

**CYNGOR GWLEDIG LLANELLI**  
Adeiladau Vauxhall, Vauxhall, Llanelli, SA15 3BD  
Ffôn: 01554 774103

**PWYLLGOR POLISI AC ADNODDAU**

A gynhelir yn Siambr y Cyngor, ddydd Mercher, 21 Mawrth, 2018, am 4.45 y.p.

  
CLERC y CYNGOR

15 Mawrth, 2018.

**AGENDA**

1. Derbyn ymddiheuriadau am absenoldeb.
2. Derbyn Datganiad o Fuddiannau gan Aelodau mewn perthynas â'r busnes i'w drafod.
3. Ddeddf Diogelu Data a Rheoliad Diogelu Data Cyffredinol – mater i'w gynnwys ar yr agenda ar gais y Cynghorydd A. G. Morgan.
4. Ehangu Rhaglen Cyfeillion Stryd/Pentre – i ystyried adroddiad yr Swyddog Datblygu Cymunedol ac i gytuno ar ymateb y Cyngor.
5. Adolygiad o'r Cynllun Lle Cyfan – i dderbyn adroddiad y Swyddog Datblygu Cymunedol ac i gytuno ar ymateb y Cyngor.
6. Rhagnodi Cymdeithasol Cymru – i ystyried gohebiaeth oddi wrth Cymrawd Arweinyddiaeth Glinigol Cymru, Rhagnodi Cymdeithasol Cymru ac i gytuno ar ymateb y Cyngor.
7. Creu Senedd I Gymru – i ystyried dogfen ymgynghori oddi wrth Elin Jones AM, Cynulliad Cenedlaethol Cymru ac i gytuno ar ymateb y Cyngor.
8. Panel Annibynnol Cymru ar Gydabyddiaeth Ariannol – Adroddiad Blynyddol 2018/19 – ymhellach i Gofnod Rhif 277, nodi er gwybodaeth gohebiaeth oddi wrth Cadeirydd y Panel, Panel Annibynnol Cymru ar Gydabyddiaeth Ariannol.
9. Arolwg Swyddfa Archwilio Cymru o holl Gyngorau Tref a Chymuned Cymru – i ystyried dogfen ymgynghori oddi wrth Swyddfa Archwilio Cymru ac i gytuno ar ymateb y Cyngor.
10. Arolygiad Estyn – nodi er gwybodaeth a dderbyniwyd gan Estyn, Arolygiaeth Ei Mawrhydi dros Addysg a Hyfforddiant yng Nghymru ynghylch yr arolygiad a gynhaliwyd ym mis Ionawr 2018.

11. Deddf Cyrff Cyhoeddus (Mynediad i Gyfarfodydd), 1960 – ystyried eithrio aelodau'r cyhoedd pan ystyrir y materion canlynol oherwydd natur gyfrinachol y busnes a drafodir.
12. Adrodd ar Salwch - mater i'w gynnwys ar yr agenda ar gais y Cynghorydd A. G. Morgan.
13. Adroddiad Dynol – Materion Staffio – i ystyried adroddiad y Dirprwy Glerc.

**Aelodau'r Pwyllgor:**

**Cyng.** F. Akhtar (Cadeirydd y Pwyllgor), S. M. Donoghue (Is-Gadeirydd y Pwyllgor), H. J. Evans (Cadeirydd y Cyngor) T. Devichand, P. M. Edwards, A. G. Morgan, J. S. Phillips, C. A. Rees, A. J. Rogers, E. Simmons, W. V. Thomas and I. G. Wooldridge.

**LLANELLI RURAL COUNCIL**  
Vauxhall Buildings, Vauxhall, Llanelli. SA15 3BD  
Tel: 01554 774103

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**POLICY AND RESOURCES COMMITTEE**

To be held at the Council Chamber on Wednesday, 21 March, 2018, at 4.45 pm  
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CLERK to the COUNCIL

15 March, 2018.

**AGENDA**

1. To receive apologies for absence.
2. To receive Members Declarations of Interest in respect of the business to be transacted.
3. Data Protection Act and General Data Protection Regulation – matter requested for inclusion on the agenda by Cllr. A. G. Morgan.
4. Expansion of Street/Village Buddies Programme – to consider the report of the Community Development Officer and to agree the Council's response.
5. Whole Place Plan Review – to receive the report of the Community Development Officer and to agree the Council's response.
6. Social Prescribing Cymru – to consider correspondence from Welsh Clinical Leadership Fellow, Social Prescribing Cymru and to agree the Council's response.
7. Creating a Parliament for Wales – to consider a consultation document received from Elin Jones AM, National Assembly for Wales and to agree the Council's response.
8. Independent Remuneration Panel for Wales - Annual Report 2018/19 – further to Minute No. 277, to note for information correspondence from the Chair of the Panel, Independent Remuneration Panel for Wales.
9. Wales Audit Office Survey of all Welsh Town and Community Councils – to consider a consultation document from Wales Audit Office and to agree the Council's response.
10. Estyn Inspection – to note for information a report received from Estyn, Her Majesty's Inspectorate for Education and Training in Wales regarding the inspection that was undertaken in January 2018.

11. Public Bodies (Admission to Meetings) Act, 1960 – to consider excluding members of the public during consideration of the following matters owing to the confidential nature of the business to be transacted.
12. Sickness Reporting - matter requested for inclusion on the agenda by Cllr. A. G. Morgan.
13. Human Resources – Staffing Matters – to consider the report of the Deputy Clerk.

**Members of the Committee:**

**Cllrs.** F. Akhtar (Chairman of Committee), S. M. Donoghue (Vice Chairman of Committee) H. J. Evans (Chairman of Council), T. Devichand, P. M. Edwards, A. G. Morgan, J. S. Phillips, C. A. Rees, A. J. Rogers, E. Simmons, W. V. Thomas and I. G. Wooldridge.



**To the Chairman and Members of the  
Policy and Resources Committee:**

Date of meeting – 21 March, 2018

Dear Councillor,

**EXPANSION OF STREET/VILLAGE BUDDIES PROGRAMME**

**1. PURPOSE OF REPORT**

- 1.1 To inform Members of plans to develop a street buddies project for the Council.
- 1.2 To explain more about the project and the role of a street buddy, including its desired impact on the Whole Place Plan and within the community.
- 1.3 To present and adopt good practice for the recruitment and attainment of volunteers.

**2. INTRODUCTION**

- 2.1 The Street Buddies project is one of the interventions outlined within the Whole Place Plan where it states... “Investing in creating a network of local contacts designed to improve informal advice and support and signposting to support programmes learning from the pilot approach linked to the Time Credits Programme.”
- 2.2 Street Buddies are a group of community members committed to making positive changes in our local community. Its origins go back to 2014 when Spice Time Credits and Carmarthenshire Housing offered community development training to their tenants in order to improve community spirit and opportunities where they lived. At this training the Street Buddy name was coined by the participants.
- 2.3 See the project brief in appendix 1 for a breakdown of the project definition, background, objectives, project drivers, desired outcomes and potential stakeholders, partners or interested parties.
- 2.4 In January a Steering Group of interested organisations agreed to meet in order to re-establish the project which has gone quiet in recent years. Here a series of actions were set, one of which was to hold a focus group of past and interested street buddies. It was agreed to have a more formal approach with a better support network this time with everyone committed to making this a worthwhile experience for the volunteers
- 2.5 As mentioned in 2.1 this is a Whole Place Plan intervention however the project has potential to cross over and positively impact other interventions such as Time Credits, Flood Wardens, Bus Champions, Caring Communities and Promoting Green Lifestyles.

