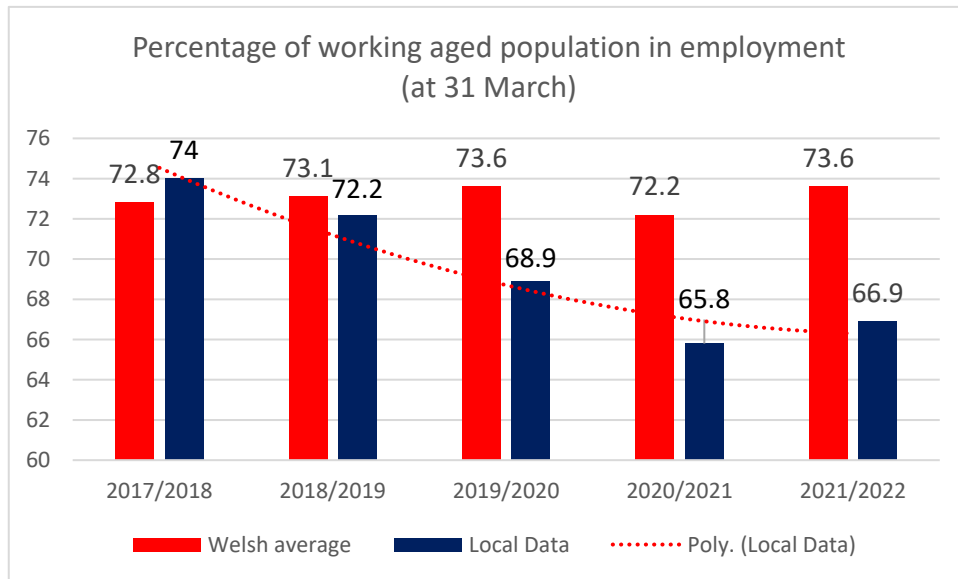


OVERVIEW OF PERFORMANCE DATA: WORKING LIFE

NATIONAL DATA

The first section of this appendix covers national indicators. These link to data collected by Welsh Government - Merthyr Tydfil County Borough Council's services contribute to; but are not wholly accountable for, this data.

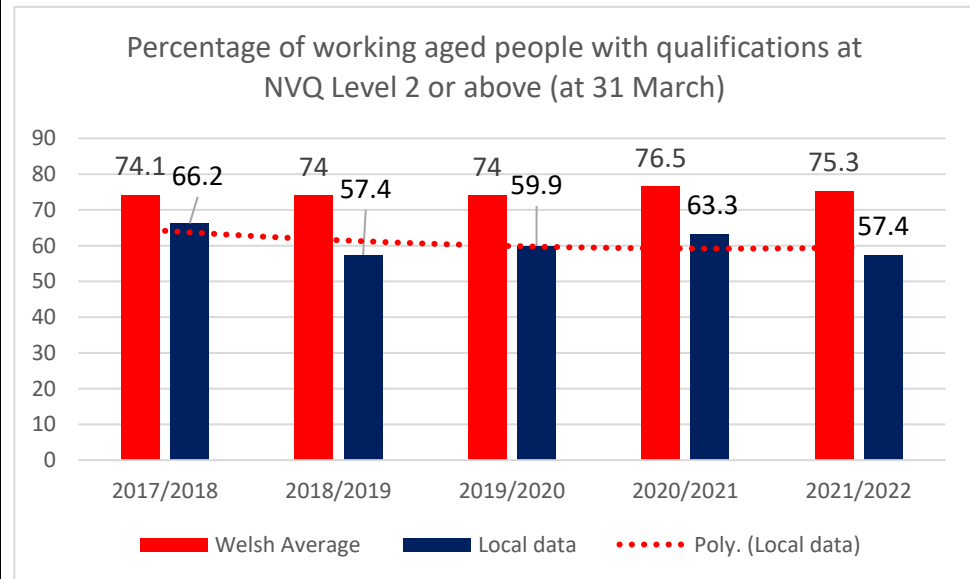


Source: [NOMIS](#)

The number of paid employees has generally increased in recent years, but fell during the pandemic. The number of paid employees began increasing again at the end of 2020 and is now above the pre-pandemic level.

Comparing the national employment rate with the rate for Merthyr Tydfil made up from data from all agencies/organisations supporting people into employment; both can be seen to decline; however, the Welsh average shows a decline of **-0.6%** over the past 4 years; whilst in Merthyr Tydfil; this decline is shown to be **-8.2%** over the same period.

The Covid pandemic has had an impact on the employment rate; with businesses having adapt or stop trading for a period as a result of lockdowns etc. The high level of high service/tourism sector employers operating in Merthyr Tydfil have been heavily impacted as a result of Covid 19; this impact was minimised through the support offered to local businesses to secure sustainability grants from Welsh Government

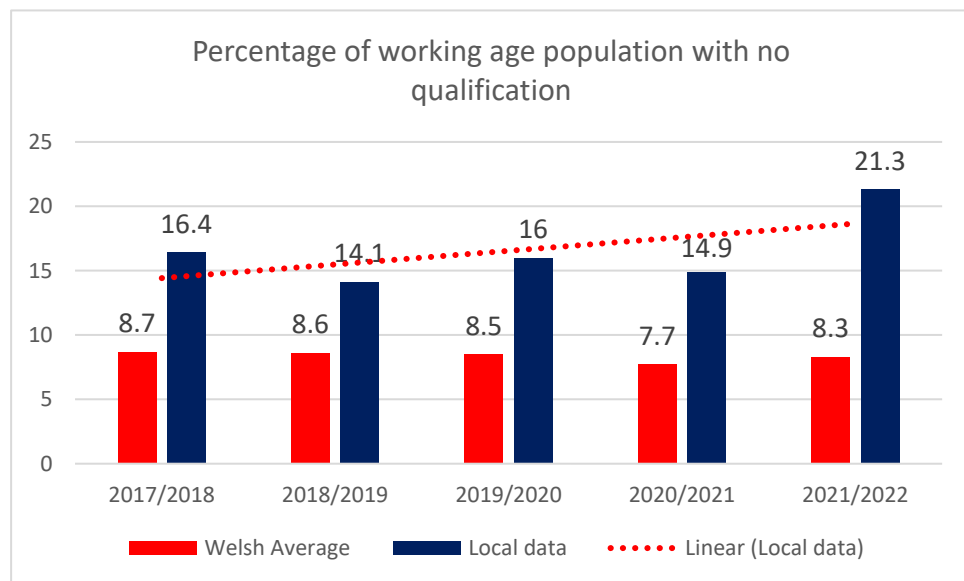


Source: [NOMIS](#)

National Vocational Qualifications (NVQs) are deemed to be those that assess knowledge, understanding and/or skills that relate explicitly to the world of work. There are a large number and variety of vocational qualifications offered in Wales; and also a wide number of awarding bodies offering them.

