

Community Strategy Delivery Plan 2014-18

LSB Progress Report - December 2015

Introduction

The following report has been produced to update the Vale of Glamorgan Local Service Board on progress towards delivering the actions within the Community Strategy Delivery Plan 2014-18. In response to the findings of the 2013 Unified Needs Assessment it was agreed that the focus for the next phase of delivering the Community Strategy would be on tackling poverty. The Delivery Plan 2014-18 has been aligned to Welsh Government's Tackling Poverty Action Plan and encompasses three workstreams – Preventing Poverty, Helping People into Work and Mitigating the Impact of Poverty.

For each workstream, a Senior Reporting Officer and lead group has been identified to oversee delivery of the actions under the workstream. Each of the lead groups have contributed to the drafting of this document which is a twice yearly report to be presented to the LSB updating on progress throughout the course of the Delivery Plan. The reports will form part of a package of performance information with progress towards delivering the overall Community Strategy continuing to be monitored through the Annual Report and an annual Core Indicators Report. This will also be supplemented by the use of [InfoBase Vale](#) as an online tool designed to keep the needs assessment 'live'. The Local Government Data Unit has also produced an [in-depth analysis of poverty across the Vale of Glamorgan](#), providing further context within which the LSB is working.

The Delivery Plan is designed to be a dynamic document which can be adapted in response to trends observed through regular progress reports. The LSB is asked to respond to any amendments requested under each workstream. The December 2015 update reports provide an update on the next steps identified within the [previous progress report](#).

Executive Summary

Preventing Poverty

- The mapping work undertaken on NEETs and low birth weight babies has now been shared with a range of groups and the information is being used as a basis for a programme of briefing sessions across social services to raise awareness about poverty in the Vale, the factors, consequences and services available.
- The Vale is now part of the pilot as an early adopter of the Welsh Government Common Outcomes Framework for the three programmes along with six other local authorities.
- Website leads from across the three programmes are undertaking work to ensure web pages are aligned and do not duplicate each other.
- A Families First helpline, situated with the FACT team has been created which can provide advice and guidance on services. This service is up and running and will be monitored with regard to impact on referrals to the FACT team. The helpline was launched in August, and will slowly be expanded to other services to use.
- The group has been expanded and now includes representation from Public Health and Supporting People.

Helping People into Work

- Cardiff and Vale College have a £7.9 million Welsh Government Apprenticeship contract. Due to high demand from pupils and employers this year's funding has already been spent but it is hoped that changes to funding streams will allow for money to be realigned to further support apprenticeships.

- The Communities 2.0 Digital Inclusion project has come to an end and support from Welsh Government is now offered through Digital Communities Wales. The 'Get the Vale Online' Steering Group continues to meet to bring partners together to tackle the issue.
- Attendance at April IOB meeting of the Head of Recruitment from First Source was first step in beginning a dialogue with employers to identify gaps and ensure that businesses can access the skillsets they require.
- The Town Centres Framework has been adopted identifying specific future actions for a range of stakeholders.
- Barry Communities First provides support for unemployed people with essential training and skills. The WORK Programme continues to be delivered across the Vale, providing skills and job search

Mitigating the Impact of Poverty

- As part of the Families First 'Raising Awareness of Welfare Rights' project, in 2014/15, 52 families referred via the FACT team received support in their home or at a Citizens Advice Bureau on a debt, benefit or other issues. In addition, 41 Putting Families First primary schools benefited from outreach sessions on money and benefits awareness. For 2014/15, the financial situation of 81% of the referrals stabilised or improved as a direct result of money and benefit advice.
- The Financial Inclusion Group has continued to receive updates on progress to develop support in the Vale ready for the implementation of Universal Credit in 2016. The group receives feedback on the regional discussions taking place to share good practice and learn lessons from those areas that have begun implementation. Meetings have been arranged to discuss the Partnership Delivery Agreement framework of support to be put in place in the Vale.
- Work will take place to prepare for the reduction in the Benefit Cap. An exercise will be undertaken by the DWP and the Council's Benefits Team to identify any households in the Vale who will become affected by the cap once reduced and contact these households regarding the advice and support available, including help to develop their budgeting skills.
- The Vale of Glamorgan Financial Inclusion Strategy has now been developed and a series of actions identified to help develop residents budgeting and financial management skills.

- Work has continued to progress to develop an online housing advice tool and a steering group has been put in place to test the contents. This consists of volunteers and the organisation Shelter to ensure the tool provides customers with the right information.
- Citizens Advice Cardiff and Vale have secured funding to deliver Energy Best Deal and Energy Best Deal Extra sessions across Cardiff and the Vale. The Energy Best Deal will enable them to deliver 6 group sessions on energy advice to both clients and frontline workers before the end of March 2016. The Energy Best Deal Extra funding provides 109 one to one sessions on matters relating to energy and energy costs. Further funding may be available to deliver sessions beyond March 2016.
- The Financial Inclusion Group is keen to engage further with the CYD Cymru project and will seek to invite a representative to attend meetings regularly.

Progress Update

Preventing Poverty

Senior Reporting Officer: Phil Evans (Director of Social Services, Vale of Glamorgan Council)

Monitored by: Children and Young Peoples Programme Board and Poverty Alignment Group.

