar sessions in the school holidays when the tutor wasn't there.

All of the workshops that have been delivered were designed and developed into a toolkit for other youth workers across wales, which will be either printed out or published as an online document when completed.

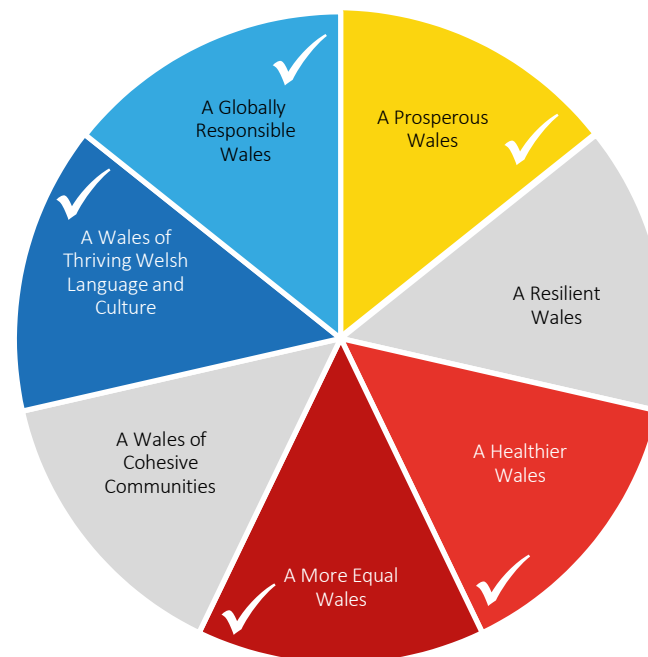


## Case Study: Early Help Hub: Children with Disabilities

B is 17 years old. She has a mild learning disability, and a diagnosis of anxious/ disorganised attachment disorder and challenging behaviour. B resides with her mother and has regular contact with her father; she also attends a specialist school. B was presenting with self-harm and challenging behaviour with both verbal and physical aggression usually targeted at her mother but also other family members. This resulting in the mother having limited family support with B. B's mother requested an assessment for her to have a Children with Disabilities Social Worker and further support as she felt as though she could not continue to manage B's behaviour and would like her to be accommodated in a foster placement. Due to B's learning disability her mother felt unable to leave her alone for short periods where other 17 year olds would be able to manage and therefore, there was little break from her continuous care.

An information, Advice and Assistance assessment was completed and B's case was accepted into the Children with Disabilities team. In addition to this, a CAMHS assessment was completed with updated diagnosis, review of medication and a referral for family therapy were completed; B's GP also prescribed medication to help her anxiety. A proportionate assessment and Care and support plan were co-produced and it was agreed that B's personal outcomes would look at her being able to voice her feelings in a healthy way and move towards independence. Participants in this process were B, her parents, CAMHS, School and Health.

As a result of successfully working with Children with Disabilities Team and the multi agencies B's anxieties now appear to have eased and her aggressive outbursts have subsided. B is happy to talk to her advocate and voice her views on matters in her life. As a result B has remained at home with her mother and has a robust care and support plan in place that meets her needs and supports her mother to care for her. The most recent update from B's mother is that she is happy with the current plan and is pleased to report that home life is now calm.



## Case Study: Supporting Change: Positive Practice

Concerns were raised about a mum's substance misuse and the impact this was having on her 3 children. Mum's substance misuse impacted on her ability to appropriately parent her children. These concerns were around home conditions, lack of supervision, anti-social behaviour reports from the home and inappropriate adults attending the home, which were putting the children at risk of harm.

A referral was received from the allocated social worker in the Children's Looked After Team whereby a Parenting Assessment was requested to assess mum's ability to have her 3 older children. A parenting assessment was undertaken with Mum demonstrating the distance travelled by exploring the past worrying behaviours and comparing it to the present observed behaviours. The assessment considered substance misuse and other key factors that had impacted on family life. The Parenting Assessment process plays a key part and informs the decision making and assess if it was safe for the children to stay or return to the home. This resulted in Children Services being involvement and the children were accommodated by the Local Authority; mum later gave birth to another child in and the baby was also accommodated by the Local Authority.

