

Rhondda Cynon Taf's children and young people will receive a great start in life

We have made positive progress in the last year.

We continue to improve how we respond when we first receive requests for assistance, and have worked with partners to make sure that the Multi-agency Safeguarding Hub (MASH) is working as it should

The 'front door' of Children's services has been reconfigured so there is now a single point of access for all services via the Multi Agency Safeguarding Hub (MASH), providing consistent information, advice and assistance.

The Multi agency Safeguarding Hub (MASH) was established in May 2015 to enhance safeguarding practice, with agencies working together in one place to share information and make collaborative decisions. A review of MASH was undertaken at the end of the first year of operation. The review concluded that the MASH had made a positive difference to multi-agency safeguarding and positive outcomes for children and identified further improvements for the future.

MASH has improved the co-ordination and consistency in decision-making, as thresholding is now carried out by a single team instead of three. Referrals are then triaged to identify urgent and emergency referrals quickly. 33,455 safeguarding concerns were received by MASH in its first year, a 33% increase from the previous year. These were received from a range of professionals including social workers, teachers, health visitors, doctors, emergency services and third sector organisations.

Since establishing, the MASH there has been an increase in Child Protection section 47 investigations. This suggests that decision making from the MASH strategy discussions is more risk averse than prior to MASH. However, due to wider information sharing with more partners, it is likely there are additional risks being identified at an earlier stage.

Our work in action

MASH team intervention:

The MASH team received a referral from a school when a father arrived to collect his child. The child appeared fearful of the father, who had travelled from outside the area. The Children's MASH team assessed the incident as requiring urgent action and shared information with the Police in MASH. The father was found to be a known Domestic Abuse Perpetrator who should not be having unsupervised contact with the child. The Police attended and arrested the father within half an hour of the incident being reported.

Have we made a difference?

↑ Better/↓ Worse than 2015/16

20% of children and young people require intervention from statutory services – **Better**

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We have provided Information, and Advice and Assistance Services so that children, young people and families have access to the right support at the right time with the right people

As set out above for Adults' services, the introduction of [Dewis Cymru](#) website has improved the way information is available to children, young people and families so they can access the support they need. For example, it signposts young carers towards a variety of support services.

We have also set up the '2 sides' website to provide information for young people who are looked after, see below case study.

Our work in action

'2 Sides' Website

The [2 sides website](#) has been set up to provide information for young people who are looked after. The website was designed by a group of young people from Rhondda Cynon Taf to provide information for young people entering care and Social Workers make sure that young people know about the website and can get access to it. A group of young people from foster care and kinship care has been set up to develop a communication strategy for young people who cannot live with their parents.

Have we made a difference?

2,032 children and young people referred to the Enquire and Assessment Service – *this is a new measure and there is no previous data to compare*

Where safe to do so, we have kept children within their families and worked to reduce the number of children who need to be looked after

Investing in programmes that support children's well-being is good value, as early years programmes are often less expensive

We want children to remain with their families whenever it is safe for them to do so and have put in place a number of measures to work with families to prevent the escalation of issues and to look at alternatives to entering the care system for children and young people. We have established a team to challenge the permanency planning for all children and young people who are on the edge of care or come into the care system, including for those cases which are about to go to court. This team will also work with partners who have an influence on children becoming Looked After. We have set up a Children Looked After quality assurance group which includes professionals from Children's services, Education and Health. The group meets weekly to analyse the decision making for those children entering the care system and look at alternatives. Support is provided by the Children's Commissioning Consortium Cymru

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to ensure that children and young people can be placed in appropriate placements, with step down from residential to foster care to home if appropriate. We continue to promote the use of an outcomes focussed planning approach to ensure that when children are looked after their carers are providing care that helps them achieve their goals and prepares them to return home whenever possible.

During 2016/17, we integrated two of our teams focussing on providing preventative intervention programmes for young people and their families. The Rapid Intervention Response Team, which supported families with younger children, and the Miskin project, which primarily helped teenagers and their families, were merged, remodelled and restructured to form Miskin. The integration of Miskin began in April 2016 and was fully completed in April 2017. Miskin delivers intensive evidence based interventions over periods of 12 – 16 weeks to help parents/carers and young people achieve the necessary changes to improve their parenting and care for their children with the minimum statutory intervention. Staff have a range of training so they can vary their approach to meet the needs of the family, using a strength based solution focussed approach, which aims to build on the existing positive elements within each family. Combining the two services has eliminated duplication, simplified referral pathways and provided a more resilient staffing structure.

However, despite our work, the number of children entering the care system continues to increase. 269 children became 'looked after' during 2016/17, 47 more than in the previous year. The reasons why children become looked after are complex and include the interaction of demographic and socio economic trends as well as the services provided to vulnerable children and families. To address these complicated issues we are looking at supporting families in a different way, so that all services work together to provide co-ordinated support to the whole family before problems escalate. We have developed the RCT Resilient Families programme to provide Integrated Family Support Services within RCT that uses Vulnerability and Resilience Profiling to target early intervention most effectively to families needing support.

Our work in action

Rapid Intervention and Response Team (RIRT)/Miskin Project

The team supported a family of four boys aged 8 – 13 and an unborn baby girl living with their mother. Concerns were raised regarding school attendance, poor home conditions, financial difficulties causing hardship, mother's substance misuse and mental health, and the children were placed on the Child Protection Register. A safety plan was agreed between the family and social worker. This covered a wide range of areas including monitoring of the morning and evening home routines, attendance at groups, support to ensure the needs of the new baby were met, support to address benefits entitlement, improving home conditions, safety work around relationships, parenting work, family rules sessions and activities. These interventions assisted the mother to manage her anxiety and depression, make improvements to the family home including decorating and purchase of bedroom furniture, improved dental care for the children, and improve her parenting skills. Support through RIRT ceased, but the mother continued to work with other agencies and attend parenting groups to sustain the changes made.

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↑ Better/↓ Worse than 2015/16

690 children are 'looked after' - **Worse**

24.5% of Looked After Children returned home in less than 12 weeks - **Better**

17.5% of Looked After Children returned home between 12-24 weeks - **Better**

58.0% of Looked After Children returned home after 24 weeks - **Better**

Feedback from our residents

Families who had received support through Miskin were asked about the impact of this support. Many commented on the positive impact of the work and positive relationships with support workers.

- "Routines, boundaries, confidence building. All the work made a difference to the whole family. So much better for us"
- "I learnt a lot of new skills on how to manage my emotions and use the traffic lights system in meetings etc."
- "The best thing was I loved CW [support worker]. I knew I had someone to talk to and CW would always understand me"
- "Miskin stopped L going into care because we were good parents and JE realised our parental controls were good"

However, some parents commented that they would have liked to be able to access support earlier.

- *"More access and open groups you only know all this when something is wrong. Prevention would be better"*
- *"I just wish this was available before we hit crisis point. It is an incredible service that I would happily pay for"*

Through the development of our Integrated Family Support Services, we hope this will help families to receive the help they need earlier.

We have made sure that children unable to live with their parents are in suitable accommodation within RCT

The Children Looked After (CLA) Action planning group has been reviewed and its membership increased to including the Head of the Children's Commissioning Consortium Cymru Regional/National Commissioning Unit. The review also resulted in the action plan being updated to take into account learning from other local authorities to ensure the focus is placed on key areas including prevention, commissioning mix, discharge from care and a child's journey in care, ensuring community based options are actively pursued.

Where children and young people become looked after, we aim to place as many as possible with RCT foster carers, to enable children to stay near their own

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communities, friends and schools as long as this is appropriate. 67% of children and young people who became looked after during 2016/17 were placed with RCT Foster Carers, a drop from 2015/16 when 71% of all new admissions resulted in a placement with foster carers at the point of admission. However, this has to be considered in the context of a 20% increase in the number of admissions during 2016/17, when there were 267 admissions compared to 223 during 2015/16. The fostering service was inspected during 2016 and the [report presented to Corporate parenting board](#) noted improvements from the previous year, particularly around the systems put in place to ensure reviews of and support offered to carers are provided within required timescales. Foster care is hugely beneficial for children and young people living away from their families and having good quality placement and foster carers is a fundamental safeguard for children who are looked after. Due to concerns about the effectiveness and sustainability of fostering services across Wales, Welsh Government is co-ordinating the development of a National Fostering Framework, RCT Children's services continue to be part of the National Fostering Framework Strategic Implementation Group to help develop and fully understand the implications of this work.

We have increased the number of children placed with relatives at the point of admission to looked after system. 40% of children & young people who become looked after during 2016/17 were placed with relative foster carers, compared to 35% placed with relatives at the point of admission during 2015/16, which can only be viewed as positive for the children and young children involved. We will continue to develop the support provided to kinship carers to enable children to stay within their families whenever possible.