Align Families First, Communities First and Flying Start programmes to help children, families and communities to escape poverty.				
	Task	April 2015 - Next Steps	December 2015 Update	What are the next steps?
1	Map services provided by the three programmes in terms of service type, customer group, geographical area and partners	<p>The mapping work will be shared wider with a number of groups including:</p> <ul style="list-style-type: none"> The Flying Start/ Families First Management Board NEETS Strategy group Welsh Government Third Sector Health and Social Care Network Public Health and Wellbeing Board. <p>Further areas for mapping will be discussed by the group. It has been agreed that data tracking Flying Start children will be used as a basis for future work once the data has tracked</p>	<p>The mapping work undertaken on NEETs and low birth weight babies has now been shared with a range of groups e.g. the Youth Engagement and Progression Framework Management Board and the Children and Young Peoples Partnership. Information has also been shared with Welsh Government and been presented to a European Exchange group.</p> <p>The mapping work has also been shared within the Barry Communities First team as well as with the Cluster's Partnership Board who are regularly updated on the work</p>	<p>The group to discuss work around parenting and also obesity which could potentially also be mapped to show provision and opportunities across the different programmes.</p> <p>The group will also consider issues arising from the regional Tackling Poverty event in November and whether these need to be mapped e.g. mental health.</p> <p>The information is being used as a basis for a programme of briefing sessions across social services to raise awareness about poverty in the Vale, the factors, consequences</p>



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	Task	April 2015 - Next Steps	December 2015 Update	What are the next steps?
		the children through their transition into secondary school (two years' time). An exercise will be undertaken to examine the joint contributions of the programmes to the children's development.	undertaken by the Poverty Alignment Group and the 'Early Adopter' pilot project.	and services.
2	Collate information regarding current monitoring and reporting frameworks including timeframes	The group have approached Welsh Government regarding becoming a pilot for a combined outcomes framework and are awaiting feedback.	<p>The Vale is now part of the pilot as an early adopter of the Welsh Government Common Outcomes Framework along with six other local authorities.</p> <p>Two data reports have been submitted to Welsh Government and copies can be provided on request.</p>	Work with Welsh Government to refine the framework and feed in advantages of closer working across the three programmes.
3	Explore opportunities for joint training across the three programmes	<p>Further opportunities for joint training/ workforce development are being explored including:</p> <ul style="list-style-type: none"> • Parenting Conference • Partnership Family Fun Day – Victoria Park, July 22nd 2015 • Early Language Development Study Day – hosted by Flying Start to share best practice and current research with both FS and relevant partners. • Social Services and Wellbeing Event. 	<p>Solution focused therapy has been booked.</p> <p>RBA training took place in November for Flying Start and Communities First</p> <p>Perinatal training – An eLearning module is being developed. The module is half complete, now looking for people who have taken part in the delivered course and those who haven't for feedback.</p> <p>Action Learning Set (ALS) training has been provided by Flying Start to</p>	The joint training has helped identify parenting as a potential area to be explored across the three programmes.

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			<p>Communities First. Communities First are now utilising ALS within the teams to identify solutions to practice and policy issues.</p> <p>Ethics and Boundaries training took place in November.</p>	
4	Explore opportunities for a more joined up approach to engagement and information provision across the three programmes	<p>It has been agreed for the relevant officer within each team to form a sub-group to look specifically at each programmes website pages. Opportunities to improve webpages will be explored and work undertaken to ensure there are links between each programmes pages.</p> <p>Planning for the next 'Making the Links' networking event will begin Autumn 2015.</p>	<p>A meeting between the three programmes leads on the programmes websites took place to explore options for a more joined up approach. It was agreed to keep web pages separate but to undertake work to ensure there is no duplication and that pages align.</p> <p>A Flying Start communications officer is now in post to lead on keeping the Flying Start web pages up to date, run the Facebook page, and lead on producing leaflet communications etc.</p>	A way forward has been agreed regarding the work on the programme websites but there have been some delays due to capacity for further development of the websites.
5	Support the embedding of team around the family approaches.	Welsh Government is undertaking their third review of the Families First programme which encompasses the TAF model – a full report is due in June 2015 and should help support the benefits of the family approaches undertaken by Families First Projects. Anecdotal reports	A Families First helpline, situated with the FACT team has been created which can provide advice, guidance on services. This service is up and running and will be monitored with regard to impact on referrals to the FACT team.	As part of the evaluation of the helpline, consideration will be given to a range of options for the most appropriate location for the service.



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		<p>from the TAF National Steering Group suggest a move by some areas towards the Vale model of a distinct team dedicated to family support.</p> <p>Preparation is taking place for the impact of the Social Services and Well Being Act on family support services such as FACT.</p>	<p>The helpline was launched in August, and will slowly be expanded to other services to use.</p>	
6	Work with Head Teachers to explore options to maximise how the Pupil Deprivation Grant could be utilised to fit with other intervention programmes	<p>The Club Innov8 project will continue for 2015 – 16.</p> <p>The Communities First Cluster Manager has met with Primary and Secondary School head teachers to promote the scheme should others wish to sign up and effectively utilise their PDG grant, which now stands at over £1000 per eligible pupil per annum. However, no school apart from Palmerston took up this offer, replacing Colcot who withdrew from the project in March 2015.</p>	<p>The issue of PDGs has been discussed previously by the LSB. The Minister has addressed headteachers on better use of the PDG and new guidance has been issued. Schools must now publish on their website what they will do with their PDG and produce a community involvement plan regarding how they interact with the community.</p> <p>The joint education consortium has also expressed concern and has sent letters to all schools on what they expect.</p>	<p>The Poverty Alignment Group are keen to further explore the use of PDGs. Further updates can be found under the 'Helping People into Work' workstream.</p>
7	Ensure that all three programmes link closely with public	<p>Public Health will attend the group moving forward and assist with future mapping exercises undertaken.</p>	<p>Trina Nealon from the Cardiff and Vale Public Health Team is now a member of the Poverty Alignment Group</p>	<p>The group to consider at a future meeting how their work fits with the public health priorities of obesity, immunisations and tobacco.</p>

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	health priorities for the Vale and help to address health inequalities.		The group are exploring some of the data and fluctuations in the rate of low birth weight babies.	