By working with mum, joint visits were undertaken between the allocated social worker and Supporting Change worker to ensure all parties were agreed on the assessment process and focus ed on the core issues and what has changed. An integrated and collaborative approach was undertaken with the social worker and Supporting Change worker to ensure multi agency participation and contribution were fully utilised to achieve the best outcomes possible. This approach took into account the children's wishes and feelings, balanced against risk and family strengths.

Mum positively engaged with the Intensive assessment process which reinforced and supported her insight into the positives of change. Mum and the children's wishes and feelings were granted by way of agreeing a four month rehabilitation plan with regular monitoring and review. Regular Lextox testing was also used to evidence the positive changes made by mum, whose commitment and motivation remained at the maintenance stage. This testing has established mum's successful substance abstinence for a two year period. The Parenting Assessment suggested positive change was successfully sustained when compared against previous Children Services concerns and involvement.

Mum worked positively with Children's Services and her baby was successfully rehabilitated back to her care. As a result of the positive progress made and in line the wishes and feelings of the three older children, they will be rehabilitated back into the care of their mother and be part of their family unit again. The positive changes made demonstrates mum's ability to meet the needs of her children providing them with a stable, loving home environment. This will enable the children to develop an attachment with their youngest sibling and build on existing attachments with their mother. The positive progress and rehabilitation plan gives the children a sense of normality and demonstrates to them as a family, that positive outcomes can be achieved.



## Case Study: Early Help Hub: Special Guardianship Support Worker

The young person (now 17 years and 10 months old) was removed from the care of his mother and step-father due to neglect in March 2013 and placed with their grandparents after a Special Guardianship order was granted. In compliance with Part 2 of the Social Services and Well-being Act 2014 an annual assessment is offered to all children that are the subject of a Special Guardianship Order and their carers to identify any changes that are needed. Contact was made with the grandparents by the Special Guardianship worker to inform the carers of the support that is available and the carers accepted the assessment.

There were a number of issues that had been identified from the completion of the assessment. First and foremost the young person was fearful of Social Services. They had also left school at the age of 16 years and had received no formal education or training since this time. The young person was suffering with anxiety and depression which made it extremely difficult to leave the home environment; this made them feel very socially isolated. In addition to this the young person does not have a National Insurance number and therefore, they are not in receipt or able to apply for any benefits.

The Special Guardianship team contacted the young person and his grandparents and they agreed for the Special Guardianship Support Worker to access support from the Health Board for them to help with the young person's mental health. In addition to this, the Special Guardianship Support Worker helped the young person to successfully apply for a National Insurance number. This will allow them to be in a position to start the process of applying for all relevant benefits that the young person was eligible for.

As a result of the help and support from the Primary Mental Health Nurse and the Special Guardianship Support Worker, the younger person has attended the GP's and he now feels able to leave the home environment as his anxiety issues and levels have lowered and he is less anxious. In addition to this, the Special Guardianship support worker has collaborated with the Residents Advice Bureau who has provided them with information the benefits entitlements that the young person is able to apply for.





## Case Study: Tackling Poverty Network Event

During a meeting of the Council's Tackling Poverty Operational Leads Group; discussions identified the positive opportunities that could be realised which would support the several teams involved to work better together.

Organised by the Council's Employability Manager; an event took place in July 2019 at the Community Centre in Aberfan. A number of staff from teams across the Council were invited to attend; along with staff from organisations offering advice, guidance and support to residents across the County Borough.

By gathering everyone together in a shared space, opportunities for members of different teams to come together; to meet, put names to faces and to share the type of activities they were delivering to prevent poverty; or to support those who currently lived below the poverty threshold to find the right support to improve their situation.

