

## Improvement Objective 8

Mainly met

### To manage and promote our natural and historic environment

We completed all schemes to improve our Rights of Way network, which included improvements to 9.6 miles of paths and 1.9 miles of new paths. Ninety per cent of the total length has been measured as easy to use by members of the public, the best in Wales.

The cleanliness rate of highways and relevant land also improved, from 97.7% in 2011-12 to 98.5% in 2012-13.

We developed green infrastructure, landscape and biodiversity guidance to support the emerging Local Development

Plan and planning process.

Our carbon dioxide emissions were reduced from 16,623 tonnes in 2011-12 to 15,757 in 2012-13.

We achieved a Green Flag Award (a national standard for excellence for a green recreational space) for the first time for Maesteg Welfare Park and for a third consecutive year for The Wilderness Lake in Porthcawl.

In partnership with May Gurney, we achieved a 57.1% recycling rate and 16.7% composting rate. With only 16.69% of our municipal waste sent to landfill, we are the best performing authority in Wales.

If we do not meet the challenging waste disposal targets that have been set by the Welsh Government we will receive fines, including include penalties of £200 per tonne.



## Improvement Objective 9

Mainly met

### To improve the way we work to ensure effective and efficient use of our financial, technological, physical and human assets

We developed the new Single Integrated Partnership Plan 2013-17 'Bridgend County Together', aiming at improving the lives of our citizens.

We delivered improved services to our citizens with less, evidenced by increased citizen satisfaction

rates (on average across all forms of contact with the Council) from 72.73% to 73.48%; reduced number of formal complaints (from 62 in 2011-12 to 58); and efficiency savings of £4.84 million. We completed a Job Evaluation exercise to ensure we are paying

all employees in a fair and equitable manner.

Staff sickness rates increased from 9.4 days in 2011-12 days to 10.2 days in 2012-13. We did not achieve our target of 8.5 days.

Our financial environment

is becoming increasingly challenging. We need to make unprecedented savings over the next four years which can only be achieved by changing the way we work and changing the way services are delivered.

#### National indicator performance

In 2012-13, 44 performance indicators were collected and published nationally, compared to 41 indicators in 2011-12. Comparable data is available for 36 of the 44 indicators - 26 (72%) showed an improvement and ten (28%) showed a decline. More detailed information is available on our Council Priorities and Performance pages via [www.bridgend.gov.uk](http://www.bridgend.gov.uk).

#### Summary of financial performance

Last year, the amount we spent on delivering services to our citizens and investing in our landscape and infrastructure totalled nearly £400 million. The total amount that we have available to spend is made up from three main sources, revenue support grant from Welsh Government, specific grants and fees and charges.

#### Citizen feedback

Citizen feedback is vital for planning the improvement of local services.

One of the ways we consulted with residents during 2012-13 was the Citizen's Panel survey. The panel is made up of over 1,100 residents who are a representative group of the local population. Main findings from 2012-13 were:

- 72% of panel members were satisfied with the Borough as a place to live.
- 62% of panel members were satisfied with Council services
- The services that panel members identify as being most important to them are; schools (65%), highways and recycling (60%) and refuse (56%).

#### Summary of improvement objectives for 2013-14

Our Corporate Plan 2013-17 sets out the following six priorities for 2013-17:

- Working together to develop the local economy
- Working together to raise ambitions and drive up educational achievement
- Working with children and families to tackle problems early
- Working together to help vulnerable people to stay independent
- Working together to tackle health issues and encourage healthy lifestyles
- Working together to make the best use of our resources.

#### Want to know more?

You can access the full annual report via our website [www.bridgend.gov.uk](http://www.bridgend.gov.uk) and copies are also available at local libraries.

For more information, please contact the Corporate Improvement Team on (01656) 643224 or email: [improvement@bridgend.gov.uk](mailto:improvement@bridgend.gov.uk)



County Borough

[www.bridgend.gov.uk](http://www.bridgend.gov.uk)

Cyngor Bwrdeistref Sirol

# Bulletin

SPECIAL EDITION



November 2013

## Annual Report Summary 2012-13

This special edition of Bulletin is a summary version of our Annual Report 2012-13. It highlights our performance against our nine improvement objectives.

The full report can be accessed via the BCBC website: [www.bridgend.gov.uk](http://www.bridgend.gov.uk)



### Improvement Objective 1

Mainly met

#### To build safe and inclusive communities

We worked with South Wales Police and other partners to reduce crime and anti-social behaviour. Levels of crime are now at an all-time low. The number of reported crimes dropped by 8% from 8,021 in

2011-12 to 7,375 in 2012-13.