Further Actions

	Are there any changes needed to the delivery plan?	Any Additional Actions Requested: • Any Amendments Requested: •
	LSB Response Does the LSB have any revisions or additions (For use at the LSB)	The LSB noted the good progress being made.

Helping People into Work

Senior Reporting Officer: Kay Martin (Vice Principal, Cardiff and Vale College) and Marcus Goldsworthy (Head of Regeneration and Planning, Vale of Glamorgan Council)

Monitored by: Improving Opportunities Board

Improve opportunities for employment and skills development to improve access to jobs that can be a route out of poverty and to a better quality of life.				
	Task	April 2015 - Next Steps	December 2015 Update	What are the next steps?
1	Promote digital access and literacy with particular reference to deprived areas and hard to reach groups	Barry Communities First Cluster programme will continue in the Vale until at least March 2016 as an extension of funding has been secured.	<p>Through the Adult Community Learning (ACL) curriculum planning process we have worked with Communities First, Job Centre plus, Families First and other 3rd Sector partners to identify groups individuals and locations for our open ended Digital workshops.</p> <p>Ongoing work of DWP to build skills on a daily basis with Work Coaches and their customers. Also working with ACL Palmerston to re-introduce Computers for the Terrified.</p> <p>Communities First have also maintained an ongoing programme addressing digital literacy through drop in sessions in Barry.</p>	Adult Community Learning is reviewed by stakeholders and Curriculum Group termly and any recommendations or changes to service delivery are implemented.
2	Put in place an exit strategy	The next Get the Vale Online Steering group meeting will discuss the	The Communities 2.0 project has come to an end and support is now	The Get the Vale Online Steering Group to investigate possible

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	for when funding for Communities 2.0 comes to an end	maintenance and continuation of support after the funding has ceased.	<p>offered through Digital Communities Wales. The Get the Vale Online Steering Group continues to meet and build on partnership working.</p> <p>A Council wide Digital Strategy has been developed and is being implemented by the Digital Inclusion Working & Strategy Group which has representation from across the Council.</p>	funding streams for digital champion volunteer coordinator.
3	Implement the prosperous communities' element of the Communities First plan. Providing additional support to unemployed people in Communities First areas including confidence building, CV and interview skills training and job fairs	The Communities First (CF) programme will continue until March 2016. These extra resources will allow us to develop our work further e.g. with those aged 50+ and with lone parents. Four more staff will support this work in the next financial year; 2 X JCP staff and 2 X CF staff under a Wales-wide WG ESF project. JCP staff due in post April 2015 and CF staff at some point over the next 6 months.	<p>Communities First (CF) has delivered against most of its prosperity targets; it is falling short on the Jobs Growth Wales Mentoring project due to issues at Welsh Government level, which have now been addressed. The CF Board recently met to identify priorities for future action beyond the current programme.</p> <p>The ACL Service Delivery Plan was developed in collaboration with the CF Team and includes all the elements of support mentioned in the plan. Careers Wales offers guidance to clients in Communities First areas and support with employability skills. CF works closely with Careers Wales to ensure appropriate referrals are made to</p>	<p>The Communities First programme is currently only funded until March 2016, and a priority is to ensure a prosperity programme is resourced after that date.</p> <p>Following a presentation at IOB Cardiff Met and CF to explore possibility of extending widening access scheme to the Vale.</p>

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			<p>each provision. Recently appointed a Communities4 Work Adviser, a DWP member of staff who works in the CF clusters.</p> <p>The DWP Employer Adviser is also working with CF to organise the Jobs Fair and has been responsible for gaining commitment from employers to attend. CF is currently considering an option to secure funding for a wider C4W programme which would enhance this resource by up to 4 officers.</p>	
4	Support long term unemployed people into employment through mentoring, training and job search assistance.	Work Programme will continue to take unemployed people on until March 2016. The new ESF project above will support, in part Work Programme 'returners'.	<p>The ACL service has changed the delivery methodology for supporting long term unemployed people by running drop in and open ended workshops rather than set classes, to allow individuals to work on their own employment skills and job search with tutor facilitation, instead of working to a set lesson plan. Careers Wales offers an all age careers, information and guidance service.</p> <p>Careers Wales also operate the Welsh Government Individual Skills Gateway (ISG) for any unemployed adults not on the work programme</p>	The WORK Programme contract in the VOG does not provide for new referrals after March 2016, and the future delivery of the programme is currently under discussion.

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			<p>and works closely with DWP. As part of ISG Careers Wales is supporting clients who attend MIND and offers outreach support at Penarth JCP. DWP's Work Coaches also offer support.</p> <p>CF provides support for unemployed people with essential training and skills. The WORK Programme continues to deliver across the Vale, providing skills and job search, although it has seen a significant decline in referrals in recent months.</p>	
5	Develop links with existing and future regeneration projects and investment including Communities First and CRC to provide access to good quality, sustainable training and employment opportunities	Communities First programme will continue until March 2016.	Support programmes such as Communities First and the WORK Programme work closely with other parts of the restructured Regeneration Team to ensure that job opportunities from investment and regeneration projects are realised by our customers.	The Improving Opportunities Board will continue to meet with new employers to the area and ensure links are made across the partnership.

Improve opportunities for employment and skills development to improve access to jobs that can be a route out of poverty and to a better quality of life.