### 3 ALLANELLI RURAL COUNCIL VOLUNTEERING POLICY

- 3.1 To run an effective and worthwhile project the Council will need to embrace good practice by adopting its own volunteering policy. Guidance set by the Wales Council for Voluntary Action will provide the Council with a framework for establishing a volunteering programme. This can be achieved by adopting a Volunteering Policy that covers the following:
- A statement on why the Council involves volunteers;
  - Definition on volunteering;
  - Scope of volunteering;
  - Commitment to diversity;
  - Responsibilities of the organisation towards volunteers;
  - Responsibilities of volunteers;
  - Recruitment and screening;
  - Other relevant information;
  - Settling differences.
- 3.2 Prior to a launch and active recruitment of volunteers for the project, a number of protocols will need to be put in place (see section 8 of this report for a list). The first step will be for the Council to adopt a volunteering policy, a draft of which can be reviewed in appendix 2.

### 4. LONG TERM IMPLICATIONS

- 4.1 It is currently envisaged, to begin with, that the Street Buddy project will run for a short to medium term. Its success will be down to a number of factors, some of which the Council will have little influence over such as the commitment of other stakeholders.
- 4.2 By adopting a volunteering policy, the Council will have the framework in place for other volunteering opportunities which may occur in future. It is recommended that the volunteering policy is reviewed regularly so it remains current with the Council's internal and external demands.

### 5. SUSTAINABILITY AND WELL-BEING CONSIDERATIONS

- 5.1 The work undertaken by the Community Development Officer meets the following aims, core values and well-being goals:

Strategic Aim	Core Value	National Well-Being Goal						
		1	2	3	4	5	6	7
Community Development	CD1 CD2 CD3 CD4 CD5 CD6 CD7 CD8 CD9 CD10	✓	✓	✓	✓	✓	✓	✓
Serving the Public	STP1 STP2 STP3 STP4 STP5 STP6 STP9 STP12 STP13	✓	✓		✓	✓	✓	✓
Acting as a Local Voice	LV1 LV2 LV3	✓			✓	✓	✓	✓
Quality of Life								
(1) Environment								
(2) Social Inclusion	QL2 QL3 QL4	✓		✓	✓	✓		✓

(3) Safe and Healthy Places	QL5			✓	✓	✓		
Sports, Leisure and Cultural Activities	SLC1 SLC3			✓	✓	✓	✓	✓
The Local Economy	LE1 LE3	✓			✓	✓	✓	✓
Local Democracy	LD1				✓	✓		
Partnership Working	PW1 PW2 PW5 PW6	✓			✓	✓		✓
Communication	C1 C2 C4 C5 C6 C8 C9	✓	✓	✓	✓	✓	✓	✓
Health & Safety	HS2 HS3 HS4 HS5	✓		✓	✓	✓		✓
Resources	R1 R2	✓	✓					✓
Management and Control	MC1 MC4 MC5 MC6	✓			✓		✓	✓

## 6. PUBLIC INVOLVEMENT

- 6.1 There will be opportunities for public involvement in the volunteer roles.
- 6.2 We have asked the public to be involved with the focus group in order to learn from past experiences.

## 7. COLLABORATION OPPORTUNITIES

- 7.1 There is an opportunity to work with other organisations and for the street buddy approach to fit into their structure.
- 7.2 To date we have met with Ymlaen Llanelli, Communities First, Carmarthenshire Housing, Spice Time Credits and community groups to project plan. Through this we have identified other potentially interested organisations which we will be approaching over the coming months.

## 8. PREVENTATIVE MEASURES/CONSIDERATIONS

- 8.1 The Volunteering Policy should be approved on the basis that the following is also considered:
- a volunteer handbook,
  - include volunteer cover in the Council's insurance cover;
  - risk assessment on the street buddy role;
  - include budget for DBS checks and other expenses incurred by volunteers as part of their role;
  - review other safeguarding policies of the Council to include the volunteer element.

## 9. CONCLUSION

- 9.1 That Members consider adopting the Volunteering Policy for the Council.

Yours sincerely

**COMMUNITY DEVELOPMENT OFFICER**

9 March 2018



## Llanelli Rural Area – Whole Place Plan

### Project Brief

“Street/Village Buddies” or “Community Champions”

### Project Definition

Investing in creating a network of local contacts designed to **improve informal advice and support and signposting** to support programmes, learning from the Spice Time Credits pilot programme. **Individuals** will become known in their community and **easily contacted for any queries** in which residents “don’t know where to start”.

The project has the following objectives:

1. To raise awareness of the services and activities available to people in the community by **empowering individuals to act as ‘street or village buddies’ or ‘community champions’**. The “buddies or champions” will be on hand to provide the community information in a way that is **accessible and friendly**. To provide a signposting role for residents wishing to know more about:
  - a. Service providers like the local council, health, wellbeing, arts, culture etc.
  - b. Appropriate organisations / hobby groups / clubs & societies
  - c. Community spaces such as halls, footpaths, parks, ponds and play areas.
  - d. Local events
  - e. Places of interest (eg. town centre shops & facilities)
  - f. Transport links
  - g. Other information requests
2. To be well publicised and become well established so that the hundreds of services and regular activities within the community are aware of each other. The project must look at engaging with individual and groups of residents who are hard to usually engage with.

### Background

The Llanelli Rural area contains a wide range of people experiencing different socio-economic circumstances. In areas with higher than average deprivation a range of existing programmes target their efforts to help close the gap between the poorest and more affluent communities. Communities First, Families First and Flying Start all operate in some of the Rural area wards offering programmes to tackle access to jobs, improved health and education. Lack of access to a wider network of social and work related contacts is seen as an important barrier to tackling inequality. The proximity of communities with greater social capital alongside more deprived areas enables these networks to develop across the area. A *street buddies* project was piloted by Spice Time Credits up until a couple of years ago. They are now trying something similar under the *Community Champions* heading and put on regular free training for community members who in turn earn Time Credits for taking part in the training and any projects that result from the training.

## **Project drivers**

There are four main drivers behind the identified need for this proposed project

- **Data** - The Llanelli Rural Council area alone is home to some 22,000 residents. This figure doubles if you include the Town Centre (Llanelli Town Council) area where residents regularly access each other's area's services.
- **Feedback** – During consultations to develop the Whole Place Plan people listed the issues with where they lived and their impact. Issues such as poor broadband speeds, lack of communication and support, isolation, lack of transport and local activities were recorded as barriers to a decent access to services.
- **Well-being of Future Generations Act** – Via the Public Services Board who will act to encourage partnership working between the public services to ensure an agreed set of local priorities and coordinated actions that benefits both the partners and their residents.
- **Capacity** – Local councillors, council CDO's, and staff at partners like Spice, Communities First, Llanelli B.I.D and others can help in coordinating a project with their resources, equipment, stakeholders and community network. External sources such as training and funding can also be obtained by partners.