Over 120 people attended this lively and informative event; these came from a cross section of teams and organisations; including:

- |                                      |                              |                                   |
|--------------------------------------|------------------------------|-----------------------------------|
| • Barnardos                          | • Residents Advice Bureau    | • DWP                             |
| • Drive                              | • Flying Start               | • Gofal                           |
| • Merthyr Tydfil Housing Association | • Merthyr & the Valleys MIND | • Early Years Providers           |
| • Adref                              | • Pobl                       | • Barod                           |
| • Cwm Taf UHB                        | • Llamau                     | • Parenting Team                  |
| • Family Information Service         | • Early Help Hub             | • Councillors and Cabinet Members |

Feedback received following the event found that attendees had found the event really beneficial; that they had made new connections and identified opportunities for closer partnership working towards a common goal: supporting the people of Merthyr Tydfil.

"This whole event was really positive – I'm excited to begin working with new connections to further improve the support we can offer"

"Excellent venue for this type of event - networking at its best! It's been really good to put names to faces and partners – we should have these more frequently"

"I've met loads of people and gained valuable information I can use when working with participants. Childcare was my main priority today and leaving here I have up-to-date info to relay to my clients"



## Case Study: Housing First 16-25

Merthyr Tydfil's innovative Housing First project was set up as part of the Council's campaign to tackle homelessness with the help of Welsh Government funding.

The need for a Housing First targeted at 16-25 year olds was identified and a project approved following an application to the Welsh Government's Youth Innovation Fund. Funding was used to appoint a Project Manager; and other costs. The scheme is aimed at young people who are homeless, or at risk of homelessness, with complex needs such as physical and mental health needs. They could have a history of being looked after or have suffered trauma in their lives.

The funding awarded also covered capital costs to ensure each flat can provide the comfort and personal touch for each young person to have a say in how they are furnished and decorated so that when they move on, their possessions go with them to help them get started in their new home.



The first resident of the Housing First for Young People initiative has moved into their new accommodation - a fully furnished flat provided by Wales & West Housing. Residents will be supported by staff from homeless young people's charity Llamau and the Council, who will monitor their health and well-being and help them develop life skills and engage in education and training opportunities to maximise their opportunities to get a job.

When a young person is considered ready to move into their own independent property, they will need to register on Living Merthyr Tydfil - the name for the Common Housing Register - and wait to be allocated accommodation.

Anne Hinchey, Group Chief Executive of Wales & West Housing, said: "We are pleased to play a part in such an innovative project. We are committed to doing all we can to support local councils and the Welsh Government by increasing the number of our homes we make available for Housing First projects like this. We are also working with support agencies to build more new specialist and dedicated housing where there is a need. We hope the young people who have moved into our home will feel safe, supported and proud to have a place they can call home for as long as they need."

The Portfolio Member for Community Regeneration commented "Providing these young people with the skills needed to live independently will ensure they're able to sustain a tenancy, reducing and even removing the risk of them becoming homeless in the future. This collaborative approach to working with young people will also allow them to have a successful transition to adulthood, improve their well-being and help them to become an active member of their community."





## Case Study: Balanceability

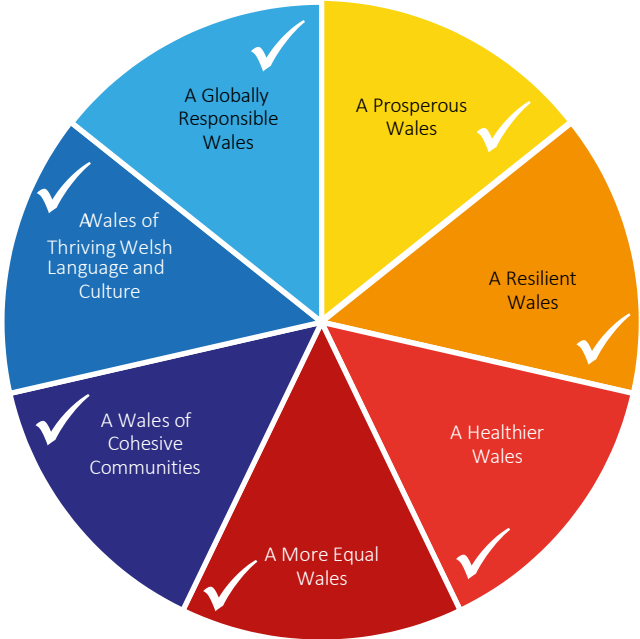
Following a community consultation exercise undertaken using social media, the Council identified an opportunity to offer children have a good start to riding their bike in a safe, high quality and accessible way. The Sports Development team introduced a community-based pilot project called ‘balanceability’.