We continue to review the mix of placements to keep children close to their communities where possible, but for some children and young people residential placements, best meet their needs. RCT Children's Homes receive an annual inspection by CSSIW, however these reports are not made widely available, and this is usually to protect the privacy of children or people who use the service. However, [summary reports](#) are scrutinised by the Corporate parenting board, as well as the monthly reports from the independent visitor. During 2016/17, feedback has largely been positive. However, there has been the occasional placement of a child on an unplanned basis. An independent review of accommodation needs will also be commissioned to look at how we address the future accommodation needs of young people in need.

Our aim is always to provide the support needed to help children return to live with their families where possible. 29% (78) of children and young people who became looked after during 2016/17 have now ceased to be looked after. 59 of the 78 children (76%) who became looked after during 2016/17 & have since ceased to be looked after have returned home to their parents or extended family.

Our work in action

We have improved the information available to children, and young people who enter or are in the looked after system

A group of young people from Foster Care and Kinship Care has been established and is scheduled to meet 4 times a year. The group will develop the way we communicate with young people who cannot live with their parents. This has resulted in young people's involvement in making a video for the

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Children Looked After Prevention Strategy and the development of the Life story project for Children Looked After.

Have we made a difference?

↑ **Better**/↓ **Worse** than 2015/16

40% of children & young people who become looked after were placed with relative Foster Carers - **Better**

67% of children and young people who became looked after were placed with RCT Foster Carers - **Worse**

DRAFT

Rhondda Cynon Taf will be amongst the safest places in Wales, with high levels of community cohesion, and residents feeling safe

We have made positive progress in the last year.

We have worked with partners to prevent violence against women, domestic abuse and sexual violence

Feeling safe is important to people's quality of life.

We have completed a review of the Domestic Abuse and Mental Health services. We have also continued to work with Women's Aid RCT and we have changed the way local services are being delivered across Rhondda Cynon Taf. This service change means that whilst there are fewer refuge spaces available in RCT, there are more preventative services being offered, with standard and medium risk victims having access to the same support pathway as for high risk victims. We are also continuing the therapeutic services offered by group sessions, which aim to increase long-term self-esteem, health and well-being.

We have not been able to complete our work with Cwm Taf UHB to put in place a joint Cwm Taf strategy that will address the requirements of the Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015, due to still awaiting final direction in respect of the requirements from Welsh Government. Whilst there is a delay at this time, we are confident that we can meet the statutory deadline of May 2018. In the meantime, we are taking forward some of the actions contained in the strategy. This is being considered by the Violence Against Women and Domestic Abuse (VAWDA) Group. We have also reconfigured our partnership arrangements to respond to the new legislative requirements of Welsh Government broadening the agenda to cover sexual violence as well as domestic abuse. We prepared the evidence for reaccreditation under the White Ribbon campaign, which aims to engage men and boys to challenge violence against women and girls. This has since been approved. We are in the second year of a pilot of Project 'Iris', working in primary care to enable GP practices to identify victims of domestic abuse and refer them on to appropriate organisations for support. Prior to 'Iris' we rarely received referrals from primary care, this has now changed. This work is funded through the Police and Crime Commissioner and delivered by Substance Misuse Team and RCT Women's Aid.

The Cwm Taf [Population Needs Assessment](#) required by the Social Services & Well-being (Wales) Act 2014, included Violence against women, domestic abuse and sexual violence as a theme. This Assessment was approved by the Cwm Taf Social Services and Well-being Partnership Board. The findings from the Assessment will be considered in the Cwm Taf Local Area Plan in May 2018.

The majority of Council staff come into contact with residents as part of their jobs. In the last year, almost 1,000 staff have received training that will help them to better identify and sign post people in the community to the support and help they need if they are suffering from Domestic Abuse. This training will continue for more of our staff during 2017/18.

We have also introduced a pilot perpetrator project in Cwm Taf, which aims to increase the safety of victims by engaging perpetrators in changing their behaviour. A collaboration between RCT and Safer Merthyr Tydfil (SMT), it is the only project of its kind in Wales and is funded through the Police and Crime Commissioner for three years.

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Our work in action

Project DRIVE

Mr X aged 32, has a significant history of controlling and manipulative behaviour against his parents in order to obtain money. X also has an 18 month old daughter who lives with his ex-partner in another area. X's behaviour has severely affected his parents individual mental health and well-being and has put their marriage under strain. Whilst X's parents recognise his behaviour as extreme, inappropriate and upsetting, they struggled to withdraw support from him, maintain boundaries and report incidents to statutory agencies. X was referred to DRIVE but did not originally engage on a regular basis and proved challenging to work with for a number of reasons, including substance and alcohol misuse.

Following X's initial referral, a basic Restraining Order was obtained preventing him from causing his parents "emotional harm and distress". Throughout the case, X's parents remained in consistent contact with an Independent Domestic Violence Adviser (IDVA) who provided a significant level of support. The IDVA and the case manager worked with X's partner to help them recognise that they need to respond more strongly to X's behaviour to help him to recognise he needs to improve his behaviour towards them.

X knows that his parents are supported by the IDVA, who may have access to factual information that will help them to challenge him when he is trying to manipulate them. This also means that X's behaviour can be targeted and challenged by his 'DRIVE' Adviser and that his parents receive more focused and relevant support. X's parents' confidence continued to grow which is demonstrated by the increase in their contact with agencies including SWP when they are subject to abusive behaviour.

As a result of intervention and support from 'Drive' and IDVA,

- X is moving into his own accommodation, some significant distance from the victim's home, with the help of his housing and support worker.
- X is engaging with his 'Drive' Case Manager who is continuing to support him through his move into his own accommodation.
- the victims have recently secured an increase to the original restraining order with an additional condition preventing X from attending the family home.
- the victims indicate they feel they have more control of the situation.
- the Case Manager, with agreement with other key partners, will formulate a case exit strategy with a view to case closure in coming weeks. This will include seeking to obtain X's agreement to any other referrals to appropriate support agencies e.g. a referral for X's substance misuse needs, to which he has previously been resistant.

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Have we made a difference?

Whilst we continue to work with our partners to support victims of domestic abuse, this service deals with complex issues and is the only aspect in the lives of clients that we can influence or affect. As a result, victims' quality of life and feelings of safety will continue to be affected by many other factors outside their control and the support we can offer.

↑ **Better**/↓ **Worse** than 2015/16 - Stayed the **Same** ↔

↑ **74%** of domestic violence clients reporting no abuse experienced in the past month/since Intake **Better**

↔ **85%** of domestic violence clients reporting feeling safer as a result of IDVA (Independent Domestic Violence Advisor) intervention **Same**

↓ **82%** of domestic violence clients reporting that their quality of life had improved as a result of IDVA intervention **Worse**

↑ **93%** of domestic violence clients stating that they were confident in accessing support in future **Better**

Council Priority:	PEOPLE - Promoting independence and positive lives for everyone
Lead Director:	Giovanni Isingrini

Challenges and Opportunities linked to this Council Priority	4. Rhondda Cynon Taf will be amongst the safest places in Wales, with high levels of community cohesion, and residents feeling safe
Lead Officer	Paul Mee

Actions - The Council will...		Milestones/Sub Actions that will help to achieve overarching Action	Delivery Date	Progress to date	Overall progress to date on Action
9.4	Continue to strengthen the effectiveness of the partnership approach to preventing domestic violence through coordinating service provision to help those at high risk of repeat victimisation	Assist in the delivery of the Violence against Women, Domestic Abuse and Sexual Violence (VAWDA) Act			
		Develop a joint strategy to fulfil the requirements of the Act	Mar-17	Target Missed	Delay in finalising the strategy is linked to the delay in direction from Welsh Government. A Task and Finish Group has been established to finalise the Cwm Taf Strategy and Action Plan. This will be approved by the VADWSV Executive Group.

More involved and resilient communities

We have made positive progress in the last year.

business to operating as a Company². The Feel Good Factory has been operating at this new site since March 2017, and since then have reported increased membership because of the location and improved car park facilities, also members are feeling healthier, have improved well-being, wider social networks and friendships, feel better about themselves, through improved self-esteem and feel more mobile.

Rhiwgarn Infants School

Since February 2016, *'It's Art But It's Not'*, a partnership project between Trivallis, Valleys' Kids and Artes Mundi, has been working with RCT Together' and the community of Trebanog. Rhiwgarn Infants School in Trebanog was initially used as a temporary base to explore the development and design of a new park at 'The Dingle' in Trebanog, and subsequently to have a year-long agreement with the school to explore the potential of establishing it as a creative community hub.

The Trebanog Project started with the community in March 2016 with the reopening of the school for a week of free workshops and events. Hosted by lead artist Owen Griffiths, Valleys' Kids and Artes Mundi, the school was open from 10am until 8pm every day. This was followed by a two-week summer school in August 2016 and has continued with weekly soup and craft sessions for adults and children throughout October and November. So far, there have been 52 sessions, with over 140 people attending activities. People took on volunteer roles within the project including responsibility for cleaning, helping with cooking, clearing up and looking after children.

One resident and parent said: *"I live in a street and I don't see anyone, so it's made a difference because you come together and you end up talking to each other, and that makes a real difference to how you feel. It got me out of the house as well and made a real difference to my daughter"*.