## **Project objectives**

- Increase awareness and use of local services
- Increase confidence in residents finding solutions to their needs
- Reduce isolation. Increase well-being.
- Promote a joined up approach between service providers
- Provide volunteer opportunities
- Increase awareness in the time credits model
- Provide a more equal and resilient community for residents

## **Desired outcomes**

- Number of cross-community support initiatives.
- Having a "buddy" or "champion" in each village / neighbourhood.
- Number of logged enquiries
- Roll out the initiative into other areas of Carmarthenshire

## **Project scope and exclusions**

Invite interested parties to join the initiative and form a steering group. Nominate a lead partner in order to look to draw down funding.

## **Constraints and assumptions**

Finding volunteers to carry out these roles will be difficult therefore providing Time Credits as a "thank you" may be more appealing. Promote via project partners' networks.

## **The user(s) and any other known interested parties**

Spice Time Credits, Local Authority Housing department, Community Resilience Coordinators, [www.Dewis.Wales](http://www.Dewis.Wales), GP Social Prescribers (Llanelli based), Communities First, Llanelli Rural & Town Councils.

# Llanelli Rural Council Volunteering Policy

## Introduction

This volunteer policy sets out the principles and practice by which we involve volunteers and is relevant to staff and volunteers. It aims to create a common understanding and to clarify roles and responsibilities to ensure the highest standards are maintained in relation to the management of volunteers.

The volunteer handbook gives further details about the support and procedures in place for volunteers.

## Our commitments

We recognise volunteers as an integral part of the community. Their contribution supports the Council's Strategic and Whole Place Plans, and complements the role of paid staff. We aim to encourage and support volunteer involvement to ensure that volunteering benefits the Council, the community and the volunteers themselves.

Appropriate steps will be taken to ensure that paid staff are clear about the role of volunteers, and to foster good working relationships between paid staff and volunteers. Volunteers will not be used to replace staff.

We are committed to offering a flexible range of opportunities and to encouraging a diversity of people to volunteer with us, including those from under-represented groups such as youth, people with a disability, older people and people from black and minority ethnic communities.

We recognise that there are costs associated with volunteer involvement and will seek to ensure adequate financial and staffing resources are available for the development and support of volunteering.

We recognise that people have a right to participate in the life of their communities through volunteering and can contribute in many ways. We recognise our responsibility to organise volunteering efficiently and sensitively so that the valuable gift of the volunteer's time is best used to the mutual advantage of all concerned.

## Who is a volunteer?

In this case volunteers are individuals who undertake activity on behalf of the Council, unpaid and of their own free choice. The Welsh Government Volunteering Policy (2015) defines volunteering as activity which

- is undertaken freely, by choice
- is undertaken to be of public/ community benefit
- is not undertaken for financial gain

Work experience placements and internships are not the same as volunteering. Please refer to the Deputy Clerk for further information about these.

Volunteers may be involved on a one – off, short term or on a longer term, regular basis. They may be involved:

- in the direct delivery of our services
- in community engagement to raise awareness of our work
- in one off events and promotional activities



## Llanelli Rural Council Volunteering Policy

- in our offices or in community venues

Volunteers are valued for:

- bringing additional skills and new perspectives to the organisations
- enabling us to be more responsive and flexible in our approach
- championing our cause within the wider community
- enhancing the quality of our work and of client experience
- promoting the wellbeing of users of services, staff, local communities and themselves.

### Roles and responsibilities

A designated staff member (The Volunteer Co-ordinator) has responsibility for the development and co-ordination of voluntary activity within the organisation, including volunteering policies and procedures and the welfare of volunteers. The Volunteer Co-ordinator role will be assumed by the Council's Community Development Officer

All volunteers will have a designated staff member/volunteer for guidance, support and supervision. Staff responsibilities for volunteers will be explicitly referred to in their job/role description.

The volunteer role is based on trust and mutual understanding. There is no enforceable obligation, contractual or otherwise, for the volunteer to attend or to undertake particular tasks or for the Council to provide continuing opportunities for voluntary involvement, provision of training or benefits.

However, there is a presumption of mutual support and reliability. Reciprocal expectations are acknowledged – both of what the Council expects of volunteers and what volunteers expect of the Council.

The Council expects volunteers:

- to be reliable and honest
- to uphold the Council's values and comply with policies
- to make the most of opportunities given, eg for training
- to contribute positively to the aims of the Council and avoid bringing it into disrepute
- to carry out tasks within agreed guidelines

Volunteers can expect:

- to have clear information about what is and is not expected of them
- to receive adequate support and training
- to be insured and to volunteer in a safe environment
- to be treated with respect and in a non-discriminatory manner
- to receive out of pocket expenses
- to have opportunities for personal development
- to be recognised and appreciated
- to be able to say 'no' to anything which they consider to be unrealistic or unreasonable
- to know what to do if something goes wrong



## **Llanelli Rural Council Volunteering Policy**

### **Recruitment and selection**

Equal opportunities principles will be adhered to in recruiting volunteers. Opportunities will be widely promoted, in English and in Welsh, so as to attract interest from different sectors of the community. Positive action to target recruitment may be used where appropriate.

Information will be made available to those enquiring about volunteering, including written role descriptions which set out the nature and purpose of the volunteering role, key tasks, skills required and benefits. A risk assessment will be undertaken on all volunteer roles.

Recruitment will usually involve an informal interview, application form and the taking of references; the process will be defined and consistent for any given role - for example the recruitment process for regular volunteers and for volunteers for one off events will be tailored in each case and may differ from one another.

Where applicants are not able to be placed in their preferred role, they will be provided with feedback and given the opportunity to discuss alternative volunteering roles, or signposted to the local volunteer centre or the [www.volunteering-wales.net](http://www.volunteering-wales.net) website.

For roles which involve care giving and/or sustained and direct contact with young people or adults at risk, volunteers will be required to have a full DBS disclosure check which will be arranged by the Council. DBS disclosures are dealt with in the strictest confidence. A criminal record is not necessarily a bar to volunteering.

### **Induction and training**

Volunteers will be given induction and training appropriate to the specific tasks to be undertaken.

### **Support and supervision**

Volunteers will be offered support and supervision as appropriate and this is discussed during induction. Arrangements vary according to the volunteer and the role undertaken, and may include telephone support, group meetings, peer to peer or one to one reviews.

### **Recognition**

Volunteers will be given the opportunity, where relevant, to share their views and opinions with the organisation's wider staff, at staff meetings etc.

Formal recognition of the contribution of volunteers is expressed through annual reports, website articles, social media, and during Volunteers' Week award celebrations.

### **Dealing with problems**

The Council aims to treat all volunteers fairly, objectively and consistently. It seeks to ensure that volunteers' views are heard, noted and acted upon promptly.

We will attempt to deal with any problems informally and at the earliest opportunity. All volunteers will have a named person to whom they can turn to in the case of any difficulty. Where informal resolution is not possible, the Council's grievance procedure will be adhered to.

Volunteers will be made aware of the Council's complaints policy and how to use it. They will also be made aware of how inappropriate behaviour by volunteers will be addressed by the Council.

## Llanelli Rural Council Volunteering Policy

### Expenses

Volunteers will be given clear information about what expenses can be claimed and how to make a claim.

### Moving on

When volunteers move on from volunteering with us they will be asked to provide feedback on the volunteering experience by way of an exit questionnaire. They will also be given the opportunity to discuss their responses to the questionnaire more fully.

Volunteers who have remained with the Council for at least 3 months will have the right to request a reference. Volunteers will be supported to move on to other options.

### Other relevant documents

The Volunteer Handbook includes detailed, useful information for volunteers including template forms.