Comparing the national average data against the Merthyr Tydfil-specific data; it can be seen that the general trend for Qualifications at NVQ 2 or above has been lower than the Welsh average for the period reviewed. Over the 4 year period reviewed for this report; Welsh average qualifications data showed at **+2.4%** improvement between 2017/18 and 2020/21; this compared to a **-2.9%** decline for Merthyr Tydfil for the same period.

However, it is notable that from 2018/19; the gap between Merthyr Tydfil's performance and the Welsh average has begun to narrow from -16.6% in 2018/19 to -13.2% for 2020/21 (an improvement of 3.4%)

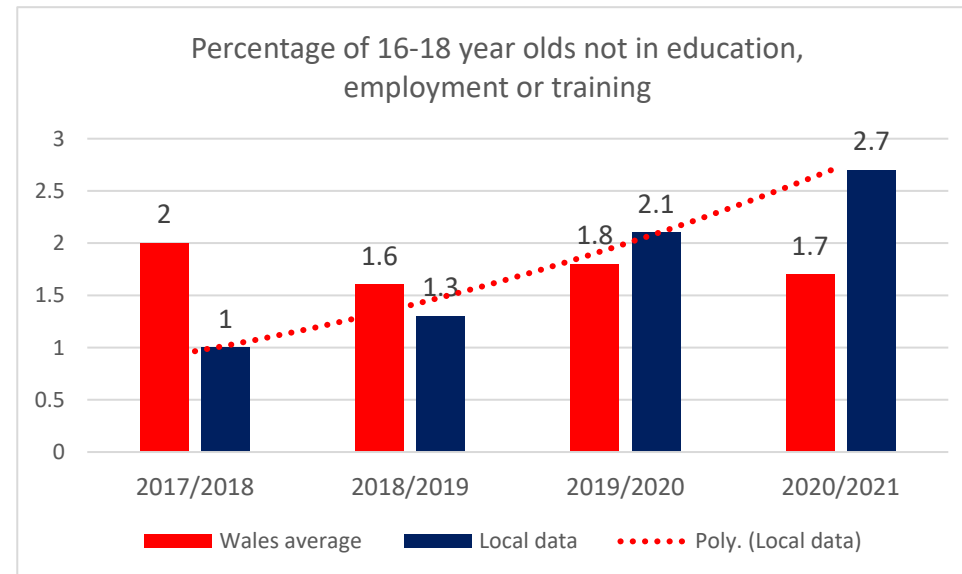


Source: [NOMIS](#)

The target for this measure would be to see a reduction in the number of people with no qualifications. Comparing the national average data against the Merthyr Tydfil-specific data; it can be seen that the general trend shows local performance has remained stubbornly **above the Welsh average** during the period reviewed.

Over the 4 year period reviewed for this report; Welsh average qualifications data showed at **1%** improvement between 2017/18 and 2020/21; this compared to a **-1.5%** decline for Merthyr Tydfil for the same period. This area remains a priority to be addressed; and the Economic Growth Partnership is a key connector to better co-ordinate the actions being undertaken by agencies/organisations working to improve this.

Under the second section of this appendices; you will find the MTCBC-specific data generated from the services delivered by MTCBC's Employability programmes. It is clear to see the impact Covid-19 can be observed during 2020-2021 and 2021-2022; however, the level of outcomes secured has generally shown a year on year improvement.



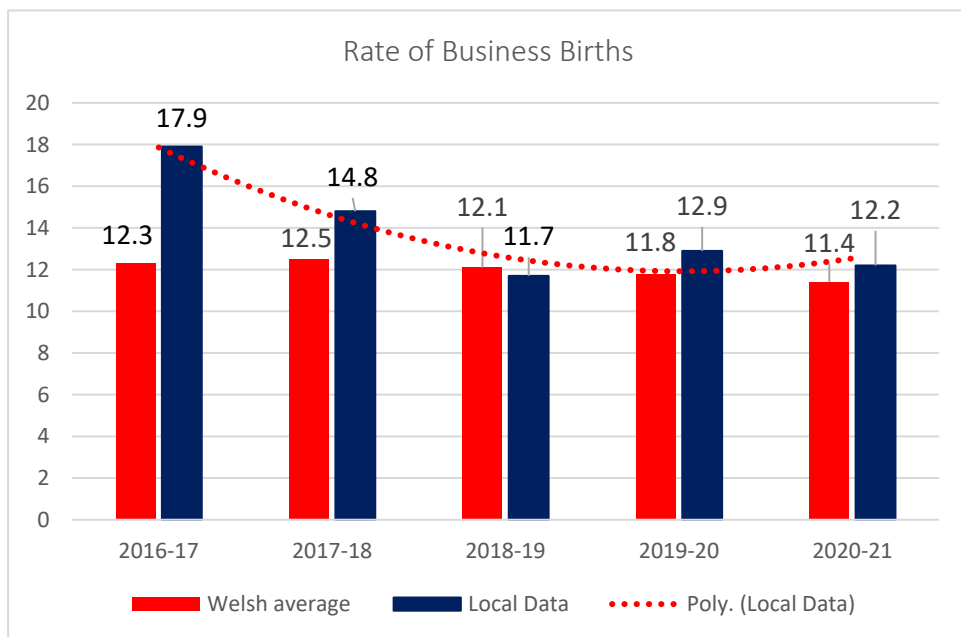
Source: Infobase Cymru

The Council would look for a reduction in the number of young people aged 16-18 years who are not in education, employment or training.