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6	Promote access to new investment in the Enterprise Zone	Continue to identify opportunities. The most recent example relates to working with the developer of the hydraulic pumphouse (Barry) to allow access to employment.	The Strategic Development Framework has been published this outlines the future strategy for the enterprise zone.	Cardiff and Vale College (CAVC) to invite David George, Cardiff Airport & St Athan EZ Team, to meet with Vale of Glamorgan Improving Opportunities Board to discuss collaboration and the role of the board in securing new investment in the EZ.
7	Identify and monitor major capital funds including ESF to increase employment opportunities	Continue to raise significant developments with the Board.	The Councils Learning and Skills team is working with Creative Rural Communities in the development of Leader funding in communities.	As soon as the details have been finalised – likely to be in January/February 2016 - CAVC to offer the Board an overview of 3 new ESF funding streams.
8	Engage with adult learners of all ages to improve skills and remove barriers to learning and employment	The new programme is delayed and unlikely to officially start until mid-2015.	ACL uses a wide variety of engagement methods including: stakeholder partners referral, social media, course brochures & flyers, newspaper articles, public meetings, open days and taster courses in a variety of venues including Jobcentres, family centres, outreach venues and Jobs fairs.	Review through data monitoring and monitoring outcomes for priority learners.
9	Promote apprenticeships across partners and other major employers.	Possibility of Vale of Glamorgan Council becoming a JGW employer in 2015. Jobs Growth Wales II is in development.	Careers Wales has a Vale Twitter account to promote apprenticeships to schools, college and WBL providers that have Twitter accounts. Careers Wales also has a national Twitter account – @jobscw to promote vacancies.	CAVC will continue to hold sector specific events that demonstrate the benefits associated with Apprenticeships. Deloitte to speak with the Improving Opportunities Board to

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			<p>Careerswales.com hosts the Apprenticeship Matching Service and promotes apprenticeships via features and case studies throughout the year.</p> <p>Cardiff and Vale College have a £7.9 million pound Welsh Government Apprenticeship contract over the academic year 2015-16. In September there were several trends that were apparent in applications;</p> <ul style="list-style-type: none"> • Demand for apprenticeships has increased over the past two years, from both employers and learners. Increasing learners view apprenticeships a method of achieving qualifications without progressing to University. The concept of 'earn while you learn' has become the new vogue. Increasing awareness and demand has also been identified at school information days and Careers Visits. • Further demand has been created in non -traditional 	<p>highlight the collaboration with CAVC and how other employers can benefit from a similar partnership. Deloitte also to discuss their skills plan and ongoing recruitment strategy.</p> <p>The Matching Service to continue improvement to increase opportunities to attract and capture opportunities and/or applicants</p>

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			<p>route ways has increased, Fiscal Services, Higher Apprenticeships, Pharmacy and Business Administration. Currently the demand is outstripping the amount of contract value that is on offer and CAVC are currently maintaining apprentices without contract value to cover that provision.</p> <p>This year's funding has already been spent but it is hoped that changes to funding streams will also for money to be moved to support apprenticeships</p>	
10	Establish links between employers and training & learning providers and carry out surveys to identify skills needs, and what skills deficiencies there are.	Contact to be made with targets to begin to establish links. Business Wales rep to attend next Improving Opportunities Board	<p>The ACL Service is working with partner providers to develop an ESF bid to allow Basic Skills and ESOL courses to be offered to employed individuals and this will include an employer engagement element.</p> <p>Attendance at April IOB meeting of the Head of Recruitment from FirstSource was first step in beginning a dialogue with employers to identify gaps and ensure that businesses can access the skillsets they require.</p>	<p>LSKIP to attend the next Improving Opportunities Board meeting.</p> <p>CAVC to present Labour Market Intelligence for the region, based on information acquired through an economic modelling consultancy.</p> <p>CAVC will continue to invite employers such as FirstSource to Improving Opportunities Board meetings in order to share their</p>

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				individual skill gaps.
11	Develop an employer engagement strategy to ensure a number of agencies aren't targeting the same employers.	Ongoing and will improve once 4 new staff in post. EEA has worked with Communities First about targeting employers to avoid duplication. Contact has also been made with Job Centre Plus to ensure the same.	<p>The ACL Service is working with partner providers to develop an ESF bid to allow Basic Skills and ESOL courses to be offered to employed individuals and this will include an employer engagement element. DWP have employer adviser who work closely with agencies.</p> <p>IOB has met with local employers to provide a point of contact, regular attendance at meetings from major business representatives is key part of group's role.</p>	<p>DWP role develops it will seek to involve and work with partners.</p> <p>IOB to continue to improve its position as a single point of contact for employer engagement.</p>
12	Work with partners and the local community to implement projects in Barry funded through the Welsh Government Tackling Poverty Fund.	Complete the implementation of year 1 projects (14/15) and progress the implementation of year 2 (15/16) and year 3 (16/17) projects in accordance with the Welsh Government funding award letter.	The Council is nearing the end of year 2 of a 3 year programme under the Vibrant & Viable Places Tackling Poverty Fund. It is progressing at or ahead of targets on all but one project. Barry saw the first project completion in Wales under the V&VP programme.	Continue with the remainder of the programme, and explore possible involvement beyond March 2017.
13	Work with local stakeholders on joint action for town	BIDs have also been discussed with Holton Road traders who are keen on the idea. If funding becomes available we may pursue this with them.	Through the Town Centres Development Officer the Council works with Town Councils on local groups. An attempt at establishing a	Further implement the Town Centres Framework.