Has our work made a difference?

85% of residents are satisfied with the County Borough as a place to live (Residents Survey 2016)

This is a new measure for 2016/17 and has no previous data with which to compare.

² Company limited by guarantee and asset locked body with social enterprise principles.

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We have made positive progress in the last year.

We have invested a further £20 million to improve road conditions and highways and transport infrastructure, drainage and waste management

Improvements to the physical environment, such as traffic calming, improves outcomes for the community and reduces inequalities.

The Council continues to invest in its largest asset, the highways and transport infrastructure. This year we have continued our efforts on repairs and renewal of our highways, and on the replacement of roads. 53 highways [surface renewal](#) schemes received specialised surface treatments³, in addition, a further 45 schemes received 'traditional'⁴ surfacing renewal. 6,000 tonnes of tarmac was laid over 9km of highway when the Rhigos Mountain Road was resurfaced during the Summer 2016.

We have also undertaken:

- 3 essential highway repair schemes e.g. Wenallt Road Car Park, York Street, Miskin resurfacing and various footways in Cwmbach.
- 43-replacement footway schemes e.g. Kerry Street, Tonypany and Birchgrove, Aberdare.
- £88k of safety fencing/barrier works including the Bwlch Mountain Road, and the A4159, New Road Abercynon.

The street lighting programme has continued with over 20,000 of the 28,000 street lighting lanterns now converted to LED lighting, reducing the Council's carbon footprint and saving money through energy efficiency. 19 housing estates including Penrhys, Penywaun and Rhydyfelin have also received the LED conversion

A number of successful structural repairs have also been undertaken including:

- [Fiddlers Elbow](#) – renewal of bridge joints, project financed by Rhondda Cynon Taf and Merthyr Councils, on a strategic highway network,
- Aberaman Bridge – repair and refurbishment,
- Cilfynydd Wall (boundary wall to A470) repaired,
- William Edwards footbridge (historic ancient monument in Pontypridd) received repairs,
- Cwmaman footbridge – renewed, and
- Mountain Ash footbridge – refurbishment of existing footbridge to comprehensive school.

We have also completed transportation infrastructure projects, including Stag Square Phase 1, A4054 Cardiff Rd Treforest pedestrian crossing, B4595 Station Rd Church Village upgrade of signals and the signalisation of a zebra crossing on Cowbridge Road, Pontyclun. Thinking longer term, we started the upgrade of the A4119/A473 roundabout to cater for the future developments at Leekes, Llantrisant. We have also been successful in obtaining funding and delivering upgrades

³ Specialised surface treatments are thin applications applied to the existing carriageway surface prolonging the expected life of the highway.

⁴ Traditional surface treatments whereby the existing surface is planed off and replaced with a wearing course

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to the bus infrastructure e.g. bus shelters, in the Rhondda Valley from Welsh Government.

Predominantly funded by the Metro project, the Council also successfully completed Phase 1 of [Porth Park and Ride](#). By providing these facilities, our aim is to encourage people to use the rail network in order to ease congestion on our highways.

The Council continues to progress the Mountain Ash Southern Cross Valley Link, gaining Welsh Government match funding for the bridge and highway link between the A4059 and B4275, which runs either side of the River Cynon at Abercynon, Mountain Ash. This link will ease traffic congestion, reduce noise and air pollution, encourage town centre regeneration, and provide a link between communities in the Cynon Valley. Planning consent was agreed in March 2017 for land purchase, detailed design work and junction improvement work, and will be progressed throughout 2017/18.

The Council also part-funded, in partnership with Welsh Government, two safety projects at Trallwn and Nantgwyddon. This included traffic calming, speed restrictions and junction improvements. A footway link between Beddau and Llantrisant was also undertaken, providing a much-needed link between the two communities of Llantrisant Road and [Brynteg Lane](#).

Ten projects have also been successfully delivered as part of the Council's 'Making Better Use' Programme including Bridge Street Roundabout, Pontypridd, Broadway Traffic signals at Treforest, and additional carriageway lanes at Ynys Roundabout, Aberdare. These are improvements to the existing highways network to increase capacity, relieve congestion, including improvements to existing roundabouts, traffic signals and junction improvements.

In Cwm Taf the risk of surface-water, flooding is high and expected to increase in the future.

We have successfully delivered 15 land drainage and flood alleviation schemes together with a further 17 minor drainage improvements schemes. The schemes were undertaken at various locations and help to alleviate flooding to the highway, footpaths, etc. and included schemes at Lletty Turner Bends and Tir founder fields. We also gained funding from Welsh Government for the implementation of the Glanamman Rd culvert replacement and drainage to the Welsh Blood Service access road, at Talbot Green.

Has our work made a difference?

↑ Better/↓ Worse than 2015/16

↑ **7.2%** of our principal roads are in overall poor condition - **Better**

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Residents Have Told Us

36% of residents satisfied with the condition of roads and pavements (Residents Survey 2016)

This is a new measure for 2016/17 and has no previous data by which to compare.

We have worked with residents to further increase recycling by targeting areas of low participation

Clean and safe communities are something to be proud of and attract tourism to Cwm Taf, bringing with it money.

We have focussed on areas of low recycling where we worked with residents to raise awareness and encourage further recycling. Initially we undertook door-knocking exercises in Tylorstown, Pontygwaith and Stanleytown. This activity was extended when we secured funding from 'Recycle for Wales' to run a food waste campaign. This seven-month project commenced in December 2016, with early morning participation checks being undertaken to establish the existing levels of dry and food recycling, in the five targeted areas of Ynysybwl, Penrhiwceiber, Gilfach Goch, Treforest and Maerdy. During March 2017, we also secured further funding and an additional four locations were added Llanharan, Abercynon, Llwynypia and Rhydyfelin.

Initial results indicate an increase in food waste and dry recycling in Maerdy as a result of the campaign (see below) and a final report on the results across the initial five locations will available in August 2017.

Our work in action

Food Recycling Campaign – Maerdy

1,139 properties targeted in 33 streets in Maerdy

	Initial Participation before Food Waste campaign	Participation following Food Waste Campaign	Percentage increase/decrease in participation
Dry Recycling	91.2%	92.3%	1.1% Increase
Food Recycling	56.1%	59.6%	3.5% increase

Initial results show an increase in participation following our awareness campaign

We have worked with primary schools across Rhondda Cynon Taf to raise awareness of recycling through various recycling competitions including:

- Easter egg packaging collection – 31 Primary schools took part and collected 0.72 tonnes of packaging The winning school collected 0.5 tonnes of

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packaging.

- Christmas card collection – 43 Primary schools took part, with over 3 tonnes of cards collected. The winning school collected 0.24 tonnes of cards.
- School uniform collection – 21 Primary schools took part, 1.1 Tonnes of uniform collected. The winning school collected 0.1 ton of uniforms.
- Battery collection – 38 Primary schools took part, with over 5.5 tonnes of batteries collected. The winning school collected 1.2 tonnes.

We have also held supermarket events at Asda Tonypanyd and Aberdare and Tesco, Upper Boat, distributing recycling bags, promoting Christmas related recycling and telling residents about the changes to the collection days over the Christmas holidays.

The Community recycling centres at Llantrisant and Treherbert have now been operational for a year, and we can report that both sites have been used continuously by residents during this time. 86.62% of items left at Llantrisant have been recycled and 82.25% at Treherbert.

We continue to keep our residents informed through updates on the Council's website e.g. to let people know [holiday collection arrangements](#) and other recycling collections e.g. garden waste.

It is very pleasing to report that we have achieved our best ever recycling result this year 64.69%, and have exceeded the Welsh Government recycling target of 64% by 2018.

Our annual 'Love where you Live' Award ceremony was held in July 2016, in recognition of those residents in Rhondda Cynon Taf that use inspirational activity to help improve the local environment, and keep Rhondda Cynon Taf safe, clean and green. This will have been our eighth year to run these awards and our entries continue to be of a very high standard.

Our work in action

Love where you Live Awards 2016

Joshua Ferguson of Penygraig infants is a true recycling hero! He is an enthusiastic and supportive member of the healthy schools eco council at the school. His passion for all things eco started after he visited the Bryn Pica landfill site when he was 4 years old and discovered more about recycling and the environment. As soon as he arrived back Joshua made it his duty to inspect the schools office, staff room and foyer as well as outside to check if the school needed any eco improvements! Joshua is keen to spread awareness regarding energy saving, recycling, litter, healthy living and care for living things by discussing these topics with his pupils and staff.

The school has also been able to buy new science equipment because of Joshua's amazing efforts with clothes recycling. Joshua is extremely keen to help educate the schools younger pupils and he has even spent some time on a mini -beast hunt with the nursery children, which was educational for all!

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Joshua has always been a very enthusiastic and active member of the eco council and has helped the school achieve a healthy schools phase 6 award this year. His efforts have also helped reward the school with their first ever green flag! Joshua's hard work and passion has helped the school strive with regards to all things eco and he is a true credit to all staff and pupils.