Council policies relevant to volunteers include Health and Safety, Equal Opportunities, Confidentiality, Social media, Safeguarding, Complaints and Grievance.

Date approved \_\_\_\_\_

Date of next review \_\_\_\_\_

Person responsible \_\_\_\_\_

**To the Chairman and Members of the  
Policy and Resources Committee:**

Date of meeting – 21 March, 2018

Dear Councillor,

**REVIEW OF THE LLANELLI RURAL WHOLE PLACE PLAN - 2015:2030**

**1. PURPOSE OF REPORT**

- 1.1 To provide Members with an update on plans to carry out a review of the Council's Whole Place Plan.
- 1.2 To seek Members views on ideas for the future delivery of the Plan.

**2. INTRODUCTION**

- 2.1 The Llanelli Rural Whole Place Plan was adopted by the Council on 30 September, 2015 (minute 192) and it was recommended that a review with the community was to be held every 12 months. The proposed ideas set out in this report will be the first review done in the community.
- 2.2 The Whole Pace Plan is a fifteen year proposal, therefore the purpose of a review is to ensure that the actions set out in the plan are carried out and remain relevant throughout the lifespan of the Plan. An updated version of the plan will be the end goal of the review process.

**3. THE REVIEW PERIOD**

- 3.1 The community engagement period will be during April and May and will be achieved by holding public meetings, attending community groups like residents associations and any appropriate community events. Online surveys will also be available and promoted on social media and by emailing our community database and on Social Media.
- 3.2 The community will be invited to attend one of three public meetings to review the work carried out to date. The meetings will be held in three different venues across the rural area on the 24, 25 and 26 April. It is proposed that these will be held in the Five Roads, Furnace and Dafen areas. This will contain a presentation on the work done so far across the whole area and locally followed by a group discussion. Information will be recorded at these sessions and will inform the updated version of the Plan.

**4. FUTURE IMPLIMENTATION**

- 4.1 The Whole Place Plan must remain a relevant and prominent Council programme that aligns itself with the Council's duty to the Wellbeing of Future Generations (Wales) Act 2015 and the local Public Services Board. It is proposed that a Future Generations Working Group of staff and Members is set up within the Council to help keep up the momentum and provide more ambassadors for the Plan thus raising its profile and relevance in community settings.

4.2 The objectives of a group will be to meet regularly, set out time bound actions, monitor the Plan's delivery, provide scrutiny and influence the future proofing of the Council's decision making.

4.3 The functions of the group will be to review, plan future reviews, share best practise and work with other Town / Community Councils, produce annual reporting to the Public Services Board and make recommendations to Council.

## 5. LONG TERM IMPLICATIONS

5.1 Periodic reviews of the Whole Place Plan and its delivery will help keep it current and raise its profile within the community.

5.2 A current Plan will be more beneficial when applying for funding.

## 6. SUSTAINABILITY AND WELL-BEING CONSIDERATIONS

6.1 The provision of a Whole Place Plan meets the following aims, core values and well-being goals:

Strategic Aim	Core Value	National Well-Being Goal						
		1	2	3	4	5	6	7
Community Development	CD1 CD2 CD3 CD4 CD5 CD7 CD8 CD9 CD10	✓	✓	✓	✓	✓	✓	✓
Serving the Public	STP1 STP2 STP4 STP5 STP6 STP7	✓	✓	✓	✓	✓	✓	✓
Acting as a Local Voice	LV1 LV2 LV3 LV4 LV5	✓	✓	✓	✓	✓	✓	✓
Quality of Life								
(1) Environment								
(2) Social Inclusion	QL2 QL3 QL4	✓		✓	✓	✓		✓
(3) Safe and Healthy Places	QL5			✓	✓	✓		
Sports, Leisure and Cultural Activities								
The Local Economy	LE3	✓				✓	✓	✓
Local Democracy	LD1 LD3				✓	✓		✓
Partnership Working	PW1 PW2 PW5 PW6	✓			✓	✓		✓
Communication	C1 C2 C3 C4 C5 C7 C11	✓	✓	✓	✓	✓		✓
Health and Safety								
Resources								
Management and Control	MC1 MC6	✓	✓				✓	✓

## 7. PUBLIC INVOLVEMENT

7.1 The public will have plenty of opportunities to contribute their thoughts on how the Council is doing with its delivery of the Plan. They will have an opportunity to raise any issues of importance for where they live.

**8. COLLABORATION OPPORTUNITIES**

- 8.1 Community groups, neighbourhood forums, neighbouring Town & Community Councils and relevant public bodies will all be notified of the review and will have an opportunity to contribute during the consultation period.
- 8.2 The work done to date on interventions and area profiles has already provided plenty of examples of collaboration working. This is something we'll look to maintain moving forwards.

**9. PREVENTATIVE MEASURES/CONSIDERATIONS**

- 9.1 Members representation at the public consultations local to their area (see 3.2) in order to immediately respond to any issues that might arise.

**10. RECOMMENDATIONS**

- 10.1 That Members note and actively support the plans for the review period where possible.
- 10.2 That Members consider the proposal of a Future Generations Working Group.

Yours sincerely

**COMMUNITY DEVELOPMENT OFFICER**

12 March 2018



**Helen Thomas**

**From:** Social Prescribing Cymru <socialprescribing.cymru@gmail.com>  
**Sent:** 08 February 2018 19:24  
**To:** dr.liesbeth.beeckman@gmail.com  
**Subject:** social prescribing in mental health - please join our bid !

**Re: Your invitation to join our social prescribing in mental health bid - please reply!**

**Please kindly forward this email to the relevant decision maker in your organisation.**

Dear team,

I hope to find you well.

Social Prescribing Cymru, Hafal, CAIS and Diverse Cymru are submitting a joint proposal for the Welsh Government's social prescribing in mental health bid, supported by a large collaborative of healthcare and public and third sector partners in Mid & South Wales.

Our model has been co-produced with C3SC (Cardiff voluntary council) and the third sector and can be found here: <http://www.socialprescribing.cymru/vision>.

Independent evaluation will be done by the University of South Wales and focus on how, why, for whom, when and to what extent our social prescribing model works for stakeholders.

One of the pilot sites will be in Carmarthenshire, so it is important that we get as much support from local organisations as we can for this bid.

We would really like your organisation to join us! ***All that is required is an email saying you support our bid, with the name of your organisation.***

If you wish to discuss this over the phone, my number is 07851 217392. You can also reply to this email address.

A copy of the application is available on request for those who are genuinely interested in supporting our bid.

Thank you!

Kind regards  
 Dr. Liesbeth Beeckman  
 Welsh Clinical Leadership Fellow

LLANELLI RURAL COMMUNITY COUNCIL	
DATE	12 FEB 2018
FILE REF.	
PASSED TO	PBR





Dawn Jones

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**Subject:** FW: Creu Senedd i Gymru | Creating a Parliament for Wales  
**Attachments:** Creating a Parliament for Wales\_EasyRead\_Consultation\_Eng.pdf

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**From:** Creu Senedd i Gymru | Creating a Parliament for Wales  
[mailto:ComisiwnyCynulliad.Ymgynghori@cynulliad.cymru]  
**Sent:** 12 February 2018 11:20  
**To:** Mark Galbraith  
**Subject:** Creu Senedd i Gymru | Creating a Parliament for Wales

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## Ymgynghoriad

## Consultation

Annwyl gyfaill

Dear colleague

**Ymgynghoriad: Creu Senedd i Gymru**

**Consultation: Creating a Parliament for Wales**

Ar 1 Ebrill 2018, bydd cyfnod newydd yn dechrau o ran datganoli yng Nghymru wrth i lawer o ddarpariaethau *Deddf Cymru 2017* ddod i rym.