Working with an experienced cycling delivery partner, Gethin MTB, officers completed a balanceability specific education programme. The pilot included two school-based sessions with Foundation Phase classes, and a six-week community course aimed at 3-6 year olds was developed. Active Merthyr leased a fleet of balance bikes and the project was ready to roll.

- The first pilot session delivered at Cyfarthfa Primary School has directly resulted in the Family Liaison Officer expressing an interest in an after-school Balance Bike Club. Gethin MTB are now liaising with the school to look at how they can make this happen.
- The second pilot was delivered at Edwardsville Primary School. This resulted in the Foundation Phase Lead Teacher sourcing funding to purchase their own balance bikes for the school that children could access in their break times.
- A community session also ran out of Georgetown boys and Girls Club; this saw 15 participants sign up for the course. By the end of the 6-week program, children greatly improved their confidence and skills in riding a bike.

Each parent graded their child’s confidence before and after the course and all stated that their child’s confidence improved. 100% of parents stated that the course had supported them in teaching their child to ride their bikes outside of the session and three quarters of parents stated that their children had been practising their skills while at home. Children received a certificate and a discount voucher donated by Merthyr-based cycle shop EC cycles to buy their own bikes.

As a result of these positive outcomes being achieved, moving forward ‘balanceability’ will include further level 1 and level 2 community opportunities that Gethin MTB will run. Funding will also be sourced to set up an in curricular provision by Merthyr Tydfil Road Safety to give children a good start to their cycling journey, and encouraging the use of active travel routes in later life.



“(They had) very low self-confidence at first when riding a balance bike for the first time - nearly walked out of the class, but now enjoys coming to class and confidence has grown”

“We wanted to let you know just how much our reception class children enjoyed their recent session on the balance bikes. We love the balance bike scheme at Cyfarthfa primary and would like to look into running this as an after school activity for our children”.



## Case Study: Working Skills for Adults 2

‘L’ initially signed up to Working Skills for Adults 2 to enhance his computer skills by completing his European Computer Driving License qualification to enable him to move on in his career.

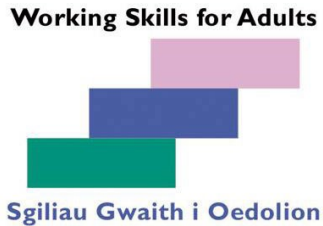
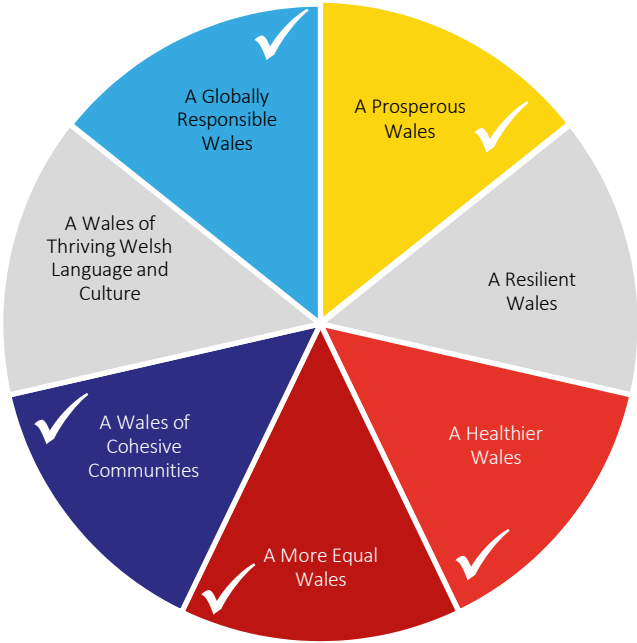
As ‘L’ was working part time as an in- house maintenance operative for a security firm he was also eligible to benefit from support from the Nurture, Equip and Thrive (NET) project. He wanted to become a security officer within the firm he already worked for but felt he was stuck in a rut and needed some help to do this.