When comparing Merthyr Tydfil-specific data with the Welsh average data; it can be seen that the general trend for the rate of young people aged 16-18 years who are not in education, employment or training in Merthyr Tydfil has **increased** from 1.0% in 2017-2018 to 2.7% in 2020-2021 (a **1.7%** increase) whilst the Welsh average figure has reduced.

It is important to note that the percentage rate equates to a relatively small group of young people (e.g.) in 2019-2020; 2.1% equated to 11 young people; in 2021-22; 2.7% equated to 14 young people.

The impact of the pandemic on NEET levels has yet to be fully realised.

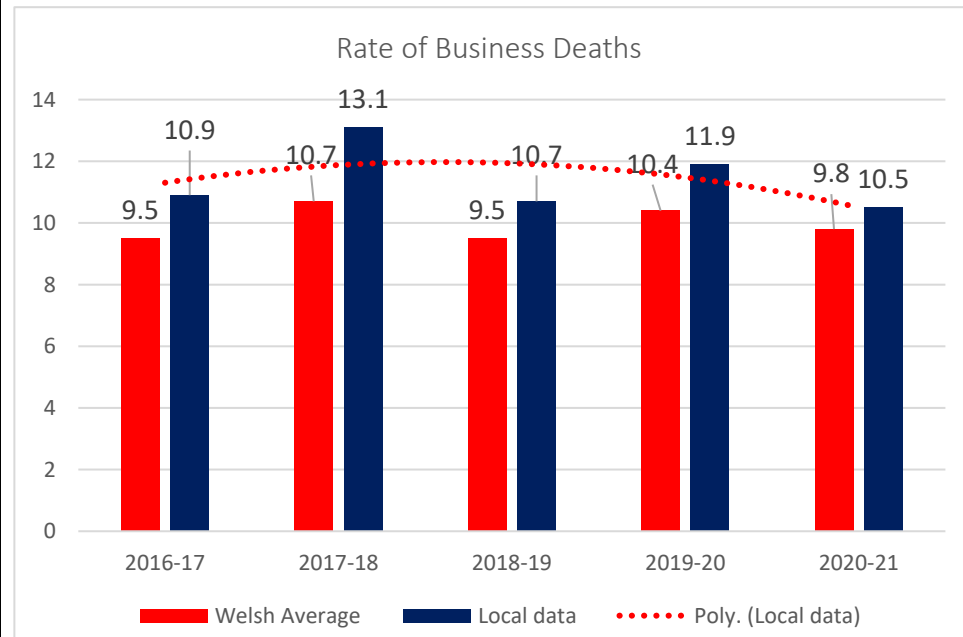


Source: [StatsWales](https://stats.wales.gov.uk/)

Comparing the national average data against the Merthyr Tydfil-specific data; it can be seen that the trend for the rate of business births has generally remained above the Welsh average during the period reviewed.

However; looking at the performance for Merthyr Tydfil year on year; we can see **the general trend has declined** from 17.9% in 2016-2017 to 12.1% in 2020-2021. A high proportion of businesses in Merthyr Tydfil are service based (e.g.) shops, restaurants/cafes etc. These small businesses often find meeting their start-up costs (business rates; utilities etc.) more challenging to secure; coupled with a competitive market-place. MTCBC has developed the Meanwhile programme which supports businesses start-ups; and evidence suggests this may be having a positive impact.

The lowest rate of business births was noted in 2018-2019; since this time some improvement has been noted and the rate of business births began to 'turn the curve'. We are waiting for the data for 2021-2022 to see whether this has been sustained; however, this data is not yet available.



Source: [StatsWales](https://stats.wales.gov.uk/)

Comparing Merthyr Tydfil's performance against the national average; it can be seen that the trend for the rate of business deaths has **remained above the Welsh average** over the period reviewed; though a reduction of **0.4%** has been noted across the 5-year period – this is against Welsh average increase of **0.3%** over the same time period.

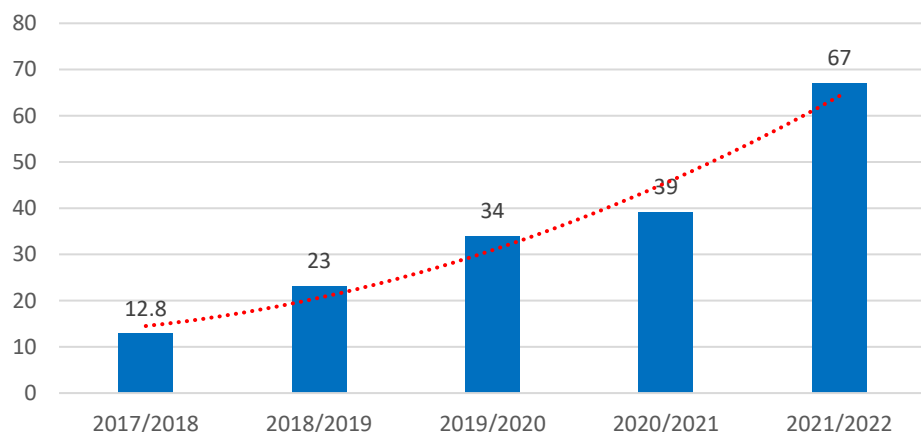
When we look at the year on year data; there is evidence that businesses across Merthyr Tydfil faced significant challenges during the period 2017-2018; with a 13.1% business death rate. When contrasted with the latest available data which shows a business death rate of 10.5%; we can see **a 2.6% improvement** in the number of businesses surviving.

It is reasonable to suggest that some of the support activities delivered across Merthyr Tydfil are having a positive impact in supporting these businesses to navigate the challenges they face; particularly when it came to managing the impact of the pandemic where MTCBC supported local businesses to secure £40+ million of Welsh Government funding to remain sustainable whilst enforced business closures were in place as a result of lockdowns.