Have we made a difference?

↑ Better/↓ Worse than 2015/16

↑ **2.12%** of municipal waste sent to landfill **Better**

↑ **64.69%** of our waste has been recycled **Better**

↓ **96.87%** of reported fly tipping incidents on relevant land cleared within 5 working days - **Worse**, and our performance is no longer in the Top Quartile for Wales

We have targeted 'Hot Spot' areas to reduce littering and dog fouling

Dog fouling, litter – including smoking related waste, flyposting, fly tipping, graffiti and other waste continue to be a priority for the Council and its communities.

Residents have told us that dog fouling is a particular problem in we are cracking down on irresponsible dog owners. Throughout Rhondda Cynon Taf, over 110 tonnes of dog mess is collected from our dog waste bins every year. A dedicated team of Enforcement and Awareness officers work to keep the County Borough free from harmful dog mess. We undertake enforcement patrols twice a week at known hotspot areas. The times of the patrols are varied to make sure they cover early mornings, late evenings and weekends. We are particularly proactive in areas where repeated incidents of dog fouling occur, speaking to all dog walkers to raise awareness of the hazards of dog fouling and the penalties for not complying with current legislation.

To support responsible dog owners we have a total of 910 installed dog waste bins across Rhondda Cynon Taf, 150 of which were installed this year. We have also visited several primary schools to talk to pupils about the issue of dog fouling. These visits are supported by letters given to pupils to take home to parents to further encourage responsible dog ownership.

During 2016/17, 11 fixed penalty notices (FPN) were issued to dog owners for dog fouling offences. Three people refused to accept the FPN and were prosecuted. These three cases resulted in fines and costs totalling £1,438.

During March 2017, we undertook extensive [Consultation](#) with our residents regarding dog fouling and irresponsible dog owners/walkers. Residents were asked

Rhondda Cynon Taf's local environment will be clean and attractive, with well-maintained roads and pavements, flowing traffic, increased recycling and less waste sent to landfill

We have made positive progress in the last year.

to consider a number of proposals that form part of the 'Public Spaces Protection Order'⁵. The results of this consultation can be found on our [webpage](#). In June 2017, [Cabinet](#) agreed to make a Public Spaces Protection Order and work to implement this order is underway.

We continue to work in partnership with the University of South Wales and the student population to improve waste, recycling and litter issues. The Student Liaison Officer launched the 'Moving Out? Tidy' campaign, where students donated their unwanted items for recycling e.g. lamps, crockery, books etc. reducing the amount of waste left behind by students at the end of their stay in Treforest. We also accepted sealed food products, tins, jars, etc. which were donated to the local food bank. Any clothes were donated to Barnardos. This project not only ensured that food and clothing was recycled and reused, it also diverted over tonne of waste from landfill. This will now become part of plans and will continue at the end of each academic year.

We know how important it is to maintain two-way communication is with our residents. We do this by continuing to respond daily to reactive posts/tweets/information from over 8,700 Facebook, 12,100 Twitter and 300 '[Who Done It?](#)' followers on issues such as, fly tipping, littering etc. We also post and tweet information to residents to inform them about street cleansing issues, promoting the work of our cleansing and enforcement team and encouraging residents to help to keep their communities clean.

To help tackle fly tipping, in the last year, seven fly-tipping cases involving RCT residents have been before Merthyr Magistrate Court. These were for 'Section 33- Fly-tipping Offences', 'Section 34 - Duty of Care Offences' (Failure to Control Waste) i.e. passing waste to unknown persons leading it to be fly tipped, and also where persons have failed to pay fixed penalty notices for waste offences. This court action has resulted in approximately £3k of fines issued, and an arrest warrant issued for a defendant who failed to attend court. A further 10 cases are currently being looked at with a view to legal proceedings.

⁵ A **public spaces protection order** is an **order** that identifies the **public** place and prohibits specified things being done in the restricted area and/or requires specified things to be done by persons carrying on specified activities in that area.

Council Priority:	PLACE - Creating neighbourhoods where people are proud to live and work
Lead Director:	Chris Lee

Measuring Success

Measures to support Priority 1 - Rhondda Cynon Taf will be amongst the safest places in Wales, with high levels of community cohesion, and residents feeling safe

PI Ref	Performance Measure	2014/15	2015/16		2016/17		Actual 16/17 to 15/16	Actual 16/17 Compared to Wales Average	Comments
		Actual	Actual	All Wales Average	Annual Target	Actual			
LLSD001	% of people reporting that they feel safe [South Wales Police (SWP) Compass Survey]	N/A	N/A	N/A	N/A	69.4	N/A	N/A	For information only. Data obtained from South Wales Police Northern Compass 2016-17 and refers to Cwm Taf.
LPPN127 - CP	% of vulnerable repeat victims of anti-social behaviour that feel safer as a result of intervention	82	91	N/A	90	87	Worse	N/A	52 out of 60 people have told us that they feel safer as a result of our intervention.
LPPN154	% of 18-25 year olds accepted into the programme who do not reoffend within 6 months of completing the intervention	N/A	N/A	N/A	NEW - BASELINE YEAR	100	N/A	N/A	
TBD	Number of recorded incidents of antisocial behaviour' [Community Safety Partnership Data]	7,238	6,465	N/A	TBD	6,503	Worse	N/A	Data from South Wales Police published for information only
LPPN155	% of people receiving training on hate crime who report an increased awareness of hate crime reporting procedures	N/A	N/A	N/A	NEW-BASELINE YEAR	Not Available	N/A	N/A	We are unable to report this data for 2016/17 due to resources being allocated to other priorities. Plans have been put in place in 2017/18 to rectify this situation.
LHHA018	% of successful homeless prevention applications	N/A	56	N/A	60	63	Better	N/A	

Footnote:

¹ This data represents the original classification recorded against the incident. Please note that this classification may change as investigations progress.

Measures to support Priority 2 - Rhondda Cynon Taf's parks and green spaces will continue to be valued by residents

PI Ref	Performance Measure	2014/15	2015/16		2016/17		Actual 16/17 to 15/16	Actual 16/17 Compared to Wales Average	Comments
		Actual	Actual	All Wales Average	Annual Target	Actual			
LLCS016	% of residents satisfied with our parks and open spaces for leisure, enjoyment and sport [Survey Data]	N/A	N/A	N/A	NEW-BASELINE YEAR	86	N/A	N/A	

Key:

Within Top Quartile performance for all of Wales 2015/16	Performance met or exceeded target	Performance within 5% of the target	Performance below target
Within Bottom Quartile performance for all of Wales 2015/16			

Bolded PIs denote that an existing Corporate Plan high level measure

Measures to support Priority 3 - More involved and resilient communities

Finance & Performance Scrutiny Committee - 24.07.17

PI Ref	Performance Measure	2014/15	2015/16		2016/17		Actual 16/17 to 15/16	Actual 16/17 Compared to Wales Average	Comments
		Actual	Actual	All Wales Average	Annual Target	Actual			
LLSD002	% of residents satisfied with the County Borough as a place to live [Survey Data]	N/A	N/A	N/A	NEW-BASELINE YEAR	85	N/A	N/A	

Measures to support Priority 4 - Rhondda Cynon Taf's local environment will be clean and attractive, with well-maintained roads and pavements, flowing traffic, increased recycling and less waste sent to landfill

PI Ref	Performance Measure	2014/15	2015/16		2016/17		Actual 16/17 to 15/16	Actual 16/17 Compared to Wales Average	Comments
		Actual	Actual	All Wales Average	Annual Target	Actual			
THS012	The percentage of principal (A) roads, non-principal (B) roads and non-principal (C) roads that are in overall poor condition	9.3	8.6	11.2	7.7	7.2	Better	Better	
WMT004b	% of municipal waste sent to landfill	34.98	22.59	18.14	BASELINE YEAR*	2.12	Better	Better	
LWMT012	% of local authority collected municipal waste that is use to recover heat and power	15.00	25.95	N/A	BASELINE YEAR*	41.92	Better	N/A	
WMT009b	% of municipal waste collected by local authorities and prepared for reuse and/ or recycling, including source segregated biowastes that are composted or treated biologically in another way	53.82	60.49	60.19	62.00	64.69	Better	Better	
STS005b	% of highways inspected of a high or acceptable standard of cleanliness	99.7	100.0	96.5	95.0	99.4	Worse	Better	
LLSD003	% of residents satisfied with the condition of roads and pavements [Survey Data]	N/A	N/A	N/A	NEW-BASELINE YEAR	36	N/A	N/A	
STS006	% of reported fly tipping incidents on relevant land cleared within 5 working days	97.72	97.81	95.26	95.00	96.87	Worse	Better	

Key:

Within Top Quartile performance for all of Wales 2015/16	Performance met or exceeded target	Performance within 5% of the target	Performance below target
Within Bottom Quartile performance for all of Wales 2015/16			

Bolded PIs denote that an existing Corporate Plan high level measure

* Changes to the processing of residual waste will be reflected in these indicators during 2016/17. This will be the first year of implementation of these changes.