‘L’ felt that his Asperger’s (ASD) and lack of confidence when meeting new people were barriers to him moving on with his employment and wanted to take practical steps to address this.

Working with his employment officer for NET, ‘L’ was supported with several confidence building sessions. He felt that these sessions improved his well-being and motivated him to access other professional work-related workshops. These other sessions included CV support; job searching; application support and interview techniques.

When a vacancy opened at the firm ‘L’ worked for, he was supported with his application and given interview technique training. ‘L’ secured a role as a Security Officer, with full time hours and potential progression routes in the future.

‘L’ has a keen interest in Law and Politics and has also progressed onto the Open University where he has now been accepted to study a degree in law.



“I would like to thank Working Skills for Adults 2 and NET for all their support with encouraging me to follow my goals. These teams can really help you to get the job you want!”

‘L’

## Case Study: Destination Day conference 2019

With rich heritage and beautiful countryside, Merthyr Tydfil has developed an ambition to become a primary destination for people to visit; stay and explore. Tourism is a growth sector and already provides employment across the County Borough; with plans to further develop the existing services and introduce new and innovative ways to visit and explore Merthyr Tydfil.

A Destination Development conference, held at the Orbit Centre, Merthyr Tydfil, had a diverse range of speakers including experts in the fields of tourism, architecture and construction, along with entrepreneurs providing adventure activities, accommodation, shopping, dining and entertainment.

Delegates at the event were updated on progress made on the exciting plans and projects in development. Conference goers received updates on the projects beginning to come to fruition, and larger-scale, longer-term projects which were at the planning stage with a view to these being delivered in partnership with key partners/stakeholders over the coming years.

Some of the key projects taking place between 2019-2022 included:

- Development of a Cyfarthfa Heritage Area Master Plan
- The new Central Bus Station
- Preventative works being undertaken at Parc Taf Bargoed funded via a Welsh Government Sustainable Management Scheme grant
- Developing work linked to the Valleys Regional Park initiative
- Phase 2 developments at Bike Park Wales

The Council's Chief Executive noted that the number of staying visitor days was also up 13.6%. This was due to the growth of bed stock, particularly in the non-serviced sector – hostel-type accommodation, caravan and camping, an extra 104 bed spaces at Rock UK Summit Centre and a mushrooming number of Airbnb™ establishments.

Other speakers at the conference included Ian Ritchie, whose team of architects were working on designing the Cyfarthfa Plan aimed at creating an international heritage centre. Representatives from the Trago Merthyr Site outlined the proposed second phase of developments at the store, including a petrol filling station and further leisure facilities; whilst the Council's Programme Manager outlined his proposals for the development of a new 'Destination Management Plan' and its strategic alignment to Visit Wales's new Action Plan for Wales, as well as future projects being developed by the Community Regeneration team.

Merthyr Tydfil's tourism success story is continuing apace, with the sector having a £100m economic impact locally – an increase of almost £30m from the previous year. The 35.4% rise was due to a 41% increase in the number of annual visitors from 1.27m to 1.79m and the number of full-time equivalent jobs supported by tourism up 31% from 917 to 1,200. The increase in day visitor numbers was due partly to a big rise in attendances at the 17 visitor attractions across the county borough, along with 'influential factors' including the opening of the Trago Merthyr store.