LOCAL DATA

This section of this appendix covers local indicators. These link directly to the services delivered by Merthyr Tydfil County Borough Council and reflect the outcomes of services/activities delivered by Council-led activities.

Percentage of participants in employment upon leaving an EU-funded programme



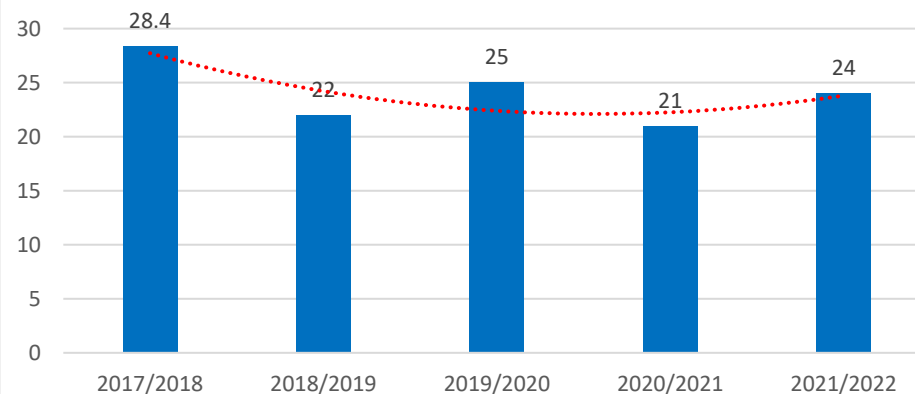
Source: MTCBC's Employability Team

This is a **local indicator**; which means that all data relates to outputs and outcomes achieved directly by MTCBC's Employability programmes. **The Council is looking for the data to show an increase in positive outcomes secured.**

The general trend with regards to participants securing employment upon leaving the Council's EU funded programmes is **positive**. Year-end outcomes for this improved year on year; with the exception of 2020-2021 – this shows the impact of the changes to the service as a result of the pandemic.

This continued improvement in outcomes can be attributed in part to changes in the way the project worked (e.g.) closer working with the Enterprise Support Team to support companies (re) locating within the County Borough with their recruitment enabled the team to provide targeted support to assist local people secure jobs.

Percentage of people who gain a qualification upon leaving an EU-funded 'out of work' programme



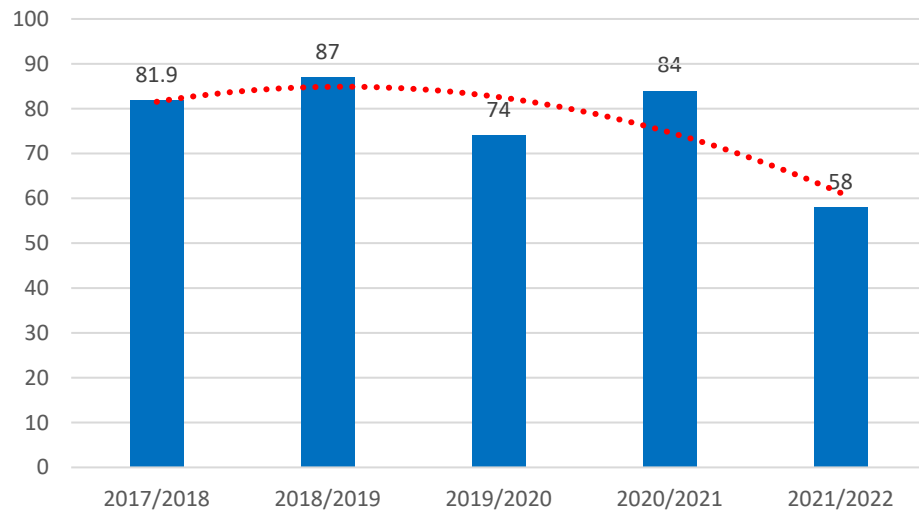
Source: MTCBC's Employability Team

This is a **local indicator**; which means that all data relates to the Employability programmes delivered by MTCBC's Employability services. **For this indicator, the Council is looking for the data to show an increase in positive outcomes secured.**

The general trend in relation to this indicator shows **positive** outcomes had been achieved year-on-year; with the exception of 2020-2021. Again, the impact of the pandemic has a part to play in the reduction in outcomes for this period. Officers also experienced delays in the return of accreditation results from external bodies; which had an impact (outcomes are not claimed without evidence of achievement i.e. certificates)

The graph above also shows that the position at Quarter 3 this year has already shown an improvement on last year's outcomes; with Quarter 4 data still pending.

Percentage of people who gain a qualification upon leaving an EU-funded 'in work' programme



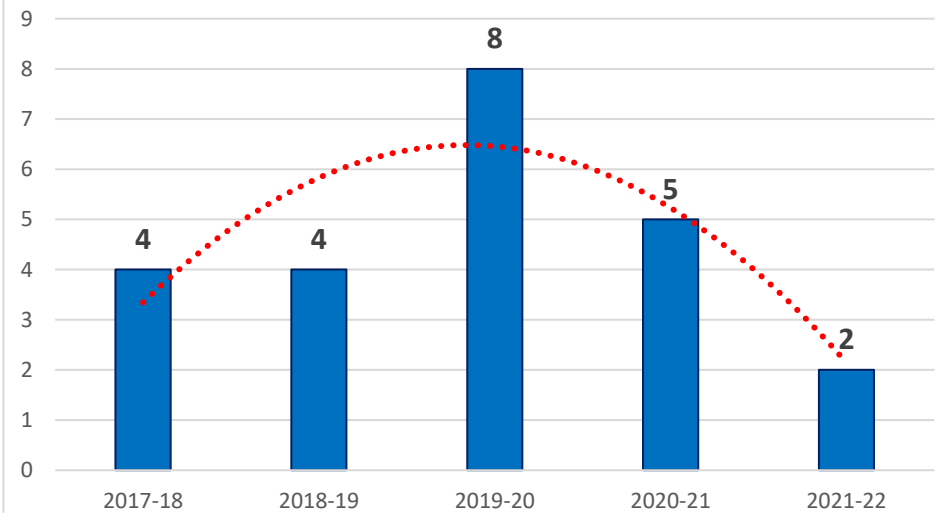
Source: MTCBC's Employability Programmes

This is a **local indicator**; which means that all data relates to the Employability programmes delivered by MTCBC's Employability services. **For this indicator, the Council is looking for the data to show an increase in positive outcomes secured.**

The general trend with regards to participants gaining a qualification upon leaving an EU funded 'in work' training programme shows a decline. Outcomes can be seen to have 'see-sawed' over the years; with several factors affecting performance (e.g.) delays in the awarding of the Communities 4 Work project meant that delivery did not start until 6-months into the financial year.