Council Priority:	PLACE - Creating neighbourhoods where people are proud to live and work
Lead Director:	Chris Lee
Challenges and Opportunities linked to this Council Priority	1. Rhondda Cynon Taf will be amongst the safest places in Wales, with high levels of community cohesion, and residents feeling safe
Lead Officer	Paul Mee

Actions - The Council will...	Milestones/Sub Actions that will help to achieve overarching Action	Delivery Date	Progress to date	Overall progress to date on Action
9.1 Work with communities and partners to achieve long-term sustained reductions in crime, building on reductions achieved to date. The aim is to further reduce all crimes including the '7 Key Neighbourhood Crime Types' - Burglary, Violence with Injury, Robbery, Theft from Person, Criminal Damage, Theft of Motor Vehicle and Theft From Motor Vehicle	Deliver Community Safety Services and Programmes that promote Rhondda Cynon Taf as a safe place to live with high levels of community cohesion To deliver the new work programme to focus on first time offenders aged 18-25 to reduce re-offending and anti-social behaviour and to launch the programme	Mar-17	Complete	The 'Divert' Project for 18 - 25 year olds is currently being delivered. There are two case workers allocated to the project and are located at Merthyr Custody Suite. This arrangement has ensured that the partnership between ourselves and the Police custody staff has enhanced and all eligible young people are referred to the programme. The project is currently running at a 100% non-reoffending rate. Due to the success of the project we have commenced a Divert "support" project, which provides appropriate support and signposting to any individual that is involved in the Criminal Justice System.
	Deliver the Community Alcohol Partnership (CAP) programme for Porth	Mar-17	Complete	The First RCT Community Alcohol Partnership is in place following a successful Welsh Government bid for funding. The launch took place on the 15th November 2016. An action plan has been drawn up between partners and delivery methods and timescales agreed. Monthly meetings are taking place to ensure that the action plan remains responsive to project developments and initiatives added when appropriate, based on current intelligence. As part of the Action Plan, we have carried out a number of test purchases, youth engagement operations and have dates planned for school activities.
	Provide an up date to Scrutiny Committee on the targeted and intelligence led operations undertaken to tackle underage sales of alcohol and other age restricted products and consider the impact of this work and next steps (where relevant)	Mar-17	Complete	A report was presented to Scrutiny Committee on 8th February 2017 on how Trading Standards works to protect Vulnerable People in our communities, with positive engagement and feedback from members received.
	Deliver targeted awareness raising activities promoting community safety within communities (with the aim of helping to prevent crime / anti social behaviour)	Mar-17	Complete	Intelligence gathered throughout the year has led to eighty-two attempts at underage test purchases (25 in Q4), plus fourteen Challenge 21 / 25 attempts. Three sales took place, were investigated and reported for action within the year.
	Consider the Licensing Committee and Sub Committee arrangements to ensure effective promotion and policing of Licensing Policy Objectives (and how / if they contribute to Community Safety)	Mar-17	Complete	The service continues to support the Licensing Committee and Sub Committee arrangements to ensure effective promotion and policing of the Licensing objectives. There is an excellent relationship between the Licensing Authority and the responsible Authorities.

Actions - The Council will...		Milestones/Sub Actions that will help to achieve overarching Action	Delivery Date	Progress to date	Overall progress to date on Action
9.1	Work with communities and partners to achieve long-term sustained reductions in crime, building on reductions achieved to date. The aim is to further reduce all crimes including the '7 Key Neighbourhood Crime Types' - Burglary, Violence with Injury, Robbery, Theft from Person, Criminal Damage, Theft of Motor Vehicle and Theft From Motor Vehicle	Continue to prioritise criminal investigations and joint enforcement operations with South Wales Police aimed at tackling rogue traders and door step crime	Mar-17	Complete	During the year, two rogue trader joint operations were carried out; during which thirty-nine vehicles were stopped and twenty-five advised. South Wales Police have made eight referrals to Trading Standards (3 in Q4) in relation to doorstep crime incidents. All have been investigated or are in the process or investigation. Three 'Outreach' events have been carried out with partners including South Wales Police. The Senior Fair Trading Officer for Doorstep Sales has worked in partnership with South Wales Police in the design of no-cold-calling stickers, which bear both SWP and TS contact telephone numbers. Over 1,000 stickers have been distributed at talks, to groups and libraries. A leaflet drop in relation to how to avoid doorstep crime has also been carried out by TS and SWP in over 150 homes around the Queens Drive area of Llantwit Fardre. During quarter 4, a call was received from Barclay's Bank in relation to a customer who was attempting to withdraw £9,000, a day after withdrawing a similar amount. Investigation resulted in South Wales Police arresting three persons (outside of the Authority) and an ongoing investigation for serious fraud.
		To implement the Wales Heads of Trading Standards control strategy for Wales priorities of: i) Tackling fraudulent trading practices; ii) Protecting vulnerable consumers; iii) Supporting reputable business; by taking action to protect vulnerable consumers from sharp practice, the shadow economy and rogue traders	Mar-17	Complete	
		iv) Food chain integrity, and v) Health improvement; by taking action to protect consumers from illegal goods	Mar-17	Complete	
		Deliver actions to reduce availability of illicit tobacco and alcohol and mis-described foods	Mar-17	Complete	

Actions - The Council will...		Milestones/Sub Actions that will help to achieve overarching Action	Delivery Date	Progress to date	Overall progress to date on Action
9.1	Work with communities and partners to achieve long-term sustained reductions in crime, building on reductions achieved to date. The aim is to further reduce all crimes including the '7 Key Neighbourhood Crime Types' - Burglary, Violence with Injury, Robbery, Theft from Person, Criminal Damage, Theft of Motor Vehicle and Theft From Motor Vehicle	Fully implement the Youth Justice Plan	Mar-17	Complete	The Youth offending Service continues to work through the developments relating to the changes since the implementation of ASSETplus assessment tool in May 2016. Quarter 4 period saw the service undergoing a rigorous full joint inspection carried out by HMIP and partnership inspectorates. The draft report indicated positive practice with improvement required in certain areas, all of which are in hand and achievable. The final report will be published in July 2017 and the final improvement plan completed at that time. Quarter four has seen an increase in performance as it relates to the number of first time entrants coming into the criminal justice system with there having been a -17.6% reduction equating to 15 individuals (a reduction from 85 to 70 based on the same 12 month rolling period the year before). Funding has been confirmed from the range of partners and external grants for 2017/18. Quarter 4 saw one young person sentenced to custody across the Cwm Taf region, which corresponds with the same figure in the same quarter for 2015/16.
9.3	Work in partnership to reduce the under-reporting of hate crime	Promote Community Cohesion and Increase awareness and reporting of hate crime in RCT Deliver a training programme to educate target audiences about the prevention of terrorism and radicalisation and to increase awareness of hate crime and how to report it	Mar-17	Complete	A training programme has been rolled out across the authority in conjunction with Safeguarding Teams. The training has attracted a multi agency audience and further dates are advertised in the Safeguarding and Social Services training calendar. The training has been effectively promoted throughout the Authority. Further training is planned from April 17 onwards for individual schools to have all their staff trained with regards to their responsibilities under the PREVENT duty.
		Support and deliver activities during National Hate Crime Awareness week targeting the public and partner agencies to increase understanding of how to respond to incidents of hate crime	Nov-16	Complete	A number of activities were delivered, in conjunction with our partner agencies, during National Hate Crime Awareness
		Work through the Community Safety Partnership to support the Channel Panel and Contest Board to identify and act to combat risks of terrorist and extremist behaviour in RCT	Mar-17	Complete	Channel Panel and Contest Board continue to be supported. Both Channel Panel and Contest continue to be very well attended by all partner agencies. Channel Panel is chaired solely by RCT and the charring of the Contest Board is to be rotated between RCT and Merthyr Tydfil on a two year basis. Referrals to the Channel Panel continue to be submitted on a frequent basis and effective outcomes achieved for the individuals referred.