On 1 April 2018 devolution in Wales will enter a new phase, as many of the provisions of the *Wales Act 2017* will come into force.

Mae *Deddf Cymru 2017* yn allweddol am ei bod yn rhoi i'r Cynulliad, a hynny am y tro cyntaf, bwerau i ddiwygio rhannau o Ddeddf Llywodraeth Cymru 2006 sy'n pennu trefniadau etholiadol, gweithdrefnol a mewnlol y Cynulliad. Cyn hynny, Senedd y DU oedd â'r pwerau hyn.

A key part of the *Wales Act 2017* is that it gives the Assembly itself, for the first time, powers to amend parts of the *Government of Wales Act 2006* which set out the Assembly's electoral, organisational and internal arrangements. Previously, these powers rested with the UK Parliament.



Heddiw, mae Comisiwn y Cynulliad yn lansio ymgynghoriad cyhoeddus ar gwmpas y diwygiadau etholiadol, gweithdrefnol a mewnlol posibl y mae *Deddf Cymru 2017* yn eu gwneud yn bosibl. Rydym am gael eich barn am y newidiadau posibl hyn.

Er mwyn gweld yr ymgynghoriad, a'r gwahanol ffyrdd i chi rannu eich barn â ni am y diwygiadau posibl, ewch i wefan yr ymgynghoriad yn [www.cynulliad.cymru/seneddydyfodol](http://www.cynulliad.cymru/seneddydyfodol).

Mae'r ymgynghoriad yn cau **ddydd Gwener 6 Ebrill 2018**. Rhaid i ymatebion ddod i law erbyn y dyddiad hwn.

Rydym am glywed gan gynifer o bobl â phosibl o bob cwr o Gymru. Mae croeso i chi anfon yr e-bost hwn ymlaen at unrhyw un a all fod â diddordeb.

Byddwn hefyd yn trefnu cyfres o ddigwyddiadau cyhoeddus ledled Cymru yn ystod cyfnod yr ymgynghoriad. Rhowch wybod i ni os oes gennych ddiddordeb mewn dod i ddigwyddiad ymgynghori.

Os oes gennych unrhyw gwestiynau, neu os hoffech chi drafod yr ymgynghoriad hwn, cysylltwch â Helen Finlayson, Arweinydd Tîm Newid Cyfansoddiadol, yn [newid.cyfansoddiadol@cynulliad.cymru](mailto:newid.cyfansoddiadol@cynulliad.cymru).

Today, the Assembly Commission is launching a public consultation on the scope of the potential electoral, organisational and internal reforms which the *Wales Act 2017* makes possible. We want to hear your views on these potential changes.

To view the consultation, and the different ways you can let us know what you think about the potential reforms, please visit the consultation website at [www.assembly.wales/futuresenedd](http://www.assembly.wales/futuresenedd).

The consultation will close on **Friday 6 April 2018**. Responses must be received by this date.

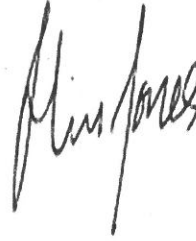
We want to hear from as many people as possible from across Wales. Please feel free to forward this email to anyone who you think might be interested.

We will also be arranging a series of public events across Wales during the consultation period. If you are interested in attending a consultation event, please let us know.

If you have any questions or would like to discuss this consultation, please contact Helen Finlayson, Constitutional Change Team Leader, at [constitutional.change@assembly.wales](mailto:constitutional.change@assembly.wales).



Elin Jones AM  
Llywydd



Elin Jones AM  
Llywydd



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Cenedlaethol Cymru 2017*

**Ein cyfeiriad ni yw:**  
Cynulliad Cenedlaethol Cymru,  
Bae Caerdydd,  
Caerdydd,  
CF99 1NA

Eisiau newid sut y byddwch yn derbyn y  
negeseuon e-byst hyn?  
Gallwch ddiweddaru eich dewisiadau neu  
ddad-danysgrifio o'r rhestr

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# Independent Remuneration Panel for Wales

## Annual Report

February 2018

Mae'r ddogfen yma hefyd ar gael yn Gymraeg.  
This document is also available in Welsh.

## **ANNUAL REPORT 2018**

### **FOREWORD**

Elections to Principal Councils and Community & Town Councils took place in 2017 and as with our previous approach when new councils are formed the Panel visited all 22 of the unitary authorities. This provides us with an opportunity to discuss issues with a cross section of members and senior officers. In total we met with 142 executive members, 280 other elected members, 59 co-optees and 90 chief officers. The visits have helped us form the direction for future consideration. On behalf of my colleagues I wish to express our thanks to all councils for their engagement with the visits and the welcome and hospitality we received.

The visits and the resulting discussions assisted in continuing to ensure that we have a comprehensive understanding of the development of the role of a councillor and the workload pressures that appear to be increasing across the board.

The conclusions from our discussions have wherever possible been incorporated in our determinations and in particular our decision to provide a modest increase in the basic salary.

As a Panel we believe the overwhelming majority of the 1,254 elected members of the 22 councils are committed to serving their communities and put in many hours that the basic remuneration could not cover. Affordability is an issue for both the councils and tax payers and this restricts other than modest additional costs to the total payments to members. What we wish to prevent is further erosion of the link with the average Welsh earnings.

In our draft report we proposed several changes in respect of the remuneration of community & town councillors. We received a large number of responses in relation to these changes, most of which suggested that our draft proposals were a step too far. We have taken account of many of the points that were raised and modified the arrangements contained in the draft report. Our decisions can be found in Section 13 of this report. The Panel received several enquiries during the recent consultation on the draft report regarding tax queries for community and town councils. The question was raised as to whether the Panel could contact HMRC to see if they could receive a blanket dispensation for community councils. This issue is outside of the

Panel's remit and it is therefore a matter for each individual councillor or community council to resolve their own taxation issues.

My personal thanks to my fellow Panel members who constantly demonstrate the knowledge and enthusiasm to ensure we produce reports that are based on key information.

Also my appreciation of the work of our secretariat without which we could not function effectively.