The graph above also shows that the position at Quarter 3 this year suggests there will be an improvement on last year's outcomes; with Quarter 4 data still pending.

Number of Buildings developed as part of the Business Start-Up Process



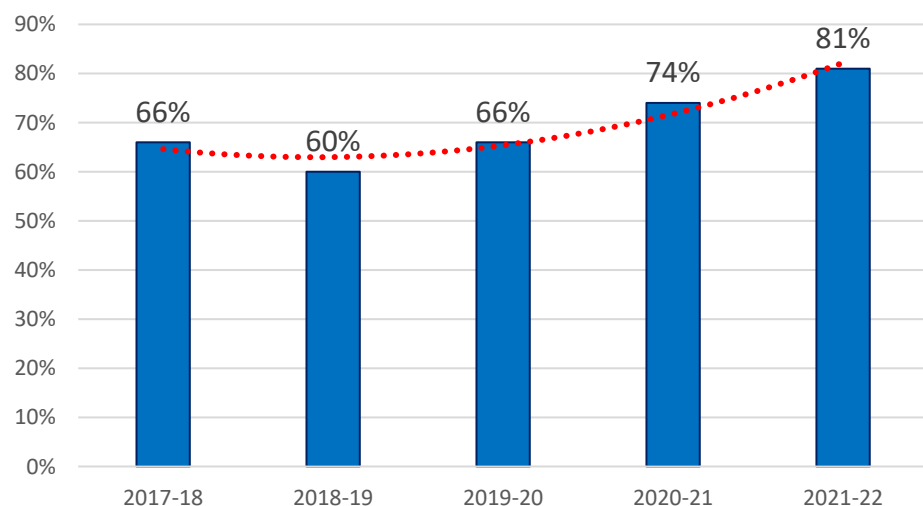
Source: MTCBC's Enterprise Support/Inward Investment Team

This is a **local indicator**; which means that all data relates to the Enterprise Support/Inward Investment programmes delivered by MTCBC. For this indicator, the Council is looking for the data to show **sustained or increased levels** of positive outcomes secured.

The general trend with regards to supporting the development of buildings as part of business start-up is **positive**; with a 'spike' in performance recorded in 2019-2020, when the redevelopment of Crownford House led to **18** units which could be used as a base by small businesses. In addition, the Meanwhile project supported development for a number of businesses across the County Borough.

The data does show a decline in performance in 2020-2021; it is fair to suggest performance was impacted by the rapid change in the business environment encountered as a result of the pandemic; and exacerbated by disruption in the supply chain supporting developments. Also, issues have been securing consultants and contractors to support developments; and these continue.

Percentage of inward investment enquiries which become active businesses



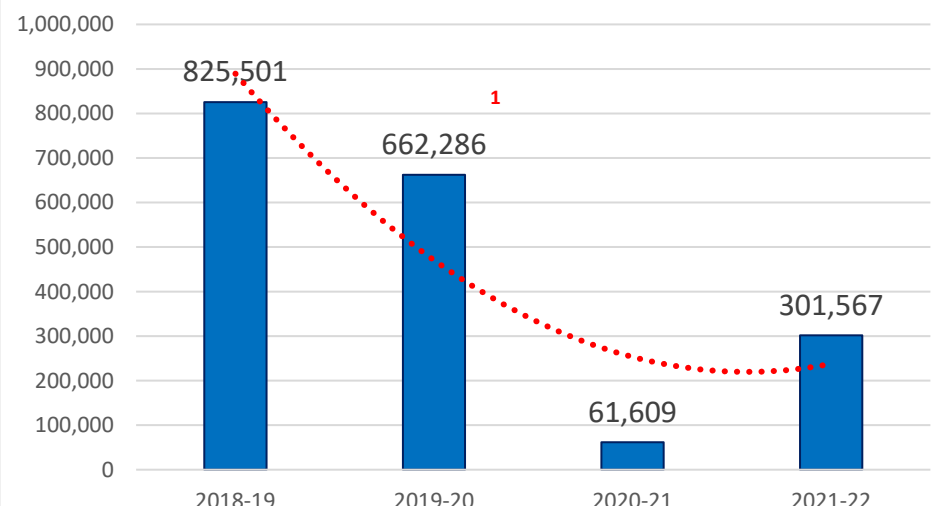
Source: MTCBC's Enterprise Support/Inward Investment Team

This is a **local indicator**; which means that all data relates to MTCBC's Enterprise Support/Inward Investment programmes. For this indicator, the Council is looking for the data to show **sustained or increased levels** of positive outcomes secured. The general trend in is **very positive**, with year on year improvements being secured over the lifetime of this Corporate Plan.

A number of factors have supported this positive progress. This single point of contact model used has proved hugely beneficial and has enabled the Council to become a 'go to' body for investors considering setting up a business in the County Borough. This model enables the team to connect prospective investors to a raft of Council services that would enable their move to the area to be easier (e.g.) support around planning; recruitment and up-skilling; Environmental Health requirements; and business rates etc.

A fundamental lever for this change has been the development and strengthening of working relationships across the Council; the integrated approach to services meaning all needs identified can be met quickly and effectively.

