



SCRUTINY COMMITTEE REPORT

Date Written	25 th March 2019
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Service Area	Community Regeneration, Public Protection and Housing
Committee Date	9 th April 2019

To: Chair, Ladies and Gentlemen

Working Life / Bywyd Gwaith

1.0 SUMMARY OF THE REPORT

- 1.1 We have set Wellbeing Objectives for Merthyr Tydfil County Borough Council, and how we intend to achieve these objectives is set out in our plan 'Focus on the Future: Wellbeing in our Community'. The focus of this report is on the wellbeing theme Working Life.
- 1.2 The Council is committed to supporting people to live in safe well-connected communities where the developing infrastructure sustains and improves both the built and natural environment; and where heritage, language and culture are valued and strengthened for future generations. The Council also seeks to support people to develop skills and gain relevant qualifications to secure employment and to meet the changing needs of employers.
- 1.3 Due the period of the report, and via collaboration with a range of partners and joint working, we focused on impacting on key outcomes to help achieve our wellbeing objective:
- Making skills work for Merthyr: developing the workforce for the future;
 - Developing the environment and infrastructure for business to flourish;
 - Communities protect, enhance and promote our heritage and cultural assets;
 - Developing safer communities; and
 - Supporting and accommodating those most disadvantaged in the housing market
- 1.4 Using the most recent performance information, this report establishes the current position for the wellbeing objective: *People feel supported to develop the skills required to meet the needs of businesses, with a developing and safe infrastructure making Merthyr Tydfil an attractive destination.*

2.0 RECOMMENDATION(S)

- 2.1 The content of this report to be discussed and performance information scrutinised
- 2.2 Scrutiny Committee Members offer any appropriate feedback to enable officers to consider when undertaking future service planning and delivery discussions.

3.0 INTRODUCTION AND BACKGROUND

Legislative Context

3.1 The [Wellbeing of Future Generations \(Wales\) Act 2015](#) specifies that we must work to improve the economic, social, environmental and cultural wellbeing of Wales by maximising our contribution to the seven Wellbeing Goals.

- A prosperous Wales
- A resilient Wales
- A healthier Wales
- A more equal Wales
- A Wales of cohesive communities
- A Wales of vibrant culture and thriving Welsh language
- A globally responsible Wales

3.2 We must do this in accordance with the sustainable development principle, which means that we act in a manner that seeks to ensure the needs of the present are met without compromising the ability of future generations to meet their own needs. There are five ways of working that we need to do adopt in order to show that we have applied the sustainable development principle. The five ways of working are:

- Long Term
- Preventative
- Involvement
- Collaboration
- Integrated

3.3 The [Social Services and Wellbeing \(Wales\) Act 2014](#) specifies that we must seek to improve the wellbeing of people who need care and support, carers who need support and for transforming social services in Wales. The focus of this Act is on what matters to the person and how they can use their own strengths and resources to do those things, which is determined by an assessment that involves the person and the professional(s).

Strategic Context and Service Delivery

The Council is committed to delivering excellent services. It will do this by delivering its key strategies and through joint working with a range of partners. The key strategies that focus on delivering excellent services in Community Regeneration, Public Protection and Housing are:

- Economic Growth Strategy (*pending final approval*);
- Tackling Poverty Strategy (*pending approval*);
- Destination Management Plan (currently being refocused);
- Heritage Strategy (draft – currently under development);
- Active Merthyr Plan;
- The Active Travel Plan;
- MTCBC Homelessness Strategy;
- Cwm Taf Community Safety Plan;
- Workforce Development Plan; and
- The Local Development Plan 2016-2023.

A number of further strategic documents and plans are under development over the coming months; these include:

- The Town Centre Master Plan;
- The Hoover Site Plan;
- The Crucible Master Plan; and
- The Social Enterprise Strategy.

The department works collaboratively with other departments both within the Council, with external partners via the Public Service Board (PSB) and the Strategic Partnership Board (SPB); with other local authorities on regional projects such as Cardiff and the Capital City Deal; as well as with multiple partner organisations across both the third and private sectors.