**John Bader**  
**Chair**

**Panel Membership**

John Bader – Chair  
Gregory Owens - Vice Chair  
Stephen Mulholland

Julie May  
Saz Willey  
Roger Symonds

Detailed information about the members can be found on the website:  
<http://gov.wales/irpwsb/home/?lang=en>



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## 13. Payments to Members of Community and Town Councils

- 13.1 The Panel has had responsibility for the remuneration of community and town councils since the Measure of 2011 and its first determinations for such members came into effect in the financial year 2013/2014. Subsequent Annual Reports have developed ideas for remuneration of community and town councillors, allowing flexibility to meet appropriate responsibilities.
- 13.2 The Panel recognises a wide variation in geography, scope and scale across the 735 community and town councils in Wales, from small community councils with relatively minimal expenditure and few meetings to large town councils with significant assets and responsibilities.
- 13.3 Since producing its last report, the Panel met with 104 Councillors and Clerks representing 68 Community and Town Councils in 4 meetings it held across Wales. The discussions confirmed the widely held view that the roles individual councils undertake varied significantly. Subsequent research the Panel undertook into councils' income and expenditure and councillor to population ratios further supported the wide variation.
- 13.4 The Panel is of the view that in accordance with this wide variation, the responsibilities and accountabilities of councillors must also vary. Councillors managing income or expenditure of £1m and those delivering significant services, including some that might have been delegated from principal councils, are operating in a much more complex environment than a council with an annual budget of less than £30,000.
- 13.5 Therefore the Panel is proposing to form groups of Community and Town Councils to reflect these differences. The Panel examined a range of measures they could use as the basis for any groupings and it considers that 3 groups based on the level of income *or* expenditure, whichever is the highest, in the previous financial year, is most appropriate. Using income *or* expenditure figures better reflects the activity levels of a council than population ratios which the Panel found did not correlate to income or expenditure. It is also easy for councils to understand which group they belong to.
- 13.6 In the draft report the Panel proposed a range of mandatory payments for councils. As part of the consultation on the draft report, the Panel received some helpful feedback from councils with income or expenditure of less than £30,000 which outlined the disproportionate impact this would have on their precept and administrative costs. The Panel has considered this and adjusted its groupings as set out in table 7 below.

In creating these three groups it has reflected that councils with income or expenditure in excess of £200,000 are subject to section 40 of the Wellbeing of Future Generations Act; approximately 50% have income or expenditure

below £30,000; and those councils with income or expenditure of between £30,000 and £200,000 are likely to have a greater range of responsibilities.

The Panel has reflected different payment requirements for councils in each of these three groups as set out in the remainder of this report. The Panel will be considering further differentiations based on the groups in the future.

**Table 7: Community and Town Council Groupings**

<b>Community and Town Council Group</b>	<b>Income or Expenditure in 2017-18 of:</b>
A	£200,000 and above
B	£30,000 - £199,999
C	Below £30,000

- 13.7 The Panel is of the view that Community and Town Councillors are not volunteers because further to the democratic process they have accepted formal responsibilities and all face some degree of liability, in respect of the Council functions they are running. Also, the Panel wants any member who has personal support needs and / or caring responsibilities to be able to fulfil their role. To reflect this, the Panel is mandating payment of a contribution to costs and expenses for members of councils in Groups A and B; and authorising payment of a contribution to costs and expenses to be made available for members of councils in Group C as set out in determinations 44 and 45. The Panel is also mandating reimbursement of cost of care for all members of Community and Town Councils as set out in determination 51.
- 13.8 The Panel is also of the view that Councils in Group A are likely to have a greater number of committees reflecting its level of activity; and therefore is additionally mandating the payment for senior roles as set out in Determination 46.
- 13.9 Where not mandated, each determination requires a formal decision by each of these community or town councils annually. A Council can adopt any or all of the non-mandated determinations but if it does make such a decision, it must apply to all its members.
- 13.10 In all cases, any individual member may make a personal decision to elect to forgo part or all of the entitlement to any of these payments by giving notice in writing to the proper officer of the council.
- 13.11 In the event of a member of the council standing down during the year, it is a matter for the council to decide whether or not to reclaim any payments made.
- 13.12 Members in receipt of a Band 1 or Band 2 senior salary from a principal council cannot receive any payment from any Community or Town Council, other than travel and subsistence expenses and reimbursement of costs of care. However, this does not preclude them from holding a senior role.

## Payments towards costs and expenses

13.13 The Panel is mandating payment of a contribution to costs and expenses for members of councils in Groups A and B; and authorising payment of a contribution to costs and expenses to be made available for members of councils in Group C. Receipts are not required for these payments.

**Determination 44: Community and town councils in Groups A and B must make available a payment to each of their members of £150 per year for costs incurred in respect of telephone usage, information technology, consumables etc.**

**Determination 45: Community and town councils in Group C are authorised to make available a payment to each of their members of £150 per year for costs incurred in respect of telephone usage, information technology, consumables etc.**

## Senior roles

13.14 The Panel recognises that specific member roles especially within the larger community and town councils, for example a committee chair, will involve greater responsibility. It is also likely that larger councils will have a greater number of committees, reflecting its level of activity. The Panel has therefore determined that councils in Group A must make available a payment for a minimum of one senior role and a maximum of five senior roles. Councils in Groups B and C are authorised to pay up to five responsibility payments for specified roles.

**Determination 46: Community and town councils in Group A must make available an annual payment of £500 each to a minimum of 1 and a maximum of 5 members in recognition of specific responsibilities. This is in addition to the £150 payment for costs and expenses.**

**Determination 47: Community and town councils in Groups B or C are authorised to make an annual payment of £500 each to up to 5 members in recognition of specific responsibilities. This is in addition to the £150 payment for costs and expenses if that is claimed.**

## Reimbursement of travel costs and subsistence costs

13.15 The Panel recognises there can be significant travel and subsistence costs associated with the work of community and town council members, especially

where the council area is geographically large and/or when engaging in duties outside this area.

**Determination 48: Community and town councils are authorised to make payments to each of their members in respect of travel costs for attending approved duties.<sup>8</sup> Such payments must be the actual costs of travel by public transport or the HMRC mileage allowances as below:**

- 45p per mile up to 10,000 miles in the year.
- 25p per mile over 10,000 miles.
- 5p per mile per passenger carried on authority business.
- 24p per mile for private motor cycles.
- 20p per mile for bicycles.

**Determination 49: If a community or town council resolves that a particular duty requires an overnight stay, it may authorise reimbursement of subsistence expenses to its members at the maximum rates set out below on the basis of receipted claims:**

- £28 per 24-hour period allowance for meals, including breakfast where not provided.
- £200 – London overnight.
- £95 – elsewhere overnight.
- £30 – staying with friends and/or family overnight.

#### **Compensation for financial loss**

13.16 The Panel has retained the facility which councils may pay as compensation to their members where they suffer financial loss when attending approved duties.

**Determination 50: Community and town councils are authorised to pay financial loss compensation to each of their members, where such loss has actually occurred, for attending approved duties as follows:**

- Up to £34.00 for each period not exceeding 4 hours:
- Up to £68.00 for each period exceeding 4 hours but not exceeding 24

<sup>8</sup> Where a member who is on official business is driven by a third party (not a member or officer of that authority), the member can claim mileage at the prescribed rates plus any parking or toll fees provided the authority is satisfied that the member has incurred these costs.

hours.

### Reimbursement of the costs of care

13.17 The purpose of this is to enable people who have personal support needs and or caring responsibilities to carry out their duties effectively as a member of an authority. The Panel believes that the additional costs of care required to carry out approved duties should not deter people from becoming and remaining a member of an authority or limit their ability to carry out the role.

13.18 The Panel recognises the issues relating to the publication of this legitimate expense. This is reflected in the options for publication as set out in Annex 4. To support current members and to encourage diversity the Panel urges authorities to promote and encourage greater take-up of the reimbursement of costs of care.

**Determination 51: All community and town councils must provide for the reimbursement of necessary costs for the care of dependent children and adults (provided by informal or formal carers) and for personal assistance needs up to a maximum of £403 per month. Reimbursement must be for the additional costs incurred by members in order for them to carry out their approved duties. Reimbursement shall only be made on production of receipts from the carer.**

### Civic Head / Deputy Civic Head Honoraria

13.19 Recognising that some mayors and chairs of community and town councils and their deputies are very active during their year of office, the Panel has determined that community and town councils should be authorised to pay an honorarium for these roles. In previous annual reports the Panel did not determine a maximum level of payment to mayors/chairs and their deputies.