Number of visits to the 5 key attractions within Merthyr Tydfil



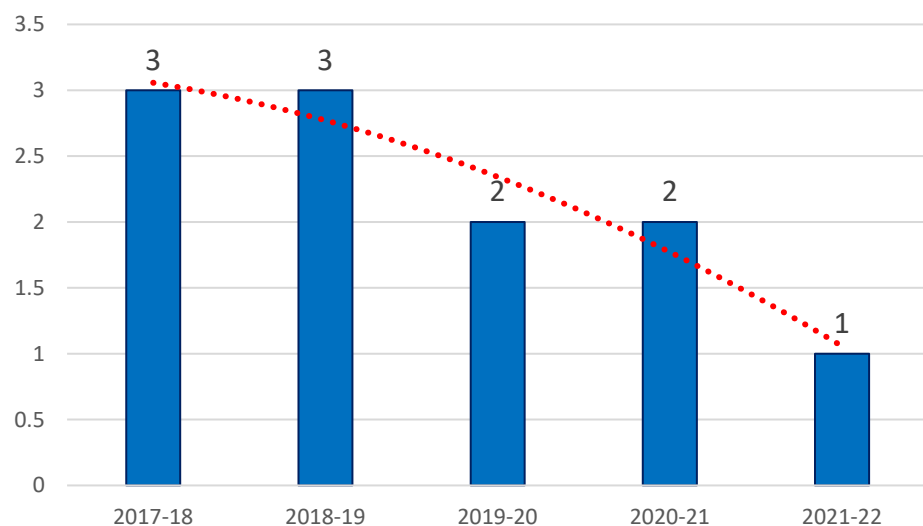
Source: MTCBC's Tourism, Heritage & Culture Team

This is a **local indicator**; which means that all data relates to the Employability programmes delivered by MTCBC's enterprise Support/Inward Investment services. **For this indicator, the Council is looking for the data to show an increase in positive outcomes secured.**

The general trend with regards to the number of visitors to the 5 key attractions within the County Borough is **negative**. The restrictions introduced as a result of the emergence of the Covid-19 pandemic had a devastating impact to the heritage; tourism and culture industry across the UK; and data collected demonstrates the significant degree which this has had at a local level.

¹ - It is important to note that the data captured for 2019-2020 included in this report shows the progress at the end of Quarter 3 – the data for the last quarter was not collected as this coincided with the outbreak of Covid-19.

Number of community enterprises supported in asset transfer opportunities



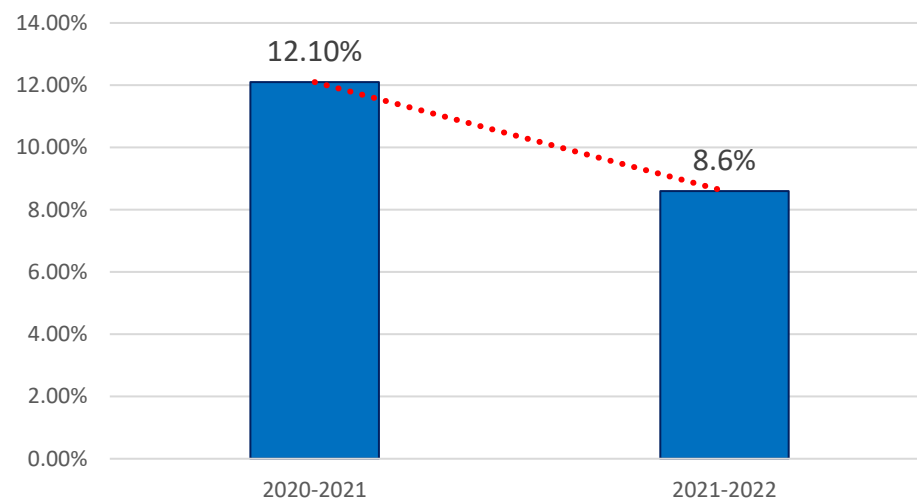
Source: MTCBC's Tourism, Heritage & Culture Team

This is a **local indicator**; which means that all data relates to outputs and outcomes achieved directly by MTCBC's Tourism, Heritage and Culture team. **The Council is looking for the data to show an increase or sustained level of asset transfers year on year.**

The general trend with regards to the number of community enterprises supported in asset transfer opportunities over the past 4 years has shown a slight decrease from 3 per annum to 2 per annum.

It is reasonable to suggest that the requirement to comply with restrictions introduced in relation to the pandemic meant had an impact on the ability to complete further transfers during a period where local circuit-breakers and lockdowns were in place. We are currently awaiting the data to identify whether performance against this measure has returned to pre-Covid levels.

Percentage of ASB perpetrators who re-offend within a 6 month period, reaching Stage 2



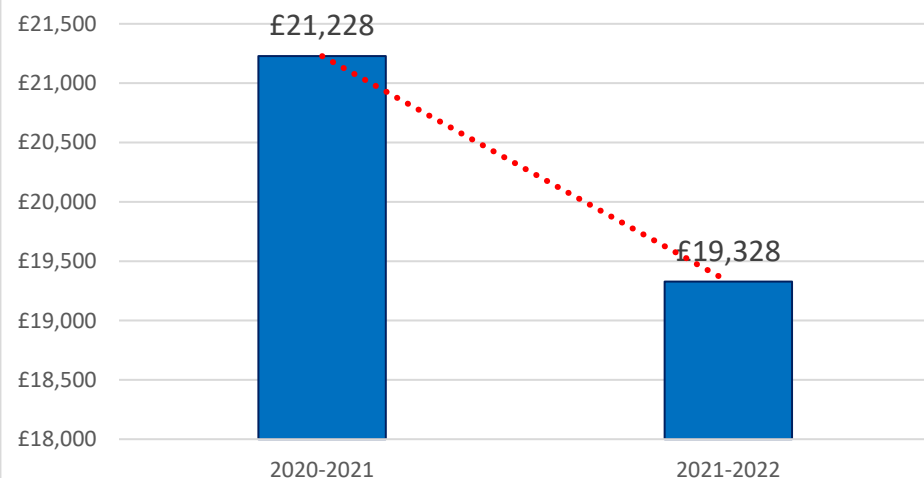
Source: MTCBC's Community Safety Team

This is a **local indicator**; which means that all data relates to outputs and outcomes achieved directly by MTCBC's Community Safety team. As a relatively new measure; the Council is looking for the data to show **a decrease** in the number of anti-social behaviour (ASB) perpetrators re-offending within 6-months of receiving a stage 2 notice. As a new indicator; no specific targets have been set until a robust baseline is established.