- 3.4 The Council's contribution to achieving the seven wellbeing goals is outlined in our plan [\[Focus on the Future: Wellbeing in our Community\]](#). On the 4th April 2018, Full Council approved a revised version of the Plan, which reduced the number of wellbeing objectives from 9 to 4. The new objectives can be found in **Appendix 1**.
- 3.5 The Chief Officer for Community Regeneration, Public Protection and Housing reports on the wellbeing theme *Working Life*. The purpose of this report is to coordinate the performance information for this wellbeing objective and offer insights in the change of working practice linked to the wellbeing objective: *People feel supported to develop the skills required to meet the needs of businesses; with a developing, safe infrastructure making Merthyr Tydfil an attractive destination.*

4.0 WHERE WE WERE

- 4.1 At the end of 2017/18 the Council published its [Annual Performance Report](#), which evaluated performance across all 9 wellbeing objectives at the end of year 1 of the corporate wellbeing plan *Focus on the Future*.
- 4.2 The Community Regeneration, Public Protection and Housing team has the lead for Working Life, which had two wellbeing objectives during this period; these were:
- WL1: Making skills work for Merthyr Tydfil: developing the workforce of the future; and
 WL2: Developing the environment and infrastructure for business to flourish.
- 4.3 Our evaluation of performance in 2017 was **Adequate**. The rationale for this judgment reflected the positive outcomes were achieved (e.g.) both employment levels and business births were above the Welsh average, whilst progress continues to link targeted employment opportunities for economically inactive residents, further developing the local workforce. Additionally, the proportion of young people who are categorised as NEET (not in education, employment or training) was been sustained as for 2017/18; Merthyr Tydfil had the joint lowest level of NEETs in Wales.
- 4.4 There were issues identified where improvement needed to be made (e.g.) the gross weekly pay for full-time workers in Merthyr Tydfil remains below the Welsh average; the direct impact the Council has had on the overall post-16 education qualifications was limited because of the numbers of people we engage with etc. Plans are being developed to make improvements where required. Other affecting factors beyond the Council's control which would impact on progress being made were also considered (e.g.) governmental changes, the impact of Brexit etc.

- 4.5 The Annual Performance Report provided an overview of the key performance indicators prior to the development of the Working Life SOAP: this data can be found in the table below along with the reported data from the previous year to provide some context:

Table 1

Key Performance Indicators	2016/17	2017/18	
% of working age population in employment (Year ending Mar 2018)	69%	74%	↑
% of working age population who are qualified to NVQ level 2 and above	68.2%	66.2%	↓
% of population with no qualification	15.5%	16.4%	↑
% of 16-18 year olds not in education, employment or training	1.0%	1.0%	↔
Number of business births	230	255	↑
Number of business deaths	150	165	↑
% of participants in employment upon leaving the EU funded programmes	N/A	12.8% (70/549)	-
% of participants who gain a qualification on completion of an 'out of work' training programme	N/A	28.4% (156/549)	-
% of participants who gain a qualification on completion of an 'in work' training programme	N/A	81.9% (281/343)	-

5.0 WHERE WE ARE NOW

- 5.1 Following a review of year 1 of *Focus on the Future*, the 9 wellbeing objectives were reduced to 4. The re-focused themes and objective can be found in **Appendix 1**. As a result of this change, the Working Life theme now has one objective: *People feel supported to develop the skills required to meet the needs of businesses, with a developing, safe infrastructure making Merthyr Tydfil an attractive destination.*
- 5.2 To explore opportunities and challenges linked to the widening of the objective, the Chief Officer for Community Regeneration, Public Protection and Housing created a 'Working Life Working Group'. This group is made up of officers across a number of service areas across the Council both within the Chief Officers directorate and officers from other services areas. This group also provides a platform for planning discussions, officer led constructive challenge around activities delivered, targets set whilst also opening the doorway to exploring new opportunities, joint working relationships and making more meaningful service connections and evidence shows this change in working practice is already proving to be a catalyst for new joint working opportunities being developed.
- 5.3 This working group developed a Working Life Strategy on a Page (SOAP) which organises performance information and sets targets for the year. The SOAP contains performance data for the selected local performance indicators over time (where available) to offer an opportunity to identify trends. The Working Life SOAP is attached as **Appendix 2**.
- 5.4 To complement the "Working Life Working Group", which focuses on departmental operational issues, there has been a significant change to the membership and reporting structure of the Strategic Economic Regeneration and Tourism Board. This existing Board has now evolved into the Community Regeneration, Public Protection and Housing Board which focuses on strategic developments and encourages and promotes linkages between departments.

5.5 On the 28th November 2018 the Welsh Audit Office initiated a workshop where together with our strategic Economic Growth Partnership we were required to offer evidence of the 5 ways of working. The exercise was an opportunity to showcase the maturity of the partnership and specifically the role of MTCBC in its direct co-ordination of learning / training / employment for local people. The Council are currently awaiting the final report on this.

6.0 WHERE WE WANT TO BE

6.1 By 2022, our ambition is for:

- MTCBC and its partners to improve the economic fortunes of the area and increase the pace of the economic recovery, recognising that this cannot be achieved without the support and participation of key partners and businesses
- To develop Merthyr's extended landscape and built heritage into an international quality visitor destination and experience.
- To develop the Hoover Site into a Strategic Regeneration Area for population growth, economic development, transport and infrastructure.
- To develop the Town Centre as a Strategic Hub as part of the Cardiff City Region Metro focusing on transport infrastructure, physical regeneration and place-making.