13.20 The Panel's consultation meetings this year, confirmed that the majority of community and town councils make no or very modest payments to their civic leaders and that some of them are reporting the budget allocated for civic functions and civic expenditure rather than the amount paid as personal senior salary to the individual.

13.21 The Panel is concerned only with the amount paid to the mayors/chairs as an honorarium to be used or retained at their discretion. This is separate from a budget for mayoral/chair activities. The Panel has determined that the maximum amount to be paid to a chair/mayor of a community or town council in this way shall be £1,500. The maximum amount to be paid to a deputy mayor/chair in this way shall be £500.



**Determination 52: Community and town councils are authorised to provide a Civic Head payment to the mayor/chair of the council up to a maximum of £1,500 to undertake the functions of that office. This is in addition to the £150 payment for costs and expenses and the £500 senior salary if these are claimed.**

**Determination 53: Community and town councils are authorised to provide a Deputy Civic Head payment to the deputy mayor/deputy chair of the council up to a maximum amount of £500 to undertake the functions of that office. This is in addition to the £150 payment for costs and expenses and the £500 senior salary if these are claimed.**

### **Publicity requirements**

- 13.22 There is a requirement on community and town councils to publish details of all payments made to individual members in an annual Statement of Payments. This information must be published on council noticeboards and/or websites (with easy access) and provided to the Panel by email or by post no later than 30 September following the end of the year to which the payments relate. The Panel draws attention to the requirements stipulated at Annex 4. The Panel is concerned that a significant number of councils are in breach of this requirement.

**Dawn Jones**

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**Subject:** FW: - Wales Audit Office survey of all Welsh town and community councils / Arolwg Swyddfa Archwilio Cymru o holl gynghorau tref a chymuned Cymru

**From:** Wales Audit Office [mailto:surveys@webhost.snapsurveys.com]

**Sent:** 08 March 2018 16:55

**To:** enquiries

**Subject:** - Wales Audit Office survey of all Welsh town and community councils / Arolwg Swyddfa Archwilio Cymru o holl gynghorau tref a chymuned Cymru

Dear Clerk of ,

The Wales Audit Office is currently reviewing how local government bodies deliver services in rural communities in Wales. We would like to hear your views to help shape this study.

You may have seen an email from One Voice Wales this week alerting you to our survey for town and community councils. If so, you will know that the Wales Audit Office undertakes an annual programme of local government performance audit studies and that, this year, one of our studies focuses on how local government bodies deliver services to rural communities.

We have spoken to members of the public, as well as officers and Members at local government bodies. However, to ensure we gain a comprehensive understanding of the issues in communities across Wales, we also want to hear the perspective of town and community councils.

We are particularly interested in:

- your relations and dealings with your local authority;
- services or amenities delivered by your town or community council; and
- any assets that have been transferred from local authorities to town or community councils.

### **How to tell us your views**

Please click on the link below to navigate to our online survey. The very first question will ask you to choose to complete the survey in either Welsh or English. You will also be shown a glossary of the terms we use throughout the survey.

[Click here to complete the survey](#)

You can use the arrows at the bottom of each page to navigate your way through the questions. On the last page, a 'Submit / Cyflwyno' button will appear – please click this button to send your responses to us. We estimate that the survey will take around 15-20 minutes to complete. The above link is unique to your council.

The email sent from One Voice Wales contains a printable version of the survey questions should you wish to share and discuss with council members. However, only one response will be accepted per town or community council – this can be from the Clerk on behalf of the council, or a joint response following discussion with council members. Unfortunately we are unable to accept any responses in paper form – please use the link provided in this email to answer our questions online.

### **Your response**

The survey will close at midnight on Friday 6 April 2018. We only collect the data we really need for the purpose of our work. We avoid collecting excessive data and will not record irrelevant or unnecessary personal data. We will treat all information received in the strictest confidence and in

line with the relevant data protection schemes. As such, individual answers will be treated as anonymous but collectively, the responses will help to shape a national report on services to rural communities.

If you have not received a printable version of the questions from One Voice Wales, or if you have any other comments or queries about the survey or the study in general, please email [council.studies@audit.wales](mailto:council.studies@audit.wales).

Thank you very much in advance for your assistance.

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WALES AUDIT OFFICE  
SWYDDFA ARCHWILIO CYMRU

Thank you for taking the time to complete this survey. We estimate that it will take around 15-20 minutes to complete. Your response will help to shape our national report on how local authorities provide services in rural communities. A section of the report will focus on local authorities' arrangements for community asset transfers, and we would be most grateful for your views.

If you have any queries when completing this questionnaire please contact the Local Government National Studies Team at the Wales Audit Office on 029 20 320 500 or email [council.studies@audit.wales](mailto:council.studies@audit.wales).

### **Glossary of terms**

In this survey we use a number of terms and we define these below:

'your community / town council' area is referred to as '**your local area**', unless stated otherwise.

'**your local authority**' means the county council or county borough council in which your community or town council is located.

'**Public Services Board**' - established under the Well-being of Future Generations (Wales) Act 2015, are responsible for improving the economic, social, environmental and cultural well-being in its area by strengthening joint working across all public services. Each Public Services Board must prepare and publish a local well-being plan setting out its local objectives and the steps it proposes to meet them. The local well-being plan will set out how the board intends to improve the economic, social, environmental and cultural well-being of its area by setting local objectives.

'**assets**' and '**services**' - our definition of these is in line with the Welsh Government's town and community councils survey ('Service and Asset Management,' 2017). For example, CCTV infrastructure (cameras and equipment) is defined as an asset whereas monitoring the images is defined as a service.

Firstly, please indicate who is completing this survey.

- Clerk on behalf of the community / town council
- Chair of the community / town council on behalf of the community / town council
- The community / town council following discussion by Members





How do you rate the overall quality of local authority services in your area?

- Very good
- Good
- Satisfactory
- Poor
- Very poor

Please rate the quality of the following local authority services in your area. In rating these services, you may wish to consider how accessible, adequate, available, acceptable and affordable they are.

	Very good	Good	Satisfactory	Poor	Very poor
Collection of council taxes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Education, including schools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks, playgrounds and other open spaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public protection services including community safety, trading standards and consumer advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waste collection (bins and recycling)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council housing / homelessness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leisure centres	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Planning and building control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social services for adults	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social services for children and families	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have any other comments to make about these services?

## Transport

Please indicate how the provision of public transport in your local area has changed over the last two years.

- Increased  
 Decreased  
 Stayed roughly the same  
 Don't know

Do you have any other comments about the provision of public transport?

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Has your community / town council been approached about developing a community transport scheme?

- Yes  
 No

If yes, please indicate which organisation approached you.

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## **Innovation in public service delivery**

Please can you highlight any innovative ways in which your local authority now delivers services in your local area.

*Examples may include locating services with other public bodies, increasing community-run services, mobile services or outreach facilities, or by providing a greater range of services online.*

Do you have any comments about challenges that particular groups experience when accessing local authority services in your area?

*Examples of particular groups may include the elderly, those who are dependent on public transport, or people who are unemployed.*

What do you see as the major barriers to local authorities and other public organisations delivering effective services to rural communities?