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	centres, including place boards and exploration of business improvement districts.		Business Improvement District in Penarth was lost at ballot. The Town Centres Framework has been adopted identifying specific possible future actions for a range of stakeholders.	
14	Implement the Youth Engagement & Progression Framework (YEPF) to significantly sustain a reduction in the number of NEETs.	Work is ongoing to implement the framework.	YEPF implementation is in its second year. In 2014/15 young people NEET was reduced to 2.76% from 3.8% in 2013/14. 94.8% of 16-18 year olds were in education, employment or training, counting both full time and part time. In 2013/14 this figure was 91.6%. A robust operational structure is in place consisting of Lead Worker Network with wide representation from Comp schools, LA and training providers, and Panels in secondary schools that require multi-agency intervention. Early identification of young people at risk of becoming NEET is carried out twice a year by Secondary schools followed by brokerage of provision to those at high risk. Provision includes the use of 14-19 curriculum offers of pre-vocational options and alternative education through local training providers. Tracking of young people post 16 is	Develop early identification tool in sixth forms, to help reduce dropout rates, and or place young people at risk of dropping out into the right provision. It is envisaged sixth forms will help with tracking of young people post 18. Start date Dec 2015. Looking into/researching development of a social enterprise and apprenticeship hub for young people NEET or at risk of becoming NEET. Early stages of research, with a view to developing an outline proposal and feasibility study. LA role developing into an intermediary between schools and providers for 14-19 offers.

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			carried out by Careers Wales, with close monitoring and data management by Local Authority. Tier 1 and 2 data of young people is shared across LA departments and CAVC. Collaboration with Communities First, Youth Service provision, Princes Trust Volunteering, 14-19, LA Education has strengthened partnership working, and increased engagement of young people.	
15	Work with schools to address variations in educational attainment across different areas of the Vale and to develop a better understanding of how poor performance in some geographical areas of the Vale can be addressed.	Continue work to maximise benefits of the Pupil Deprivation Grant.	All schools have been categorised using the new national system of categorisation. This ensures that resources are prioritised for those schools with greatest need. Target setting and tracking systems ensure that the progress of individual learners, cohorts of learners and groups of learners is tracked. Emerging need is addressed. Progress with tackling the difference in performance of pupils entitled to free school meals and those who are not, is varied. The greatest success is with the core subject indicator, CSI at KS3, with a year on year reduction in the gap. Progress has been made at foundation phase in relation to the foundation phase	Focus on the use of PDG by schools. A self- evaluation of the use of the grant is to be completed by each school. For the first time, schools will be required to set targets for the eFSM cohort. An overall Vale target will also be set for the L2+ performance of learners entitled to free school meals.

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	Improve the performance of pupils in receipt of Free School Meals in all Key Stages.		outcome indicator. However for the KS2 CSI, the gap is not narrowing and at KS4 with L2 performance, the gap is widening. This remains a key developmental need.	

Further Actions

	Are there any changes needed to the delivery plan?	Any Additional Actions Requested: • Any Amendments Requested: •
	LSB Response Does the LSB have any revisions or additions (For use at the LSB)	The LSB noted the good progress being made.

Mitigating the Impact of Poverty

Senior Reporting Officer: Hayley Selway (Head of Housing and Building Services, Vale of Glamorgan Council and Anti-Poverty Champion)

Monitored by: Financial Inclusion Group.

Improve the advice and support available for Vale residents experiencing financial and housing difficulties enabling them to maintain a suitable standard of living and to find a route out of poverty.				
	Task	April 2015 - Next Steps	December 2015 Update	What are the next steps?
1	Raise awareness about the impact of welfare reform with staff and residents including delivery of the Families First funded project 'Raising Awareness of Welfare Rights'	<p>The group continue to share information and latest updates on changes to the benefits system. Current discussions are particularly focused on Universal Credit and work to raise awareness amongst staff and residents will continue.</p> <p>The Families First funded 'Raising Awareness of Welfare Rights' project provides information, advice and guidance to low income families deemed to be in poverty and families with disabled children and/or young people, on how to access their full entitlement of welfare benefits and services. This service is delivered through community venues, outreach, and over the phone. The end of year report on the project will be reported to WG in April and details will be included in the next progress update</p>	<p>An update from the Councils Benefits team now forms a standing item at all Financial Inclusion Group meetings to ensure partners receive consistent messages to feed back to clients.</p> <p>The Families First project provides information, advice and guidance to low income families deemed to be in poverty and families with disabled children and/or young people, on how to access their full entitlement of welfare benefits and services. In 2014/15, 52 families referred via the FACT team received support in their home or at a Citizens Advice Bureau on a debt, benefit or other issues. In addition, 41 Putting Families First primary schools benefited from outreach sessions on money and benefits awareness. For 2014/15,</p>	<p>Partners will continue to prepare for the roll out of Universal Credit in the Vale of Glamorgan (Tranche 4 - February 2016). For example Citizens Advice Cardiff and Vale is providing Universal Credit training for frontline staff from those organisations participating in the Vale Families First project.</p> <p>The Universal Credit advice leaflet will be distributed and will enable customers to have a better understanding of the new Universal Credit system.</p> <p>Ongoing work is taking place with regards to the Councils' rent system in preparation for Universal Credit.</p>

Improve the advice and support available for Vale residents experiencing financial and housing difficulties enabling them to maintain a suitable standard of living and to find a route out of poverty.				
	Task	April 2015 - Next Steps	December 2015 Update	What are the next steps?
		for the LSB.	<p>the financial situation of 81% of the referrals stabilised or improved as a direct result of money and benefit advice.</p> <p>Citizens Advice Cardiff and Vale has provided Universal Credit training to all its staff and volunteers pending the launch of Universal Credit in the Vale of Glamorgan as part of Tranche 4 of the roll out.</p> <p>Daily visits are carried out by the Council's Money Advice team for residents within the Vale to help with benefit changes and budgeting advice and these visits are increasing on a monthly basis. Customer satisfaction surveys are now being undertaken which will identify ways to improve the service.</p> <p>The Council's Money Advice & Income staff have undertaken Universal Credit training and maximize benefits courses.</p> <p>A Universal Credit advisory leaflet has been produced.</p>	
2	Monitor an agreed Universal Support	The Financial Inclusion Group will continue to receive updates on the work to establish a framework for the	The Financial Inclusion Group has continued to receive updates on progress to develop support in the	A meeting between the Council and the DWP has been arranged for December to discuss the