We worked with partners towards the prevention of the supply of alcohol and other age related goods to minors. This contributed to a reduction in the number of incidents of anti-social behaviour, from 6,875 in 2011-12 to 4,401 in 2012-13.

We completed the highways

maintenance programme as planned, resulting in improved road condition; 8.6% of roads were in poor condition compared with 9.9% in the previous year. This was below the Welsh average of 13.4%. The number of people killed or seriously injured on our roads dropped by over 11%, from 3.61 per 10,000 in

2009, to 3.20 in 2011.

One of the biggest challenges we face is instilling a sense of community to make everyone feel a sense of inclusion. At present, less than half of the citizens we surveyed felt a part of their community and only 40% felt that there was a strong sense of community where they lived.

### Improvement Objective 2

Fully met

#### To develop and support sustainable and affordable housing solutions for those who are homeless or in need

We provided a range of options to meet housing needs and helped to prevent homelessness. This included temporary accommodations and affordable housing.

The percentage of potentially homeless households that had homelessness prevented for at least six months increased from 43.2% in 2011-12 to 52.9% in 2012-13. This equates to 128 households.

We provided disabled facilities grants (DFG). These are used to fund adaptations in the homes of disabled people to enable them to live safely. The average number of calendar days taken to deliver a DFG fell from 251 to 201.

The UK Government's welfare reforms started being implemented in April 2013. We are facing new challenges of meeting the needs of those who are affected by the reform.

### Improvement Objective 3

Mainly met

#### To work in collaboration with partners to meet the different needs of all children and young people and provide them with the best start in life

We expanded our Flying Start programme to Wildmill and North Cornelly, raising the total of children benefiting from the service to 950, up from 752 in 2011-12.

Our after care and youth service were merged to create 'Just @sk+': an integrated service to provide support for vulnerable young people aged 16-25.

We opened two newly redesigned residential units, Sunnybank and Newbridge House, to increase the provision for looked after children within the Borough.

We retained contact with all young people (aged 19) formerly looked after. Of these, the percentage known to be in suitable, non-emergency accommodation fell from 94.1% in 2011-12 to 93.3%, but the percentage known

to be engaged in education, training or employment increased from 29.4% in 2011-12 to 73.3%

The percentage of children looked after who had three or more placements during the year rose from 7.83% to 10.60%, and the percentage of children looked after who experienced one or more change of school that was not due to transitional arrangements increased from 14.4% in 2011-12 to

15.2%.

There are increasing numbers of looked after children living in the Borough and this has large financial implications. We need to meet the challenges associated with this demand-led provision and ensure that we are able to provide the highest quality of care for this group of vulnerable young people.

## Improvement Objective 4

Fully met

### To help all children and young people achieve higher attainment by improving learning opportunities and making them more accessible

We continued our school modernisation programme, including the development of Coleg Cymunedol Y Dderwen - one of the largest investments in a shared community and education building in Wales.

We created more opportunities for pupils aged 14-19 to gain qualifications in a wider range of subjects, and the average points score for pupils aged 15 increased from 389.11 to 425.2.

We saw more pupils achieve five GCSEs grades A\*-C including English/Welsh and mathematics, from 44.6% to 50.7%. The percentage of pupils leaving compulsory education, training and work-based learning without an approved external qualification improved from 0.58% to 0.33%.

For the younger ages, the number of pupils achieving the Core Subject Indicator at Key Stage 2 increased from 77.1% in 2011-12 to 80.6% in 2012-13, and at Key Stage 3 increased from 67% to 67.1% over the same period.

There was an improvement in school attendance compared to the previous year (primary school attendance rose from 93.3% to 93.7%, and secondary school from 91.3% to 92%).

We carried out a review of our 'managed' moves protocol and Pastoral Support Plans. This helped us to reduce the number of permanent exclusions in secondary schools from 0.5 to 0.4 per 1,000 pupils.

Educational attainment also improved for our looked after children (LAC). The average points score for LAC pupils aged 15 increased from 193.75 to 273. The percentage of LAC pupils leaving compulsory education, training and work based learning without approved qualification, however, increased from 5.88% to 6.25%.

Despite an improvement in pupil attainment, the standards being achieved by our children and young people remain below the Welsh average and this

is something we will need to address. We are facing further budget reductions during 2014-15 but must meet the challenge of rising numbers of looked after children and pupils with additional learning needs.



