

COUNCIL PLAN ANNUAL PERFORMANCE REPORT 2021/22

EXECUTIVE SUMMARY



THIS DOCUMENT IS ALSO AVAILABLE IN WELSH

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WHAT IS WREXHAM COUNTY BOROUGH COUNCIL?

It's the organisation in charge of a whole range of key services for everyone in Wrexham County Borough – things like education, social services, highways maintenance, planning and housing. Every time your recycling is emptied; you walk, cycle or drive on a local road; or you go to school you are using a council service.

The Council is made up of 56 Councillors who are elected every five years in local elections by you as voters. Councillors decide how the council is run and what it will do. Most of their meetings are public, so you can go along and watch or read the records of meetings on the council website.

WHAT IS OUR VISION FOR WREXHAM COUNTY BOROUGH?

Our vision for Wrexham County Borough is that all the people that live here are supported to fulfil their potential, prosper and achieve a high standard of well-being. We will be a strong and inclusive community leader to help make this happen.

Through our vision we are also working towards achieving Wales' Well-being Goals. These are seven well-being goals for Wales set out in law through the Well-being of Future Generations (Wales) Act 2015. We along with other public bodies such as the police, health and fire services work together as a Public Services Board (PSB) to agree objectives for improving the well-being of the County Borough. The things we do as a council must help to achieve our vision and Wales' Well-being Goals.

If you want to find out more about the Future Generations (Wales) Act or the work of the Wrexham Public Services Board then follow these links:

Future Generations (Wales) Act

<https://www.futuregenerations.wales/about-us/future-generations-act/>

Wrexham Public Services Board

<https://www.wrexhampsb.org/>

WHAT IS THE COUNCIL PLAN?

Our Council Plan is where we present our well-being objectives and improvement priorities and explain how our activities and programmes will help us to achieve our vision for Wrexham County Borough and Wales Well-being Goals. The Council Plan is focused around six Council Priorities that we think are the most important things we should focus on in improving the County Borough. If you would like to read our full plan then please follow this link:

<https://www.wrexham.gov.uk/service/council-plan-2020-2023>

WHAT IS THIS?

Every year we produce an annual report on our performance against the Council Plan called 'Council Plan Annual Performance Report'. This is our report back to you about whether we have done what we said we would do, and if we've met our targets. This report covers the time period of April 2021 to March 2022.

The full report sets out an overall judgement and summary of progress against each of the six Council Priorities, based on performance against our milestones and measures. We have rated our six Council Priorities against our RAYG (red, amber, yellow and green) rating scale below:

- Red meaning our progress is off track and there is a risk that the outcome will not be achieved.
- Amber meaning our progress is slightly off track and there is a risk that this may impair the outcome.
- Yellow meaning our progress is slightly off track but we do not believe this will impair the outcome.
- Green meaning our progress is on track.

This is a short and readable version of the full report. If you would like more information the full version of the Council Plan Annual Performance Report is available on Wrexham County Borough Council Plan webpage.

<https://www.wrexham.gov.uk/service/council-plan-2020-2023>

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DEVELOPING THE ECONOMY

WE WANTED TO:

- Be recognised as a hub of industry and commerce in North Wales and a world leader in advance manufacturing, energy and digital sectors.
- Implement our Wrexham Town Centre Recovery Plan.
- Implement our master plan of a small town centre with a mix of retail, entertainment and residential.
- Improve travel mode options for travel into Wrexham.
- Achieve growth in employment and increase the supply of better paid jobs.

Overall performance is: AMBER

WHAT DID WE DO?

- Secured £13.3m funding for the World Heritage Site and £220k Community Renewal Funding.
- We have been awarded City Status and achieved final 4 placing in the City of Culture 2025 competition.
- Progressed plans for the development of a new Football Museum in Wrexham.
- Increased the percentage of Communities for Work Plus job entries being individuals with a disability or work limiting health condition to 25%.
- Developed our new Place Making Strategy ready for approval in autumn 2022.