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	Delivered Locally Initiative and continue to share and discuss best practice/research undertaken in other authorities	Vale and an item on this will be presented by the DWP at the next meeting of the group. This will include examples of best practice from other areas.	<p>Vale. The Councils Benefits team are involved in a regional group with other local authorities to share examples of good practice. In addition, the DWP gave a presentation to the Financial Inclusion Group on the lessons learnt from the Universal Support Delivered Locally trial that had taken place in Blaenau Gwent.</p> <p>The initiatives have been renamed as 'Partnership Delivery Agreements'. Work to put in place a framework in the Vale has been delayed as the Vale is in Tranche 4 to go live with Universal Credit in February 2016. This means the support agreement will need to continue to March 2017 and into the next financial year. The DWP will therefore not have exact information on the funding available which can be committed until after the November Spending Review.</p>	<p>Partnership Delivery Agreement for the Vale after the Spending Review.</p> <p>Technical training from the DWP will be arranged for benefits staff and will include going through a live claim.</p>
3	Work with residents to ensure they are receiving correct benefit	<p>Work with residents to improve budgeting skills will continue.</p> <p>In order to prepare for the introduction of Universal Credit, an</p>	A range of partners continue to work to ensure residents are receiving the correct benefit entitlements, for example through the Families First project outlined in Action 1.	Work will take place to prepare for the reduction in the Benefit Cap. An exercise will be undertaken by the DWP and the Councils Benefits Team to identify any households



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	entitlements and to develop their budget/financial management skills	<p>internal restructure has increased the number of full time staff working within the Council's Money Advice Service.</p> <p>Newydd Housing Association is introducing a tenancy ready scheme and an update will be included in the next progress report.</p> <p>The Financial Inclusion group will take forward the ideas suggested at the Financial Inclusion Workshop session and draft a strategy on practical ways to help residents who are financially excluded and prevent others from becoming so.</p> <p>The group have also recognised that in some cases people are equipped with the necessary skills to manage a budget but do not receive enough income. The group are keen to begin exploring the reasons why, such as a change in circumstances, and consider what can be done.</p>	<p>Similarly the Barry Communities First and Cardiff & Vale CAB 'shared outcomes' Engagement and Outreach Advice Service provides an independent source of advice, advocacy and representation to vulnerable people living in the Barry Communities First Cluster at various outreach venues within the cluster where there is currently no community-based provision. The project provides the full range of advice interventions: diagnostic interviews; follow up appointments and full generalist advice up to, and including, casework, appeals and tribunals. During Q1 and Q2 of 2015/16, 174 clients were helped with 99% rating the project as very good or excellent and £67,795 income was gained in welfare benefits for clients.</p> <p>The Vale of Glamorgan Financial Inclusion Strategy has now been developed and a series of actions identified to help develop residents budgeting and financial management skills.</p>	<p>in the Vale who will become affected by the cap once reduced and contact these households regarding the advice and support available, including help to develop their budgeting skills.</p> <p>Deliver the Financial Inclusion Strategy (see Action 7).</p>

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4	Develop proposals to provide a customer focused housing (plus) advice and options service through a hub and spoke model	<p>The expected timeframe to develop the virtual hub is to have systems in place by September 2015 before developing the links with other agencies.</p> <p>The online tool is expected to be developed by the end of May 2015.</p> <p>Further updates on this work will be provided in the next progress report to the LSB.</p>	As outlined in the April progress report through Homelessness Transitional Funding an online housing advice tool is being developed. Work has continued to progress to develop the tool and a steering group has been put in place to test the contents. This consists of volunteers and the organisation Shelter to ensure the tool provides customers with the right information.	<p>Although initially set up to focus on Housing advice, it has been identified that the tool could be further developed to provide a wider range of information on a number of topics in relation to Financial Exclusion.</p> <p>A post will be created to manage the tool.</p>
5	Utilise information gathered regarding use of	Work will take place to put together a Financial Inclusion Group Data Report bringing together data collected from the range of organisations represented	A data report was presented to the Financial Inclusion Group in May 2015 which included statistics on the Vale Foodbank.	The Financial Inclusion Group were keen to undertake some initial research to scope the issue of food poverty and assist with