"The continued growth of the tourism sector in the past 10 years had been consistent. The Council will strive to grow and promote our existing offer and produce collaborative packages to encourage people to stay longer in the locality, increase the number of staying visitors and strengthen the local economy even further. We have dedicated resources in our Economic Development team to work in collaboration in order to drive forward a dynamic programme of destination priorities."

Councillor Kevin O'Neill - Leader, MTCBC

## Case Study: Green Flag Award – Employee of the Year Nomination

The Green Flag Award Scheme is the UK standard for parks and green spaces. The Scheme is delivered in the UK by Keep Britain Tidy, Keep Northern Ireland Beautiful, Keep Scotland Beautiful and Keep Wales Tidy.

In 2019, the employee of the year nomination for the Green Flag Award was Paul Haines. Paul was working in the Taff Bargoed site, and contributed to a number of on-site jobs including the laying and planting of a new hedge for habitat in the Park. Paul also ensured the Park was kept clean and tidy every day, and took on all the daily duties of the wardens, as well as carrying out his core duties of being a groundsman for Merthyr Tydfil County Borough Council.

From taking over the duties of the dog wardens, Paul introduced a neighbourhood watch scheme to tackle issues around dog fouling in the park. There was some initial criticism of the neighbourhood watch initiative from some dog walkers in the area; however, Paul was able to educate the dog walkers of the benefits of keeping the park free from dog fouling, and to encourage a clean and tidy environment.

This initiative worked well with there being far less dog fouling in the park, bins having to be emptied more frequently and through engagement with members of the public, helped drive the initiative in maintaining a clean and tidy environment.

For his efforts, Paul was presented with the Green Flag Award 2019 for the Taff Bargoed Park site.





## Case Study: Green Flag Award – Young Volunteer of the Year Nomination

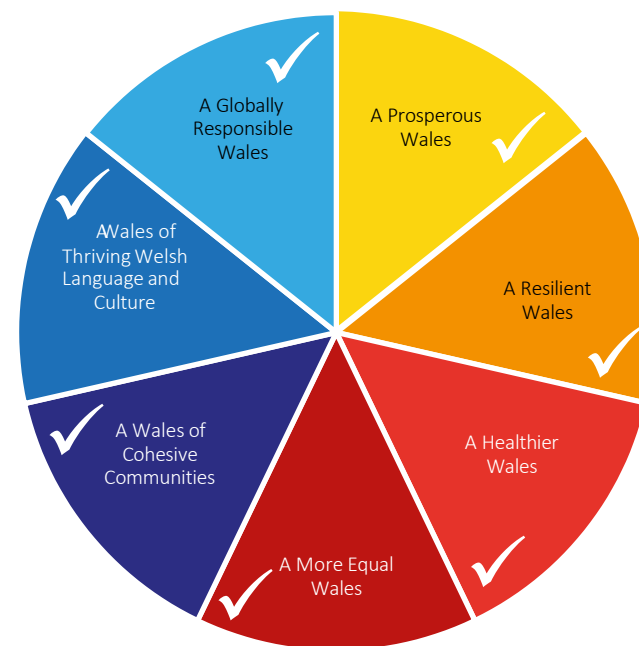
The Green Flag Award Scheme is the UK standard for parks and green spaces. The Scheme is delivered in the UK by Keep Britain Tidy, Keep Northern Ireland Beautiful, Keep Scotland Beautiful and Keep Wales Tidy.

In 2019, the young volunteer of the year nomination for the Green Flag Award was Daniel Lewis. Daniel was working in the Taff Bargoed Park site and Cyfarthfa Park site taking part in a number of activities. He helped plant bluebells and many other spring flowering bulbs within both parks. He also helped out with general maintenance such as organised litter picks, painting park furniture, trimming hedges, weeding shrub borders and planting trees. Additionally, Daniel assisted in building bird and bat boxes for both parks. There are a number of other activities which Daniel engaged in including; aquatic weed cutting, harvesting in the lakes at Taff Bargoed Park, laying of natural hedge rows and he also helped plant over 500 trees.