WHAT NEXT?

- We will continue to work with our partners across our communities, both public and private sector, to secure investment and boost the economy.
- We will continue to carry out consultation with the public, both through residents and business communities.
- Ensure our plans embed sustainability, as we look to make significant and long lasting improvements to the economy and infrastructure.
- We plan to submit to Round 2 of the Levelling up Fund for Wrexham Gateway.
- Next year we are hoping to secure funding and implement the Football Museum Wrexham Project.

ENSURING A MODERN AND RESILIENT COUNCIL

WE WANTED TO:

- Deliver the 'Modern Ways of Working' programme to transform our working practices.
- Deliver a new ICT & Digital Strategy and our Organisational Development and Workforce Strategy.
- Ensure the Welsh language continues to thrive within Wrexham County Borough and we are fully compliant with the Welsh Language Standards.

Overall performance is: **GREEN**

WHAT DID WE DO?

- We have been working hard to deliver our 'Modern Ways of Working' programme which is transforming our working practices.
- The refurbishment of Crown Buildings embraces the council's move to Modern Ways of Working and includes a modern Community Health and Wellbeing Hub.
- We have also continued to deliver our Organisational Development and Workforce Strategy.
- The percentage of customers who feel it is easy to access council services has sustained above the agreed year-end target of 90%.
- Discretionary emergency business fund grant went live in January, with over 400 applications processed.
- 2021/22 has seen a 42% increase in the number of consultation and engagement activities undertaken.

WHAT NEXT?

- Continue to lead and ensure the development of Welsh language in our organisation.
- Continue to improve the accessibility of the council.
- Continue to involve and engage with, those who use our services including those with protected characteristics.
- Continue to deliver the aims of our modern ways of working programme, ensuring the resilience of our workforce, elected members and council services.

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ENSURING EVERYONE IS SAFE

WE WANTED TO:

- Contribute to our Corporate Safeguarding Strategy, which sets out how we will meet our duties to protect vulnerable adults and children from harm.
- Tackle equality issues and promote and celebrate the ethnic diversity of our communities.
- Work in collaboration with our partners to tackle crime and disorder.
- Reduce homelessness and provide access to the right housing for the most vulnerable.
- Ensure more of our housing stock met the requirements of the Welsh Housing Quality Standard.

Overall Performance is AMBER

WHAT DID WE DO?

- The Local Lettings Agency (LLA) expanded, helping to secure homes, including homes for people fleeing war torn countries such as Syria, Afghanistan and Ukraine.
- Achieved compliance with Welsh Housing Quality Standard four months ahead of the Welsh Government end date.
- Increased our Council Housing Stock with the building of thirteen new houses in Plas Madoc.
- Worked towards the eradication of homelessness and rough sleeping.
- Worked closely with partners to better understand and address hate crime and community tensions.
- Secured Safer Streets 3 and Safety of Women at night funding that contributed towards projects including the installation of CCTV and lighting in Wrexham Town.

WHAT NEXT?

- We will focus on working with partners to improve community safety, reduce homelessness, and improve housing services and standards in both the public and private sectors.
- We will recommence the delivery of Operation Repeat training, which aims to prevent vulnerable people from becoming victims of door-step crime.
- Though our established multi-agency Community Cohesion Group meetings, we will continue to respond to the increase in the number of reported hate crimes.

IMPROVING THE ENVIRONMENT

WE WANTED TO:

- Deliver our Decarbonisation Plan.
- Have a clean County Borough with less litter and fly tipping.
- Improve the condition of our roads.
- Promote more efficient and effective waste collection using a modern fleet with in-cab technologies.
- Involve households in meeting our statutory recycling target of 70% by 2025.

Overall performance is: GREEN

WHAT DID WE DO?