Council Priority:	PLACE - Creating neighbourhoods where people are proud to live and work
Lead Director:	Chris Lee

Challenges and Opportunities linked to this Council Priority	2. Rhondda Cynon Taf's parks and green spaces will continue to be valued by residents
Lead Officer	Dave Batten

Actions - The Council will...		Milestones/Sub Actions that will help to achieve overarching Action	Delivery Date	Progress to date	Overall progress to date on Action
8.1	Develop more innovative ways of maintaining parks and green spaces, including working in partnership with community groups and focusing on using parks to achieve wider public health priorities for residents of the County Borough	Provide annual work schedule to the clubs for all outdoor facilities	Jun-16	Complete	Annual work schedules have been provided to local clubs who use our outdoor facilities and we continue to provide our pitch updates via social media. The 3G pitch at Maritime Recreation Ground has now been completed, and funding has also been approved for a further 3G investments in Abercynon, Church Village and Ferndale.
		Provide regular updates on pitch condition and work undertaken via social media	Ongoing	Complete	
		Monitor progress and impact of infrastructure investment in play areas and 3G sport pitches	Mar-17	Complete	

Council Priority:	PLACE - Creating neighbourhoods where people are proud to live and work
Lead Director:	Chris Lee

Challenges and Opportunities linked to this Council Priority	Priority 3 - More involved and resilient communities
Lead Officer	Chris Lee

Actions - The Council will...		Ref	Milestones/Sub Actions that will help to achieve overarching Action	Delivery Date	Progress to date	Overall progress to date on Action
2.2	Build stronger partnerships with community groups	LBR P4A02M02	Continue to develop positive relationships between the library service and community groups: Work in partnership with a local community group to upgrade facilities at Tonypanyd and to deliver more community-focussed activities at the library	Apr-16 onwards	On Target	Building work to improve the exterior at Tonypanyd library, in response to community feedback, has experienced some delays but is now making good progress. We also continue to deliver 'Digital Fridays' at the library. Contact has been maintained with Rhydyfelin support group and updates have been provided on the development of the new library building. Community meetings have been held at Porth, Hirwaun and Mountain Ash libraries as part of on-going engagement with local community members and groups. There was considerable engagement at Hirwaun (50 attendees) and Mountain Ash (35 attendees) but no members of the public attended the Porth meeting. The library users at Mountain Ash decided to form a Friends group while those at Hirwaun prefer to continue meeting on an informal basis.
		LBR P4A02M04	Work with Rhydyfelin Support Group to progress and monitor the rebuilding project	Bi-monthly meetings	On Target	
		LBRP4A02M05	Explore the potential of establishing Friends Groups at Porth, Hirwaun and Mountain Ash in response to issues raised at the Consultation meetings	from Sep-16 onwards	Complete	
		ETC-P2A02M02	Work with multi-agencies to ensure the successful relocation and re-settlement of Syrian Refugee families into communities within RCT	Dec-16	Complete	As part of the Syrian Refugee programme, 7 families, 37 individuals have been successfully settled. Of these, four individuals have been settled as part of the Unaccompanied Asylum Seeking Children Transfer Scheme. All adults are attending English Language skills classes (ESOL). All the school age children are attending their local schools and feedback received from teachers is positive. Support is continuing via a number of agencies to secure the goal of the families to become self-sufficient within our communities.

Actions - The Council will...	Ref	Milestones/Sub Actions that will help to achieve overarching Action	Delivery Date	Progress to date	Overall progress to date on Action	
2.1	Implement its RCT Together Community Participation Programme to achieve its vision of greater community collaboration and resilience	CXART P3A02	<u>Muni Arts Centre</u> Work collaboratively with the new Muni	Jul-16	Complete	We continue to work with The Muni Arts Centre to develop a joint programme of arts activities and engagement is ongoing.
		CXHTG P4A01M01	<u>Cynon Valley Museum Trust (CVMT)</u> Support the CVMT to retain Museum Accreditation status	2016/17 (date of accreditation to be determined)	Complete	
		CXHTG P4A02M02	Support the training of Trust employees / trustees / volunteers to run museum	Sep-16	Complete	This action is complete for 2016/17. Additional funding has been allocated to The Community Action Fund during the quarter to support low level volunteer activity in communities.
		TBC	Monitor the support and impact provided to community groups through the Community Enabling Fund and Community Action Fund	Mar-17	Complete	
		CEA P3A01M02	Review the support needs of community groups in taking on services or assets (including direct engagement with groups and reviewing the role of the Voluntary Sector Liaison Committee - VSLSG)	Mar-17	Complete	

Council Priority:	PLACE - Creating neighbourhoods where people are proud to live and work
Lead Director:	Chris Lee

Challenges and Opportunities linked to this Council Priority	Priority 4 - Rhondda Cynon Taf's local environment will be clean and attractive, with well-maintained roads and pavements, flowing traffic, increased recycling and less waste sent to landfill
Lead Officer	Nigel Wheeler

Actions - The Council will...	Milestones/Sub Actions that will help to achieve overarching Action	Delivery Date	Progress to date	Overall progress to date on Action
7.2 Invest a further £20 million in road, highways infrastructure and pavement networks over the next four years, on top of the £35 million in additional investment since 2011	Provide an up date on the impact of key investment projects in 2015/16 (for example, Upper Boat Gyratory, Sardis Road Gyratory and street lighting)	Sep-16 Ongoing	Complete	All key investment projects identified for 2016/17 have been completed. These include the Microasphalt Programme; Streetcare Carriageway and Footway Programme including Rhigos Mountain Resurfacing; Footbridge works including Cwmaman and Aberaman; Fiddlers Elbow work and the Streetlighting Programme.
	Provide a half year up date to Scrutiny Committee on delivery of the Highways / Transportation infrastructure investment programme (as agreed by Council on 28th Oct 15 and 10th Mar 16)	Sep-16	Complete	The half-yearly update to Scrutiny on the Highways / Transportation infrastructure investment programme was presented at a meeting during November. A report on Structures was submitted to and subsequently approved by Cabinet during November, which establishes a strategy for inspecting and repairing the large bridge and retaining wall assets within RCT. It is hoped that through recruitment of experienced engineers and utilising existing staff, the new strategy will be up and running by mid-summer 2017.
	Review and update the Highways Asset Management Plan (HAMP) to ensure that the principal assets have been identified and form part of the Plan, and relevant document and service standards agreed - this action is no longer applicable			

Actions - The Council will...		Finace & Performance Scrutiny Committee - 24.07.17			
		Milestones/Sub Actions that will help to achieve overarching Action	Delivery Date	Progress to date	Overall progress to date on Action
CSW-P1	Increase recycling levels to achieve the 64% recycling target set by Welsh Government for 2019/20	Put in place awareness raising and participation checks in areas of low recycling to include: * Analyse recycling participation rates and agree, in consultation / review with the Scrutiny Committee, specific areas to target (i.e. those that have low participation rates)	Jul-16	Complete	The Awareness Team have continued to work on the food waste campaign funded by Recycle for Wales. During the quarter, additional funding was also secured to target a further 4 areas - Llanharan, Abercynon, Llwynypia and Rhydyfelin. Door knocking is almost complete, and the evaluation of the success of the campaign will be undertaken in July 2017
		* Undertake targeted work in the agreed areas (including elected Member involvement as deemed)	Sep-16	Complete	
		* Provide feedback to the Scrutiny committee on the impact that the targeted work had and areas / ideas for improvement	Nov-16 Revised 2017/18	On Target	Recruitment/training issues resulted in a delay with the campaign start date. An Activity report will be provided to Scrutiny once the food waste campaign is completed.
		Improve the communication of information to residents through the use of Social Media campaigns and Internet updates	Mar-17	Complete	Completed for 2016/17. The website continues to be updated with recent emphasis on collection dates over Spring Bank Holidays.
		Draft a policy statement on missed collections versus 'not outs' and report to Scrutiny Committee for review (following which a final draft is reported to Cabinet for consideration)	Jan-17 Ongoing	Complete	Completed for 2016/17. Round information for Cynon and Rhondda is complete. Taff ongoing. Route optimisation will continue to be monitored during 2017/18. The policy statement is in it's final stages, and will be completed in early 2017/18
		Work in partnership with local supermarkets to take part in promotional events	Mar-17	Complete	Preparations are being made for trailer events throughout the summer months
		Undertake customer satisfaction surveys to improve our service provision and report findings to the Scrutiny Committee	Mar-17	Complete	Surveys undertaken as part of the food waste campaign. Recycle for Wales will provide results during the evaluation of the campaign. Surveys undertaken during Recycle week have not yet been analysed due to the team focusing on the new campaign.
		Provide an up date to Scrutiny Committee on the performance of the Llantrisant and Treherbert Community Recycling Centres (including resident feedback)	Mar-17	On Target	An update was given on the community recycling centres to Scrutiny on 13th February
		Review the Council's method of delivering recycling bags, in consultation with Scrutiny Committee, to help residents and businesses to recycle correctly	Sep-16	Complete	Teams now delivering to individual properties upon requests from CRM.