Daniel showed real commitment to his work, and often cycled up to 7 miles in all weathers from his home to help volunteer at Cyfarthfa. Amongst all of the activities that Daniel was undertaking, he also managed a night cam project which included photographing nocturnal wildlife on both sites for everyone to appreciate. He helped to completely renew the Facebook pages for both the Taff Bargoed and Cyfarthfa Friends of the Parks Groups.

Daniel's work on both Friends of the Park sites increased the profile of both parks. This is evidenced by the increase of 200-300 viewers on each web page since Daniel updated the sites. He has encouraged others to go outdoors more and enjoy the outdoors by taking photographs and posting them to be published on the web pages.

The work that Daniel has done has contributed to the well-being of the community as well as environmental well-being. For his efforts, Daniel was presented with the Green Flag Award 2019 for the Taff Bargoed Park site and the Cyfarthfa Park site.



## Summary – Case Studies

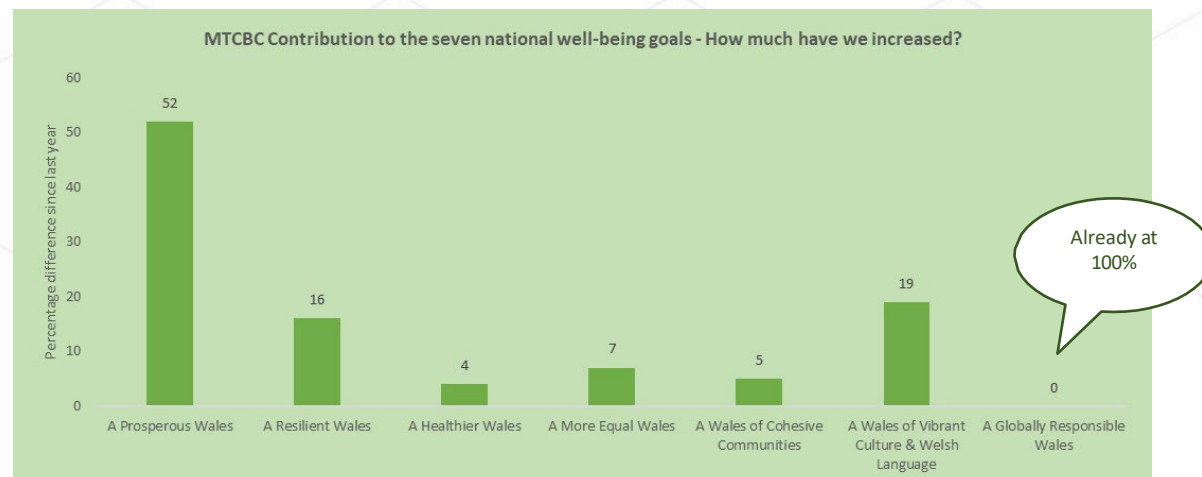
### What have we learned from looking back at progress made during 2019-2020?








Merthyr Tydfil County Borough Council is committed to support the achievement of the seven national well-being goals and uses the five ways of working in each of the activities and services it offers to the residents of Merthyr Tydfil.

Following completion of the process to produce this report (which looks back at 2019/20), we have been able to present a snapshot of what we have done.

An analysis of our case studies has enabled us to identify the following:

### Contribution to the seven national well-being goals



	 A Prosperous Wales	 A Resilient Wales	 A Healthier Wales	 A More Equal Wales	 A Wales of Cohesive Communities	 A Wales of Vibrant Culture & Welsh Language	 A Globally Responsible Wales
<b>2018-2019</b>	48%	15%	96%	93%	89%	44%	100%
<b>2019-2020</b>	100%	31%	100%	100%	94%	63%	100%
<b>Improvement Noted?</b>	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>	<b>Sustained</b>

## Contribution to the five ways of working and Tackling Poverty priority



Long-term



Prevention



Integration



Collaboration



Involvement



-

2018-2019

81%

74%

74%

96%

96%

2019-2020

100%

100%

94%

100%

100%

100%

Improvement  
Noted?