Improve the advice and support available for Vale residents experiencing financial and housing difficulties enabling them to maintain a suitable standard of living and to find a route out of poverty.				
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	foodbanks and reasons for referrals to inform a better understanding of need and possible interventions.	on the group into one place. This will be presented at the May meeting of the group and as part of this report Foodbank statistics will be mapped.	In November 2015, the Cardiff and Vale Public Health Team presented to the group examples of the work taking place in Cardiff and outlined their intention to develop a Food Charter and network for the Vale of Glamorgan, as there is in place in Cardiff.	progressing this work. This will be discussed further with Public Health at the next meeting of the group. Proposals to develop a Food Charter and Network in the Vale will be presented to the joint Public Health Board who will lead on developing this, in addition to the Vale Local Service Board.
6	Promote schemes and projects to help reduce energy costs and fuel poverty including Cyd Cymru	<p>The second phase of the scheme is underway and since the project began until the 19th March 2015, a total of 5675 registrations have been recorded. Figures on the number of households who switch as part of the second phase cannot be confirmed until the numbers have been analysed post switching deadline. This will be reported to the LSB in a future report.</p> <p>Cardiff and Vale CAB have obtained funding for 2015/16 to deliver 30 one to one energy best deal sessions in the Vale and two group sessions.</p> <p>Through the Welsh Government Tackling Poverty Fund under the Vibrant and Viable Places Framework an Energy Advisor post has been created. The advisor will be based at the former Estates Office within</p>	<p>Citizens Advice Cardiff and Vale have secured funding to deliver Energy Best Deal and Energy Best Deal Extra sessions across Cardiff and the Vale. The Energy Best Deal will enable them to deliver 6 group sessions on energy advice to both clients and frontline workers before the end of March 2016. The Energy Best Deal Extra funding provides 109 one to one sessions on matters to relating to energy and energy costs. Further funding may be available to deliver sessions beyond March 2016.</p> <p>249 households in the Vale have switched energy provider through the CYD Cymru scheme to date, saving an average of £213 per household.</p> <p>The energy advisor has been</p>	<p>The Financial Inclusion Group is keen to engage further with the CYD Cymru project and will seek to invite a representative to attend meetings regularly.</p> <p>Through the Financial Inclusion Strategy, the group will begin work to undertake a mapping exercise in relation to the services provided in relation to fuel poverty.</p> <p>The potential to roll out the remit of the energy advisor to cover the whole Communities First Cluster area will be explored.</p>

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		Gibbonsdown and will work with residents to provide advice on energy efficiency, fuel tariffs and fuel debt to directly tackle fuel poverty and help reduce carbon emissions.	appointed to be based at the former Estates Office hub in Gibbonsdown to provide advice for local residents. Residents have been contacted in a range of ways including liaising with the resident's board to provide energy advice People can be provided with the advice at home, or at Council offices if they feel more comfortable, and can be provided with support such as fuel switching. A number of group advice sessions have also been held on a variety of themes and residents can be provided with an energy monitor and app to monitor their usage.	
7	Develop and implement a Financial Inclusion Strategy for the Vale of Glamorgan	<i>NEW ACTION ADDED APRIL 2015</i>	<p>The Strategy has been developed and contains a range of practical and achievable actions to be delivered over the 2016 – 2018 period. The strategy was informed by a workshop held in March 2014 and aims to provide strategic direction to the work taking place through the group to help those who are financially excluded.</p> <p>The Strategy will be presented to the Local Service Board in December 2015 for endorsement.</p>	If agreed by the LSB, work to deliver the strategy will begin in 2016. At the first meeting of the Financial Inclusion Group in 2016 an exercise will be conducted to prioritise which order the actions will be undertaken by the group and assign detailed timescales to them.

Further Actions	
Are there any changes needed to the delivery plan?	<p>Any Additional Actions Requested:</p> <ul style="list-style-type: none"> <p>Any Amendments Requested:</p> <ul style="list-style-type: none"> Action 2 – Monitor an agreed Universal Support Delivered Locally Initiative Partnership Delivery Agreement and continue to share and discuss best practice/research undertaken in other authorities Action 4 - Continue to develop a range of tools to provide a customer focused housing (plus) advice and options service through a hub and spoke model Action 5 - Utilise a range of information gathered including the use of foodbanks and reasons for referrals to help inform the Public Health team work to develop a Food Charter and Network for the Vale of Glamorgan. inform a better understanding of need and possible interventions.
<p>LSB Response</p> <p>Does the LSB agree or have any further revisions or additions? (For use at the LSB)</p>	<p>The LSB agreed each of the requested amendments and noted the good progress being made.</p>

Community Strategy Delivery Plan 2014-18 Indicators

It should be noted that the following indicators do not directly measure performance against the actions contained within the plan. Rather, they have been identified to provide the LSB with a context against which partner organisations are working to tackle poverty and its effects within the Vale of Glamorgan. They may be used to help the LSB identify any emerging trends which may require a change to actions contained within the plan. The LSB and its sub groups are not solely accountable for influencing the indicators below.

Title	Previous Position	Current Position	Comments	Direction of Performance
Percentage of working age population who are economically active	77.6	78	Data is measured quarterly. Source: Stats Wales	↑
Percentage of children aged 4 to 5 years who are overweight or obese	22.1	21	Latest data shows results recorded during 2013/14 academic year. Vale of Glamorgan is lowest in Wales. Source: Public Health Wales Observatory	↑
Percentage of people who have never used the internet	0	0	Indicator has been discontinued by ONS and an alternative will be explored in advance of the next update report. From those participating in the 2014 Vale of Glamorgan Public Opinion Survey, 8 out of 10 (80%) Vale of Glamorgan residents were current users of the internet and this has grown from 72% in 2012. Access levels were relatively consistent across regions although Eastern Vale residents were slightly more likely to use the internet at 85%. The biggest differentiator in terms of internet use though was age – 95% of those aged under 55 were internet users whereas this figure dropped to 54% among those 55+.	→
The number of job opportunities created by the Jobs Growth Wales scheme	0	0	The first Jobs Growth Wales Scheme ended in April 2015. The second Jobs Growth Wales Scheme advertised its first jobs in mid-June 2015. Since figures for the new scheme at this stage are relatively small, data for this scheme will first be published December 2015. Source: Welsh Government	→