Actions - The Council will...		Milestones/Sub Actions that will help to achieve overarching Action	Delivery Date	Progress to date	Overall progress to date on Action
CSW-P1	Increase recycling levels to achieve the 64% recycling target set by Welsh Government for 2019/20	Utilise Facebook and Twitter to promote our campaigns and raise awareness	Mar-17	Complete	This action is complete for 2017/18. We continue to respond daily to reactive posts/tweets/information. We currently have over 8,700 Facebook, 12,100 Twitter and 300 'Who Done It' followers on issues such as, fly tipping, littering etc. We have also send out pro-active posts/tweets to promote the work of the cleansing and enforcement team. In the last quarter, 235 tweets were sent out regarding street cleansing issues. The recent dog fouling consultation campaign obtained a reach of 162,500, with 179 clicks through to the consultation webpage.
		Encourage Community Groups, Schools, Treforest University and PCSOs to include environmental crime issues in their local areas on their web sites	Mar-17	Complete	This action is complete for 2017/18. We continue to meet with Community groups, Tenant and Resident Associations, Schools and are in regular contact with PCSO's regarding environmental issues. We also attend PACT meetings when environmental issues are one of the priorities raised, which the Police post on Social Media

Actions - The Council will...		Finace & Performance Scrutiny Committee - 24.07.17 Milestones/Sub Actions that will help to achieve overarching Action	Delivery Date	Progress to date	Overall progress to date on Action
7.1	Maintain a clean County Borough by improving cleansing routes and ensuring that town centre and residential areas are regularly reviewed to ensure a consistent standard of cleanliness	Raise awareness on all aspects of Streetcare portfolio (recycling, waste collection service, litter, dog fouling, fly tipping, graffiti and fly posting) Analyse hot spot areas for litter and dog fouling and agree, in consultation / review with the Scrutiny Committee, specific areas to target	Mar-17	Complete	Complete for 2016/17. Dog Fouling patrols continue to be carried out 2 days a week, reacting to Customer Complaints. Launch of Dog Fouling Campaign, concentrating on hot-spot area's and approaches to schools throughout the County Borough. Ongoing
		Undertake targeted work in the agreed areas (including elected Member involvement as deemed appropriate by the Committee)	Mar-17	Complete	
		Provide feedback to the Scrutiny committee on the impact that the targeted work had and areas / ideas for improvement	Mar-17	Complete	Regular contact with members throughout the year
		Arrange a schedule of presentations to Primary Schools in Rhondda Cynon Taf	Mar-17	Complete	Presentations are continuing with local schools and colleges and will be updated to include the new dog-fouling campaign, planned to be launched in the second quarter of 2017/18
		Treforest Student Liaison Officer to continue to meet and work with students and residents in Treforest regarding any waste, recycling and litter issues and provide feedback to the Scrutiny Committee	Mar-17	Complete	The Waste and Recycling Coordinator Officer has continued to work with the University and the Community as a whole, with an increase in recycling participation in both the University and Community.
		Utilise Facebook and Twitter to promote our campaigns and raise awareness	Mar-17	Complete	This action is complete for 2017/18. We continue to respond daily to reactive posts/tweets/information. We currently have over 8,700 Facebook, 12,100 Twitter and 300 'Who Done It' followers on issues such as, fly tipping, littering etc. We have also send out pro-active posts/tweets to promote the work of the cleansing and enforcement team. In the last quarter, 235 tweets were sent out regarding street cleansing issues. The recent dog fouling consultation campaign obtained a reach of 162,500, with 179 clicks through to the consultation webpage.
		Encourage Community Groups, Schools, Treforest University and PCSOs to include environmental crime issues in their local areas on their web sites	Mar-17	Complete	This action is complete for 2017/18. We continue to meet with Community groups, Tenant and Resident Associations, Schools and are in regular contact with PCSO's regarding environmental issues. We also attend PACT meetings when environmental issues are one of the priorities raised, which the Police post on Social Media
		Continue to report offenders on 'Who Done It' web page	Mar-17	Complete	This action is complete for 2017/18. There are currently seventeen live photos on the site, with five waiting to be uploaded. During the last quarter one was identified and is waiting a court appearance.

Council Priority:

LIVING WITHIN OUR MEANS - Where services are delivered efficiently to achieve value for money for the tax payer

Measuring Success

PI Ref	Performance Measure	2014/15	2015/16		2016/17		Actual 16/17 to 15/16	Actual 16/17 Compared to Wales Average	Comments
		Actual	Actual	All Wales Average	Annual Target	Qtr 4 Actual Performance			
LACP005	Gross Revenue Expenditure on Council Tax Benefits & Administration per head of population	7**	9**	11	N/A	10**	N/A	N/A	Reported for information only. Latest data available relates to the 2015/16 financial year and shows the cost of the service to be lower than the average across Wales
LACP004	The level of Council Tax increase	4.50	3.80	4.36	3.80	2.75	Better	Better	This excludes Community Council precepts and the Police and Crime Commissioner for South Wales Precept, both of which are outside of the Council's control). All Wales average increase for 16/17 was 3.63%
LCSC308	% of customer interaction via the web and mobile devices	N/A	N/A	N/A	NEW - BASELINE YEAR	82.40	N/A	N/A	
LCSC401	% of payments receipted via Customer Care that are self served via website and/or touchtone or kiosks	70	72	N/A	>70	76.4	Better	N/A	
LCSC206	% enquiries resolved at first point of contact based on customer view - One4aLL centres	N/A	N/A	N/A	NEW-BASELINE YEAR	95.70	N/A	N/A	
LCSC110	% of enquiries resolved at first point of contact based on customer view - telephone, daytime service	N/A	N/A	N/A	NEW-BASELINE YEAR	95.9	N/A	N/A	
LCSC309	% enquiries resolved at first point of contact based on customer view - website/e-access	N/A	N/A	N/A	NEW-BASELINE YEAR	86.7	N/A	N/A	
LEST001	% Reduction in the occupied office accommodation floor space across the Council (m2)	N/A	N/A	N/A	11.12	14.05	N/A	N/A	

Key:

* 2014/15 Welsh Average

** reported a year in arrears

Existing Corporate Plan high level measure

Within Top Quartile performance for all of Wales 2015/16	Performance met or exceeded target	Performance within 5% of the target	Performance below target
Within Bottom Quartile performance for all of Wales 2015/16			

Existing Corporate Plan high level measure

Exception report Quarter 4 2016/17

PI Ref	Performance Measure	2014/15	2015/16		2016/17		Actual 16/17 to 15/16	Actual 16/17 Compared to Dataset Average ⁶	Comments	Theme and Priority
		Actual	Actual	Wales Average	Annual Target	Actual				
SCA001/ Measure 19 Framework PI	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over (All people 75+) NEW ¹	N/A	N/A	N/A	3.21	4.95	N/A	N/A	The criteria for calculating the PI was changed by Welsh Government during 2016/17, which resulted in the need to recalculate actual performance reported and year end targets for the year. During 2016/17, there were 94 delays for social care and housing reasons which means that the year-end target has not been met. As reported in previous quarters, these delays can be attributed to ongoing service demand pressures and high levels of staff absence, resulting in assessment delays. There has also been a lack of capacity in the domiciliary care market resulting in some delays in sourcing care packages at peak times. The implementation of the new Regional Stay Well at Home Team in 2017/18 will significantly improve patient flow and the discharge process leading to improved outcomes and performance.	People Priority 1
SCA001/ Measure 19 National PI	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over (All people 18+)	9.44	6.79	4.87	4.83	7.10	Worse	Worse	The criteria for calculating the PI was changed by Welsh Government during 2016/17, which resulted in the need to recalculate actual performance reported and year end targets for the year. During 2016/17, there were 135 delays for social care and housing reasons which means that the year-end target has not been met. As reported in previous quarters, these delays can be attributed to ongoing service demand pressures and high levels of staff absence, resulting in assessment delays. There has also been a lack of capacity in the domiciliary care market resulting in some delays in sourcing care packages at peak times. The implementation of the new Regional Stay Well at Home Team in 2017/18 will significantly improve patient flow and the discharge process leading to improved outcomes and performance.	People Priority 1
LCS002b	No. of visits to local authority sports and leisure centres per 1,000 population where the visitor will be participating in Physical Activity	8,155	7,425	8,409	8,250	7,581	Better	Worse	Due to the 'Annual Target' including school usage and the national performance indicator definition excluding this type of usage, this PI is not meeting target. Further work has been complete to include all usage as the target suggests. The actual for Q4 is 11,614 per 1000 of population, this indicates that the target has been exceeded.	People Priority 1