Issues impacting on performance for this indicator include illegal off-road biking; youth-related ASB (where officers have seen periods where it has increased) and Town Centre street drinking which is a daily occurrence at the moment. These individuals are not breaking any laws; but this does have a detrimental effect on perception.

Actions being undertaken to address this involve use of the CCTV vans; often used as part of multi-agency action days. A weekly CCTV briefing has been developed to respond to the youth-ASB priority area (which in a 7-day period led to the identification of 15 perpetrators who are now being processed). Additionally, Operation Trevithick has led to the establishment of a database to record key data – this will help us identify the gap identified between reporting from the public; recorded crimes; referrals and perception.

Value of fraud detected and resolved



Source: MTCBC's Trading Standards Team

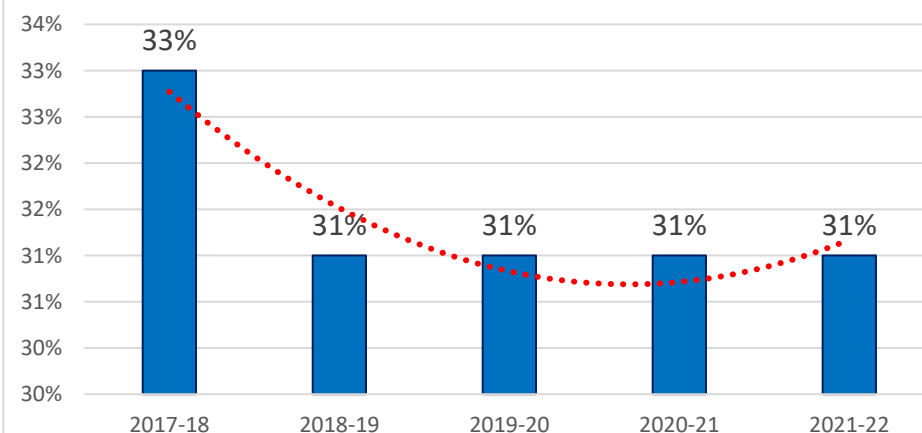
This is a **local indicator**; which means that all data relates to outputs and outcomes achieved directly by MTCBC's Trading Standards services. This is a relatively new indicator; and **no specific target is set for it** until a 3-year base line has been developed to ensure that any target is meaningful

The data collected represents the value of goods that were seized due to not complying with Trading Standards legislation and where the matter has gone to court and been concluded with a conviction; or where goods have been seized and signed over to Trading Standards for destruction. This makes it challenging to project a trend for this indicator.

However, we can see that there is a marked difference in the value of fraud detected and resolved from Quarter 3 2020-2021 (£21,223) to Quarter 3 2021-22 (£1,760.48). The reason for this was that during the pandemic Trading Standards investigations were postponed where businesses were trading from domestic properties.

Until investigations recommence and cases proceed to court this figure will remain static.

The percentage of those who present as homeless who are relieved of homelessness



Source: MTCBC's Housing Support Team

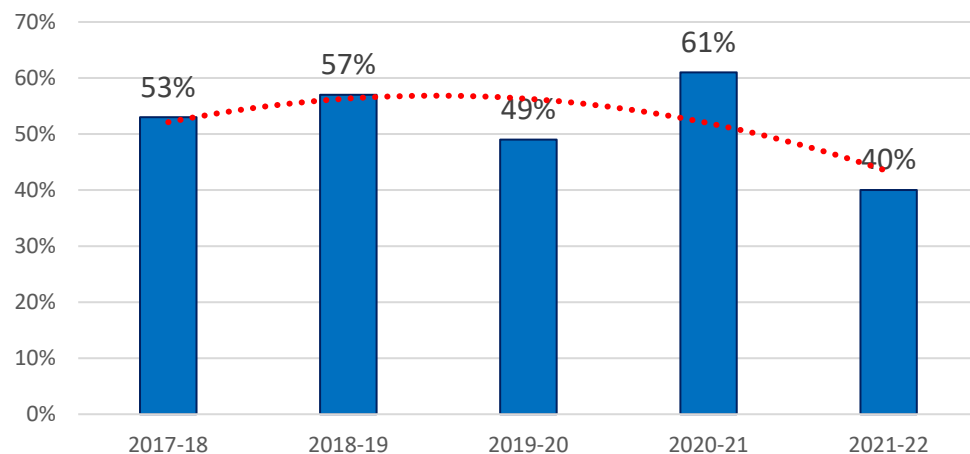
This is a **local indicator**; which feeds into the Public Accountability Measures (PAMs). All data relates to outputs and outcomes achieved directly by MTCBC's Housing & Homelessness Support services. The Council is seeking to see **an increase** in the level of those who present as homeless being relieved of homelessness.

The number of people approaching the service for a homelessness assessment has increased consistently year on year since the new housing legislation came into force in April 2015. Presentations have seen a further significant increase following the changes made to priority need in March 2020 as a result of the Covid 19 pandemic.

Changes made to homelessness legislation as a result of the Covid 19 pandemic, now places all individuals/households in 'priority need' if they are believed to be homeless, placing a statutory duty on the L.A. to provide temporary accommodation until affordable permanent accommodation can be secured. This has resulted in a significant increase in the amount of homelessness presentations since March 2020.

Despite these additional pressures; officers have managed to maintain a consistent level of support to those presenting as homeless. However, sustaining this in the longer-term should demand for support remain at this level; or increase as a result of changes in the economy will be hugely challenging.