Title	Previous Position	Current Position	Comments	Direction of Performance
The number of job opportunities filled by the Jobs Growth Wales scheme	0	0	The first Jobs Growth Wales Scheme ended in April 2015. The second Jobs Growth Wales Scheme advertised its first jobs in mid-June 2015. Since figures for the new scheme at this stage are relatively small, data for this scheme will first be published December 2015. Source: Welsh Government	→
Number of local individuals gaining training and employment through targeted recruitment and training in Council construction projects	48	24	This measure forms part of the Vale of Glamorgan Council's Outcome Agreement 2013-16. Latest data is for 2014-15 financial year, despite decrease observed this is still above target. Source: Vale of Glamorgan Council	↓
Percentage of children leaving care at age 16 with no qualifications	24	36	It should be noted that these percentages are calculated from low numbers. Source: Stats Wales	↓
Percentage of Flying Start children reaching or exceeding developmental milestones at age 3	50	48	Latest data is for 2014/15 financial year which includes the expansion to the area covered by Flying Start not included previously. Source: Welsh Government	↓
Percentage vacancy rate for retail units in town centres	9.6	9.6	Overall Target 7.8, Actual 9.6. Only available from 2014-15 financial year. Figures breakdown as follows: Upper Holton Road Target 12, Actual 11.33. Holton Road - Target 9 Actual 8.6. Broad Street/High Street - Target 10.8, Actual 9.92. Windsor Road Penarth - Target 2.5, Actual 4.18. Llantwit Major - Target 2.5, Actual 3.21. Cowbridge - Target 2.5, Actual 8. The figures further reflect the impact of the recession. In Cowbridge a number of larger units were vacant at the time of the survey. Source: Vale of Glamorgan Council	→
Percentage of the work programme referrals that could achieve a job outcome that did	21.1	24.6	Latest data shows the percentage of referrals achieving a job outcome since the Work Programme began to June 2015. The work programme was launched throughout the UK in June 2011 and is part of a number of welfare to work reforms aimed at getting unemployed people into lasting employment. The programme uses private and public companies, called providers to find work for claimants transferred to them from Job Centre Plus at specified points in the their claim. Providers are paid for outcomes related to lasting employment, in particular when an individual reaches six months in work, or three months for those expected to require more assistance. This is known as a Job Outcome payment. Source: DWP	↑

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Number of people given 3 day emergency support by a food bank	3554	3600	Detailed information on food parcels issued is reported to the Financial Inclusion Group. This includes information on the recipient's age, ethnicity, ward of residence and whether they are in work. Latest data is for 2014/15 financial year. Total fed April - August 2015 = 963. Source: Vale Foodbank	↓
Number of Discretionary Assistance Fund awards made	281	0	The total awards made to Vale residents in 2014/15 up to and including Q3 equals £230,280.60. This equates to 3.4% of the total spend in Wales, a higher percentage share than 12 other local authorities. However, it should be noted that this may be influenced by the number of partners within an area who refer clients to the fund. Latest data has been requested from the DAF and is currently awaited. Source: DAF	→
Average weekly earnings	529	534	Data is for full time workers and shows average weekly earnings in £. Source: Stats Wales	↑
Percentage of people in employment who work under ten hours a week	4.6	2.4	Source: Nomis Labour Market Statistics.	↑
Percentage of the working age population with no qualifications	7.8	6.8	Working age population is those aged 16-64. Source: Nomis Labour Market Statistics	↑
Percentage of working age people who are claiming Job Seeker's Allowance	1.9	1.9	Working age population is those aged 16-64. Data taken at the end of the quarter, latest data shows end of quarter 2 2015/16. Source: Nomis Labour Market Statistics	→
Percentage of JSA claimants claiming for over 12 months	27	25.4	Data taken at the end of the quarter, latest data shows end of quarter 2 2015/16. Source: Nomis Labour Market Statistics	↑
The number of changes of circumstances which affect customers' entitlement to Housing Benefit (HB) or Council Tax Reduction (CTR) within the year.	0	0	This indicator was previously recorded through the Councils Corporate Performance System, however this is no longer collected and an alternative will be explored.	→

Title	Previous Position	Current Position	Comments	Direction of Performance
Percentage of Year 11 school leavers known not to be in employment, education or training	3.8	2.8	Latest data is for 2014/15 academic year. Source: Careers Wales	↑
Percentage of Year 13 school leavers known not to be in employment, education or training	3.7	4.08	Latest data is for 2014/15 academic year. Source: Careers Wales	↓
Number of people registered on work based learning schemes	2600	2570	Latest data is for 2013/14 financial year and is latest available. Data captures the number of learners enrolled in work based learning (WBL) in Wales and includes WBL that is delivered by further education institutions and WBL delivered by other training providers. Learner counts are provided on a 'unique learner' basis which uses the unique learner identifier in the underlying data. This eliminates any element of multiple counting where a learner is enrolled at two or more providers in a single academic year. Data is for learners domiciled in the Vale of Glamorgan. Source: Stats Wales	↑
Number of mortgage possessions	8	7	Latest data is for 2015/16 quarter 2. Source: Ministry of Justice	↑
Percentage of households in which there is no employment	17.6	16.3	Latest data is for 2014/15 financial year. Source: Stats Wales	↑
Number of decisions taken on homelessness	260	295	Latest data is for 2014/15 financial year. Source: Stats Wales	↓
Number of households with dependent children who are statutory homeless	18	10	Latest data is for Q1 2015/16. Indicator shows the number of households statutory homeless when data is recorded and therefore the same household can be counted in more than one quarter. Source: Vale of Glamorgan Council	↑
Number of Vale of Glamorgan LSOAs within the top 10%, 11-20% and 20-30% most deprived in Wales (according to WIMD overall deprivation rank)	0	0	In 2014, 4 Vale LSOAs were within the top 10% most deprived in Wales, 8 in the 11-20% most deprived and 3 in the 21-30% most deprived. The Welsh Index of Multiple Deprivation is a relative measure and the 2014 results cannot be compared to previous years. The index can be broken down into a number of domains and further information and an interactive map can be found on InfoBase Vale.	→