7.0 WHAT WE NEED TO DO NEXT

7.1 Further develop the Community Regeneration, Public Protection and Housing Board ensuring departmental connectivity is at the forefront of its development

7.2 Conclude the staged development of the strategic documents and plans over the coming months including the Town Centre Masterplan and the Cyfarthfa Heritage Area Masterplan.

7.3 Further develop the Economic Growth Partnership ensuring partnership ownership and engagement.

8 CONTRIBUTION TO WELLBEING OBJECTIVES

8.1 The improvement activities identified in this report directly contribute to our wellbeing objective:

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

8.2 The planned next steps for *Focus on the Future* and Tackling Poverty will ensure that the activities of the Learning Department will more robustly impact on the wellbeing objective:

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

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

ALYN OWEN
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REGENERATION, PUBLIC PROTECTION
& HOUSING

COUNCILLOR GERAINT THOMAS
CABINET MEMBER FOR
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BACKGROUND PAPERS

Title of Document(s)	Document(s) Date	Document Location
Does the report contain any issue that may impact the Council's Constitution?		No

Corporate Wellbeing Plan Focus on the Future:

Confirmed themes and wellbeing objectives for 2018/19

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

CHIEF OFFICER: COMMUNITY REGENERATION

Contributions From:
 Employability
 Physical Regeneration
 Heritage & Culture
 Licensing
 Housing
 EU & External Funding

Business Support/Development
 Destination Development
 Trading Standards
 Transport
 Environmental Health

Working Life

People feel supported to develop the skills required to meet the needs of businesses with a developing, safe infrastructure making Merthyr Tydfil an attractive destination

How will Merthyr Tydfil CBC work?

Integration Collaboration Long term Involvement Prevention



Appendix 2

Supporting and accommodating those most disadvantaged in the housing market, maximising the provision of affordable homes

Making skills work for Merthyr Tydfil: developing the workforce of the future

Developing the environment and infrastructure for business to flourish

Communities protect, enhance and promote our heritage and cultural assets

Developing safer communities

Key Performance Indicators (KPIs)	2015/16		2016/17		2017/18		2018/19		2019/20	2020/21	2021/22
	Target	Achieved	Target	Achieved	Target	Achieved	Target	Achieved	Target	Target	Target
Participants who are in employment after leaving a programme					81	100	241	131	TBC	TBC	TBC
Participants who gain a qualification at the end of an 'out of work' programme					119	119	212	130	TBC	TBC	TBC
Participants who gain a qualification at the end of an 'in work' programme					185	281	184	213	TBC	TBC	TBC
Number of buildings developed as part of the business start-up project					3	Pending	4	4	3	4	4
Percentage of inward investment enquiries which become active businesses					5	Pending	5	8	5	5	5
Number of social enterprises where growth/development opportunities are identified					50%	66%	50%	57%	50%	50%	50%
Number of visits to the 5 key attractions within Merthyr Tydfil							618,000	661,532	636,540	655,636	675,305
Restore 9 buildings within the Pontmorlais Heritage Area							3	0	3	3	N/A
Number of community enterprises supported in asset transfer opportunities					2	3	2	2	3	3	3
Percentage of people feeling safe (at home, walking in their local area, and travelling) (data provided by South Wales Police)			N/A	63%	N/A	Pending	N/A	Year End	N/A	N/A	N/A
Percentage of incidents of drug litter reported that are cleared within 24 hours (Monday-Friday)							100%	100%	100%	100%	100%
Percentage of licensed premises spot checks where the management of risk to meet the licensing objectives is found to be broadly compliant					N/A	83%	85%	57%	87%	89%	91%
Percentage of taxi licensing compliance spot checks that are passed					N/A	73%	75%	43%	77%	79%	81%
The percentage of those who present as homeless who are relieved of their homelessness	N/A	3.6% (8/225)	N/A	S73 – 178 S75 – 5*	N/A	33%	34%	29%	TBC ²	TBC ²	TBC ²
Percentage of households threatened with homelessness successfully prevented from becoming homeless (PAM/012)	N/A	31.5%	N/A	61%	60%	53%	60%	61%	61%	62%	63%
Percentage of empty private sector properties brought back into use during the year through direct action by the local authority (PAM/013)	N/A	6.47%	N/A	6.86% (40/583)	N/A	6.6%	3%	Year End	6%	6%	6%
The percentage of food businesses that are broadly compliant with food hygiene	N/A	93.38%	N/A	93.49%	N/A	92.46%	93.11%	Year End	93.02%	92.86%	92.96%