## Improvement Objective 5

Mainly met

### To improve physical and emotional wellbeing by promoting and supporting active lifestyles, participation and learning

A number of initiatives to improve mental health services were progressed via the Western Bay collaboration, including a joint Mental Health Strategy.

By May 2013, 92.8% of older people and 95.4% of adults requiring a Care and Treatment Plan had one in place, both figures exceeding the Welsh Government target.

We established a 15-year partnership with HALO Leisure Ltd to run our leisure centres and swimming pools, with the aim of increasing attendance and encouraging healthy lifestyles.

We worked closely with partners to continue levels of participation in the national exercise referral scheme, and had 1,741 GP referrals to the scheme, exceeding our target of 1,200 for the year. The percentage of our

citizens with a body mass index (BMI) of 30 or more decreased from 25% to 23%.

The new library for the Garw Valley was completed to schedule and opened to the public on 2 April 2013. The library opening hours have been extended from a two-and-a-half day week to five days. It is hoped that this will contribute to an increased number of visits to our libraries as last year our library attendance rate was the poorest among the 22 local authorities.

Life expectancies for local men and women improved, to 76.8 years for men and 81.4 years for women, and the percentage of babies born with a low (below 2,500 grams) birth weight reduced to 7.4%.

There are still significant health inequalities within the Borough.

Our teenage pregnancy rate remains above the Welsh average, and the most recent figures show an increase from 40.4 per 1,000 to 41.1.



## Improvement Objective 6

Fully met

### To implement effective integrated health and social care services to support independence, health and wellbeing

We implemented the Families First programme, a Welsh Government initiative that aims to improve outcomes for children, young people and families, emphasising prevention and early intervention particularly for those in poverty.

We established multi-agency community hubs or networks, as part of the Council's commitment to integrating health and social care services. Our 'Connecting Families' team is exploring different ways to work more effectively with families that have the most chronic and complex difficulties, and who draw on a wide range of multi-agency services.

We developed an integrated referral management centre to provide a single point of access across the health and social care system for older people and people with disabilities.

The rate of older people (aged 65

plus) supported in the community increased in 2012-13 to 86.1 per 1,000 and the number of citizens supported by the Community Integrated Intermediate Care Services team rose by over 60%, from 680 to 1,112. The number of total, live Telecare installations increased from 1,089 to 1,312 over the last year, and 94% of Telecare clients felt that the service made it easier for them to manage in their own home, up from 93% in 2011-12.

We achieved 100% take-up of rooms in the Extra Care Housing Scheme, providing specialist homes for older people, and increased provision of beds for people with dementia at Glan yr Afon in Ynysawdre, ensuring that we have capacity for our patients to have the required care and support.

At any one time some 3.5 per cent of our population will be receiving social care from the Council and our partners. The Social Services and Wellbeing (Wales) Bill 2013

may raise public expectations at a time of already reducing budgets and stretched resources.



## Improvement Objective 7

Fully met

### To support and invest in our communities to promote economic growth, physical renewal and sustainability

We distributed grants totalling £185,856 through the Local Investment Fund to support 116 existing businesses and one social enterprise. We also helped 33 people to set up new businesses and created over 275 jobs in 2012-13.

Through the Green Shoots project we provided small grants and advice to micro enterprises employing nine or fewer people and have a turnover of less than £2 million. We helped seven people to set up new micro enterprises and supported 14 existing micro enterprises. This led to 6.4 jobs being created.

We awarded £383,265 of the South East Wales Community Economic Development (SEWCED) funding to one newly created and seven established social enterprises, which created

12.38 jobs.

Alongside partners, we delivered the skill strategy to teach basic and vocational skills and to build confidence, and helped a total of 165 people get jobs.

We continued to regenerate our towns and valley communities through the various initiatives and grants available.

Fewer children are living in households where there is no-one in work (down from 20.4% in 2011 to 17.5% in 2012) and the number of children living in low-income households also reduced, from 23.1% in 2009 to 22.7% in 2011.

The economic environment continues to be challenging and has limited the impact of the actions that we have taken on income and employment rates:

Employment rates fell in 2012-13,

from 71.7% in 2011-12 to 68.9% for 16-64 years, and from 55.8% in 2011-12 to 47.1% for 16-24 years.

The percentage of year 11 school leavers known not to be in education, employment or training has increased from 4.4% in 2011 to 6.4% in 2012.

The estimated number of visitors to Bridgend town centre fell by 167,000 compared with the previous

year (a decrease in annual footfall of 3.2%), although the estimated number of visitors to Porthcawl town centre increased by 49,267, from 2,650,733 in 2011 to 2,700,000 in 2012.