Percentage of households threatened with homelessness successfully prevented from becoming homeless



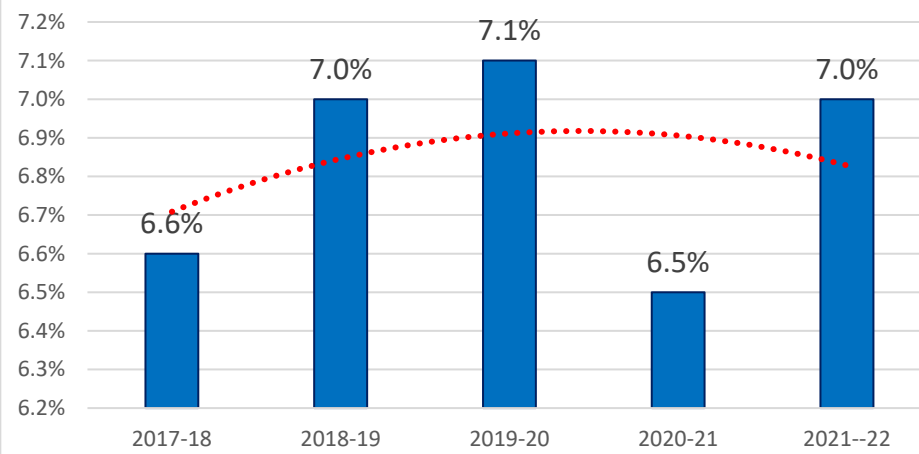
Source: MTCBC's Housing Support Team

This is a **local indicator**; which feeds into the Public Accountability Measures (PAMs). All data relates to outputs and outcomes achieved directly by MTCBC's Housing and Homelessness services. The Council is seeking to see an **increase** in the percentage of households that are threatened with homelessness being successfully prevented from becoming homeless to match the increase in demand.

Performance data has shown an improvement in the rate where homelessness is prevented **from 54% in 2017-2018 to 61% in 2020-2021 (a 7% increase)**; however, this improvement cannot be said to be stable as a number of variables are outside of officers control.

To manage increased demand; services have become better aligned with other complementary services to maximise grant finance, more effective partnership working, and strengthened multi-sector partnerships to tackle the wider issues resulting in increased homelessness presentations. Improved partnership working with Social Services both adults and children in developing collaborative and innovative projects (NLC and Extra Care). Review of opportunities to establish HMOs are underway; however, to date it has been difficult to secure approval regarding these due to a variety of factors.

Percentage of empty private sector properties brought back into use during the year through direct action by the local authority



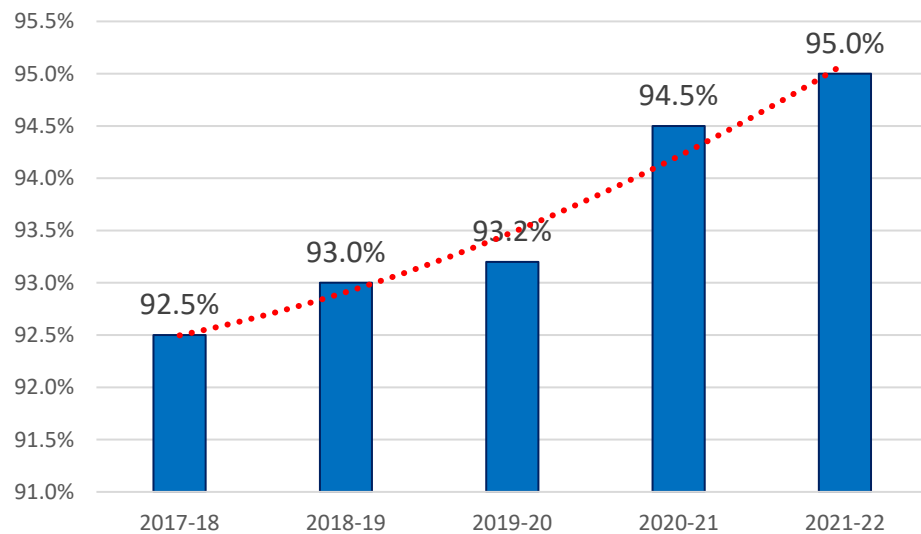
Source: MTCBC's Environmental Health Team

This is a **local indicator**; which feeds into the Public Accountability Measures (or PAMs). All data relates to outputs and outcomes achieved directly by Environmental Health services. The Council seeks to see a **sustaining or improvement** in the percentage of empty properties brought back into use.

Over the past couple of years; a slow rate of improvement had been developing. However, as with a number of other areas; performance against this indicator was improving year on year; however, the pandemic meant that this work-stream was put on hold whilst officers dealt with the immediate risks and issues presented by Covid; the priority shifted to focusing on supporting the public to manage, navigate and comply with new, unfamiliar legislative requirements.

It is reasonable to suggest that the requirement to comply with restrictions introduced in relation to the pandemic meant had an impact on the ability to complete further transfers during a period where local circuit-breakers and lockdowns were in place. We are currently awaiting the data to identify whether performance against this measure has returned to pre-Covid levels.

The percentage of food businesses that are broadly compliant with food hygiene



Source: MTCBC's Environmental Health Team

This is a **local indicator**; which feeds into the Public Accountability Measures (or PAMs). All data relates to outputs and outcomes achieved directly by MTCBC's Environmental Health services. The Council is seeking to see **an increase** in the percentage of food businesses that are broadly compliant with food hygiene.

Prior to the pandemic; the service had achieved minor improvements year on year since 2017-2018; with a **2% improvement** being achieved over the focus period. However, the pandemic meant that the regular programme of interventions was required to be suspended to free up officers to deal with the immediate risks and issues presented by Covid; the priority shifted to focusing on supporting the public to manage, navigate and comply with new, unfamiliar legislative requirements.

The Environmental Health team has recently recommenced the programme of interventions, however; this must be managed alongside the competing demands of Covid. Early indications show that the general standards of hygiene in premises have declined as businesses have not been subject to routine interventions during the pandemic so we anticipate a drop in performance for this indicator. Additionally, new legislation introduced in October 2021 relating to labelling of pre-packed foods for sale (known as Natasha's Law) could have significant implications for small and medium local businesses, and officers have been working hard to raise awareness and support businesses to understand and comply with any new requirements.