PI Ref	Performance Measure	2014/15	2015/16		2016/17		Actual 16/17 to 15/16	Actual 16/17 Compared to Dataset Average ⁶	Comments	Theme and Priority
		Actual	Actual	Wales Average	Annual Target	Actual				
LSCC102	No. of looked after children (CLA)	621	623	N/A	592	690	Worse	N/A	Although the number of children looked after rose from 681 at the end of Q3 to 690 at the end of Q4, the number of new admissions actually dropped during the quarter from 76 during Q3 to 41 during Q4. The Remain, Repair & Reunification Children Looked After Project has now been implemented whose remit is to review in detail all aspects of the Children Looked After System with a view to ensure that the right children are admitted & that permanence is achieved for them in a timely fashion in a placement that will meet their long term needs. This should impact on the number of children looked after in the longer term	People Priority 3
Measure 27 SSOF27	% of re-registrations of children on Local Authority CPR	5.73	8.22	N/A	8.00	9.40	Worse	N/A	There has been very little change in performance between Q3 & Q4 with a slight drop from 9.5% to 9.4%. It is anticipated that the new Risk Assessment Framework, that will be rolled out across Children's Services over the coming months will reduce the percentage of re-registrations in the longer term.	People Priority 3
LRGN014c	% vacant retail premises in town centres: Aberdare	9.0	9.0	12.5	A decrease year on year would reflect positive performance	10.4	Worse	Better	Town centre vacancies, and footfall are difficult to influence, but we continue to closely monitor these areas, particularly those that are areas of priority work in 2017/18.	Economy Priority 1
LRGN014a	% vacant retail premises in town centres:Porth	14.0	10.8			14.0	Worse	Worse		
LRGN015d	Footfall Treorchy	17,510	16,379	N/A	An increase year on year would reflect positive performance	15,516	Worse	N/A		Economy Priority 1
LPSR101	No. of empty properties brought back into use per annum	114	144	N/A	190	138	Worse	N/A	The target for this measure was increased in 2016-17 to take into account the impacts of requests for the Empty Property Grant. Whilst a large number of grants have been awarded this year, it has proven to take longer than originally anticipated for them to become ready for occupation. Positive benefits from this grant funding will be realised in 2017/18 when grant work to	Economy Priority 1
PSR004	% Private sector dwellings that had been vacant for more than 6 months at 1 st April that were returned to occupation during the year	3.37	5.17	11.08	5.50	4.90	Worse	Worse	Whilst Empty Property Officers have actually increased the number of interventions they have undertaken in relation to empty properties, there has been an increase in the number of complex empty properties they have been dealing with. The benefits of this work should be reflected in 2017-18.	Economy Priority 1

PI Ref	Performance Measure	2014/15	2015/16		2016/17		Actual 16/17 to 15/16	Actual 16/17 Compared to Dataset Average ⁶	Comments	Theme and Priority
		Actual	Actual	Wales Average	Annual Target	Actual				
LRGN008	No. of jobs created through grant support programmes	116	62	N/A	65.0	51.0	Worse	N/A	Organisations have 6 months from the date of payment in which to create the required number of jobs. 16 organisations were financially supported within the last 6 months of the financial year which should create 26 jobs. Unfortunately these weren't	Economy Priority 1
LEDU406*	% of looked after children assessed at the end of Key Stage 2, in schools maintained by the local authority, achieving Core	62.5	66.7	N/A	71.4	66.7	Same	N/A	Performance against this indicator remained in line with the previous year but was below the target. Due to the small cohort involved, results of a small number of pupils have a significant influence on performance. The difference between performance and target	Economy Priority 2
LEDU242	% pupils eligible for FSM assessed at the end of KS3 (Year 9, typically aged 14) achieving the Core Subject	61.6	65.2	N/A	71.5	67.8***	Better	N/A	There was a 21.7% gap between those pupils eligible for FSM and those pupils not eligible for FSM achieving the Core Subject Indicator. Schools will be supported to continue to focus on performance of FSM	Economy Priority 2
EDU017	% of pupils in year 11 (typically aged 16) who achieved level 2 threshold including a GCSE grade A* to C in English or Welsh (first language) and Maths**	50.5	54.6	58.3	59.0	56.6	Better	Worse	This is the highest % achieved by the Council's schools. However, whilst the performance improved compared to the previous academic year, it did not meet the aspirational target and was below the Wales Average for Academic Year 2015/16 of 60.3%. Three schools did not achieve their targets and performed below predictions which was unexpected. Two of these schools have now been placed in the Amber support category and are in receipt of support and regular progress meetings with officers	Economy Priority 2
LEDU506	% difference in the attendance of FSM / non FSM	2.4	2.2	2.6	<2.2	2.6	Worse	Same	Issues impacting on Primary School attendance included high instances of infectious diseases; this has	Economy Priority 2
LEDU409a	No. of fixed term exclusions per 1,000 pupils in Primary schools	7.7	8.8	N/A	11.5	13.5	Worse	N/A	There has been an increase of almost 50% in the number of fixed term exclusions in primary schools in 2015/16 compared with the previous academic year. During the last academic year the focus was to reduce the number of permanent and fixed term exclusions within secondary schools and this has been very successful. Focus within the service will now shift from	Economy Priority 2
LEDU410c	Average No. of days lost through fixed term exclusions (All Schools)	2.2	2.4	N/A	2.0	2.1	Better	N/A	This indicator has been significantly impacted by the exclusion rates within primary schools (see LEDU409a above). Secondary schools reduced their number of days lost by 32%; however in primary schools days	Economy Priority 2

Other National Measures

PI Ref	Performance Measure	2014/15	2015/16		2016/17		Actual 16/17 to 15/16	Actual 16/17 Compared to Wales Average	Comments
		Actual	Actual	All Wales Average	Annual Target	Qtr 4 Actual Performance			
CAM037	The % change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres	N/A	5.7	3.0	3.0	4.4	Worse	Better	
PPN009	The % of food establishments which are broadly compliant with food hygiene standards	90.41	92.74	94.22	93.00	94.17	Better	Worse	
SCC004	The % of children looked after on 31 March who have had three or more placements during the year	5.8	5.9	9.8	6.2	8.3	Worse	Better	Performance has dropped during the year but remains within the 2015/16 All Wales Average of 9%. Children move placement for a variety of different reasons & some of the 3rd placements during the year will relate to children's moves to a permanent long term placement. Performance has also been affected by the 10% rise in the number of children looked after which has put pressure on placement availability.
EDU011	The average point score for pupils aged 15 at the preceding 31 August, in schools maintained by the local authority	536.7	547.0	538.6	609	547.8	Better	Better	Performance has not hit target but has improved on last year's actual and is better than the all Wales average.
CHR002	The number of working day/shifts per fulltime equivalent (FTE) local authority employee lost due to sickness absence	N/A	N/A	10.2	N/A	N/A	N/A	N/A	Unable to comply with the definition for this measure
SCC002	The % of children looked after at 31 March who have experienced one or more changes of school, during a period or being looked after, which were not due to transitional arrangements in the 12 months to 31 March	18.3	13.9	11.9	13.9	13.0	Better	Worse	
PLA006b	The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year	26	27	36	N/A	37	Better	Better	
EDU006ii	The percentage pupils in local authority care in any local authority receiving a teacher assesment in Welsh (first language) at the end of Key Stage 3	18.9	19.2	17.8	18.2	17.7	Worse	Worse	
EDU015a	The % of final statements of special education need issued within 26 weeks including exceptions	65.9	72.0	68.1	76.4	77.5	Better	Better	
EDU015b	The % of final statements of special education need issued within 26 weeks excluding exceptions	83.7	87.6	94.5	87.5	92.3	Better	Worse	
THS007	The percentage of adults aged 60 or over who hold a concessionary bus pass	91.6	91.9	85.6	89.0	94.1	Better	Better	
LCL001b	The number of visits to public libraries during the year per 1000 population	4,819	4,178	5,374	3,173	3,950	Worse	Worse	

Key:

Within Top Quartile performance for all of Wales 2015/16	Performance met or exceeded target	Performance within 5% of the target	Performance below target
Within Bottom Quartile performance for all of Wales 2015/16			

Corporate Plan Performance Indicators (PIs) - Comparing 2016/17 performance with performance in 2015/16

To help to provide some additional context about our performance, we have looked at the extent to which we have improved our performance since 2015/16, notwithstanding the targets set, and can demonstrate positive progress in the majority of our PIs.

2016/17 Quarter 4 actual performance compared to 2015/16			2016/17 Quarter 4 performance compared to 2016/17 targets (where 2015/16 performance information is also available)		
Improved	47	67%	33	75%	PIs improved and have met or exceeded targets
			7	16%	PIs improved are within 5% of targets
			4	9%	PIs improved but have not hit targets
Same	4	6%	3	75%	PIs remain the same and have met or exceeded targets
			0	0	
			1	25%	PI remained the same but did not hit the target
Declined	19	27%	4	21%	PIs declined but have met or exceeded targets
			4	21%	PIs declined and are within 5% of targets
			11	58%	PIs declined and have not hit targets
Totals	70		67		

Of the **70** PIs with targets:

- We have hit or exceeded 42, and
- Performance is within 5% of target for a further 11

Of the **67** PIs, we can compare with 2015/16:

- 51 have improved or performed at the same level that is 76%.

Of the 16¹ PIs that did not achieve target, there were 11 where performance declined. These indicators reflect some of the most challenging issues being tackled by the Council and remain our priorities, namely:

- Footfall - Average weekly number of visitors (Calendar Year) to: Treorchy
- % vacant retail premises in town centres: Aberdare
- % vacant retail premises in town centres: Porth
- No. of empty properties brought back into use per annum
- % Private sector dwellings that had been vacant for more than 6 months at 1st April that were returned to occupation during the year
- No. of jobs created through grant support programmes
- % difference in the attendance of FSM / non FSM pupils in primary schools
- Number of fixed term exclusions per 1,000 pupils in Primary schools
- The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over (All people 18+)
- No. of looked after children (CLA)
- % of re-registrations of children on Local Authority CPR.

¹ SCA001/ Measure 19 [Framework] excluded from this analysis as it has no 2015/16 data by which to compare.