Yes

Yes

Yes

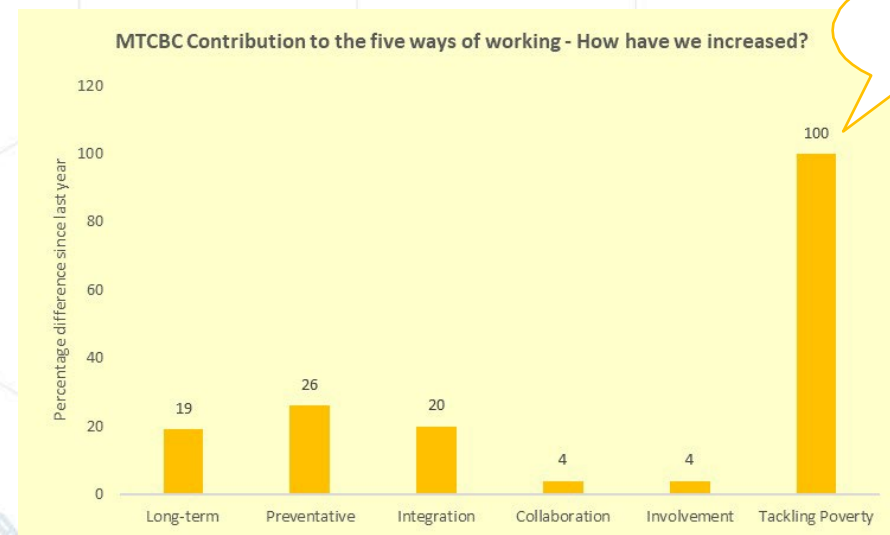
Yes

Yes

New for  
2019/2020

This shows how we have changed what we do and how we do it.

It is encouraging to see how the national goals and five ways of working are being adopted and embedded in our work.



## CONTACT US

### Have Your Say

This document is a summary performance report on the priority areas in the Corporate Well-being Plan during the 2019/2020 financial year.

We welcome your thoughts on this report and the work of the Council. You can contact us using the details below.

#### Address

Performance & Scrutiny Team  
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Civic Centre  
Castle Street  
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[wellbeing@merthyr.gov.uk](mailto:wellbeing@merthyr.gov.uk)





## APPENDIX 1: Performance Key

The following contains information that will help you to understand the analysis of our progress, particularly in relation to our priority areas.

Each priority area has an associated outcome, which describe the benefits we aim to deliver for our communities. An outcome is not in itself measureable, so in order to be accountable and to assess whether we are achieving the desired benefits we use indicators and improvement activity. This enables the Council to quantify achievement and understand its impact on outcomes.

### Current Position

Our indicators are evaluated based on our ranked position when compared to the other Welsh local authorities. The purpose of using comparative data is to enable us to understand our relative performance across Wales.

By default, the status colour for each measure relates to our ranked position (the quartile range) within Wales. In some cases we are unable to compare that measure with other local authorities in Wales. In these instances the indicators are compared against Local Authority targets.

### Indicator status definitions

Performance definition	Rank	Status
The current position is excellent	1-6	Excellent
The current position is good	7-11	Good
The current position is adequate	12-16	Adequate
The current position is unsatisfactory	17-22	Unsatisfactory
There is no comparable information or only local data	Not applicable	

### Descriptor for each status

<b>EXCELLENT</b>	Very strong, sustained performance and practice
<b>GOOD</b>	Strong features, although minor aspects may require improvement
<b>ADEQUATE and needs improvement</b>	Strengths outweigh weaknesses, but important aspects require improvement
<b>UNSATISFACTORY and needs urgent improvement</b>	Important weaknesses outweigh strengths