- We approved our Decarbonisation Plan and appointed a Climate Change and Decarbonisation Manager.
- Developed our Highways Safety Inspection Policy and a New Highways Safety Inspection Plan.
- We have completed a consultation on our 'Active Travel Network Maps'
- We planned work on a number of projects including: Wrexham Industrial Estate Active Travel Package and Mold Road Corridor.
- Maintained a high level of performance in clearing fly tipping.
- Performed well and above the Welsh Government target for recycling and composting.
- Maintained high performance levels in highways cleanliness inspections.

WHAT NEXT?

- Continue our Active Travel initiative through the deployment of our Active Travel Plan.
- Adopt our Decarbonisation Plan, by working in collaboration with regional partners to deliver improvements, as well as working on internal projects.
- Continue to work closely with public sector partners through the joint Public Services Board community resilience work.
- Develop a robust set of actions, which will contribute to Welsh Government's ambition of a carbon neutral public sector by 2030.

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IMPROVING SECONDARY EDUCATION

WE WANTED TO:

- Ensure all young people in Wrexham County Borough have access to high performing secondary schools.
- Improve secondary school outcomes and to address the recommendations of the 2019 Estyn inspection.
- Implement our Post Inspection Action Plan.

Overall performance is: YELLOW

WHAT DID WE DO?

- The Education and Early Intervention Department has been restructured, to better support school improvement and to improve outcomes for our children and young people.
- Introduced a new system to continue to support schools in improving attendance.
- We have developed the Inclusion Team around the School (ITAS) to support our most vulnerable students and expanded our provision.
- Ysgol Bryn Alyn has been removed from the Estyn Special Measures category and there are currently no primary schools in a statutory category.
- The Pupil Attitudes to Self and School (PASS) tool has been purchased and is in the process of being embedded.
- The transition between primary and secondary schools can be challenging, we seconded three Head Teachers to review our approach.

WHAT NEXT?

- This priority has been reviewed for 2022/23 and reflects the ongoing impact of the pandemic on the delivery of education services.
- We will focus on the safety and mental, emotional and physical well-being of all learners, particularly our vulnerable learners.
- To progress and implement our Post Inspection Action Plan to improve Secondary Education outcomes.
- Work will be undertaken to understand the impact of the pandemic on boys from low-income families.
- Continued bespoke support offer for Schools Causing Concern.

PROMOTING HEALTH AND WELL-BEING (WITH A FOCUS ON IMPROVING CHILDREN'S SERVICES)

WE WANTED TO:

- Focus on prevention and early intervention services.
- Prioritise improving children's social care services.
- Promote good health and well-being.

Overall performance is: YELLOW

WHAT DID WE DO?

- We have agreed the Prevention and Early Help Framework and established the Prevention and Early Help Partnership.
- We have invested considerably in the development of an online "learning library" Community Care Inform (CCI).
- To strengthen safeguarding arrangements in our Single Point of Access (Children's SPOA), a project to introduce dedicated police presence within SPOA has been established and is near completion.
- We have worked in partnership with North Wales Police to fully implement and meet the requirements of the Children (Abolition of Defence of Reasonable Punishment) (Wales) Act 2020.
- We successfully renewed our Gold Corporate Health Standard.
- New office space at Crown Buildings provides a collaborative space for social care, health, and voluntary sector and education to work together and includes the new well-being hub.

WHAT NEXT?

- We look forward to launching our multi agency well-being hub.
- We will focus on collaboration with schools to implement a whole school approach to emotional and mental well-being.
- We will provide and promote a range of sport and physical activity opportunities within schools and communities.
- Aim to increase the number of in-house foster carers.
- Aim to reduce the numbers waiting for Domiciliary Care.
- We will improve the percentage of all statutory reviews held within timescale by promoting good practice between children's social care teams.

**Thank you for reading our Council Plan Annual
Performance Report 2021/22 - Executive Summary**

Tell us what you think

We welcome your views and suggestions about how we might improve. If you think we've missed something, or that we're focusing on the wrong things, tell us. We want our plans to focus on the things that matter to local people.

Email: telluswhatyouthink@wrexham.gov.uk