*Examples may include poor broadband speeds, infrastructure, resources, or staffing.*

## Section 2 – Services or amenities delivered by community / town councils

We want to know about the types of services or amenities delivered by your community / town council and whether these have changed in recent years.

Please indicate whether or not your community / town council delivers the services listed below.

If you do deliver these services, please tick the most relevant box to indicate whether you deliver **more**, **less** or **roughly the same** level of services now compared to two years ago.

	My community / town council now delivers <b>more</b> than it did two years ago	My community / town council delivers <b>roughly the same</b> level of service as it did two years ago	My community / town council now delivers <b>less</b> than it did two years ago	My community / town council has <b>never</b> delivered this service
Bus shelters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Car parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cemeteries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Christmas lights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Crime prevention (CCTV, Neighbourhood Watch)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grant funding local community activity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Open spaces, village green or common	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Playing fields/ playgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public conveniences	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public footpaths, right of way or bridleway	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seats and shelters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signs, noticeboards and information boards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Village hall or community centre

War or other memorial

Please explain your answers to the above question.

If you have chosen the 'never' option for any of the services listed above, please indicate if you plan on taking responsibility for delivering any of these in future.

Do you feel that your community / town council has the capacity to take responsibility for delivering more services / amenities than it currently does?

 Yes No

If yes, have you approached your local authority to discuss taking on more responsibility?

Which services or amenities does your local authority delegate the responsibility to you to deliver or maintain?

	Jointly delivered with your local authority	Delegated under a management agreement with funding by local authority	Delegated under a management agreement but fully funded by local authority	Delegated but fully funded by your community/ town council	Responsibility fully transferred and you also fund the service provision
Bus shelters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Car parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cemeteries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Christmas lights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Crime prevention (CCTV, Neighbourhood Watch)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grant funding local community activity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Open spaces, village green or common	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Playing fields / playgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public conveniences	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public footpaths, right of way or bridleway	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seats and shelters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signs, noticeboards and information boards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Village hall or community centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
War or other memorial	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Has your community / town council developed services that are targeted to meeting the needs of specific groups within your community?

- Yes
- No

If yes, please provide an example.

## Section 3 - Community Asset Transfers (CATs)

To date, has the local authority transferred any assets to your community or town council?

- Yes  
 No

Which assets has your local authority transferred or leased to your community/ town council?

Please use the space below to note any assets not listed.

	Not currently transferred	Transferred as freehold to community / town council	Transferred as leasehold to community / town council
Allotments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Burial grounds, cemeteries or churchyards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bus shelters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Christmas lights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Crime prevention (CCTV, Neighbourhood Watch)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Litter bins	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Open spaces, village green or common / Playing fields / playgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public conveniences	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seats and shelters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signs, noticeboards and information boards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Village hall or community centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
War or other memorial	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Have any other assets been transferred which are not listed?

What is the most recent asset that your community / town council has transferred?

When did the transfer take place?

Thinking about your most recent asset transfer, please indicate whether or not you agree with the statements below.

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Don't know
Overall, my community / town council was fully prepared for taking over the asset	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The process of transferring the asset was clear and straightforward	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My community / town council had all the necessary skills to take on the asset	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My community / town council had the capacity needed to take on the asset	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Would you like to explain why you feel this was the case for this particular asset?

Who initiated the discussions around the transfer of the asset?

- The local authority
- Your community / town council



Was there a clear rationale for transferring the asset?

- Yes  
 No

Did the local authority set out the risks associated with the asset transfer?

- Yes  
 No

Have those risks been addressed?

- Yes  
 No

Did the local authority require a business plan before transferring the asset?

- Yes  
 No

Did your local authority provide your community / town council with a disposal case for the asset?

- Yes  
 No

Did your local authority provide your community / town council with equality impact assessments?

- Yes  
 No

Did your local authority provide your community / town council with environmental impact assessments?

- Yes  
 No

Did your local authority provide enough notice of the intention to transfer the asset?

- Yes  
 No

Did the timescale allow enough time for your community / town council to undertake the necessary due diligence?

- Yes  
 No

Did your local authority assess your community / town council's governance arrangements as part of the transfer process?

- Yes  
 No

Did your local authority assess your community / town council's previous experience of managing an asset or service as part of the transfer process?

- Yes  
 No

Did the local authority place any additional conditions onto the asset at the point of transfer?

*Examples may include additional maintenance requirements.*

- Yes  
 No

If yes, please explain what those additional conditions were.

Please rate your local authority's **effectiveness** in the areas listed below

*Examples of communications and support may relate to health and safety issues, longer term funding, TUPE, risk management or building issues.*

	Very effective	Effective	Neither effective or ineffective	Ineffective	Very ineffective	Don't know
Your local authority's <b>communication</b> around asset transfers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your local authority's <b>support and guidance</b> during the transfer process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your local authority's effectiveness at setting out the <b>responsibilities</b> of all parties in relation to the asset	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your local authority's <b>support</b> in ensuring your community / town council fully understood the implications of taking on management of the asset	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your local authority's support for your community / town council in being able to <b>fund and resource</b> future provision or maintenance of your asset	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your local authority's support to your community / town council in being able to <b>manage</b> and provide services from the asset	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate what funding your local authority provided for the transfer of the asset.

- Funding to enable the transfer
- Funding to help run the asset after transfer for a fixed term
- Funding to help run the asset after transfer with no time limit
- Capital funding after transfer
- No funding provided at any point in the transfer of the asset

Did your local authority provide any ongoing funding support for the asset?

- Yes
- No

If yes, was that funding staggered over a period of time?

- Yes  
 No

If yes, how many years was it staggered over?

Did your community / town council consult the residents about the proposed asset transfer?

- Yes  
 No

Are there any areas of the asset transfer process where you feel guidance and support could be improved?

*You may wish to consider issues relating to preparation time, legal matters, health and safety, longer term funding, TUPE, risk management, or building issues.*

What benefits and challenges has the operation of the asset presented to your organisation?

*You may wish to consider issues around sustainability, management, risk, employment, longer term funding, tax, or pensions.*

Thank you for your responses to our questions. Are there any other comments you would like to make?

Would you be willing to take part in further research concerning some of the issues raised in this survey?

- Yes  
 No

If yes, please provide your **name**, contact **telephone number** and **email address** below. Please also indicate if you have a preference in terms of the **language** we use if we need to contact you (Welsh or English).

Thank you for your time in completing our survey.

Please click the **'Submit'** button below to send your responses to us.



Arolygiaeth Ei Mawrhydi dros Addysg a Hyfforddiant yng Nghymru  
Her Majesty's Inspectorate for Education and Training in Wales

**A report on**

**Skills Academy Wales@NPT Group of Colleges  
Dwr y Felin Road  
Neath  
SA10 7RF**

**Date of inspection: January 2018**

**by**

**Estyn, Her Majesty's Inspectorate for Education  
and Training in Wales**

## About Skills Academy Wales@Neath Port Talbot

Skills Academy Wales @ NPTC Group of Colleges was established as the first work-based learning consortium of its kind in Wales in October 2009. Since August 2010, the consortium has been operating as a single contract with the Welsh Government, led by the Neath Port Talbot Group of Colleges, for the delivery of work-based learning programmes.

The current contract value of Skills Academy Wales is approximately £11.9M. They deliver training programmes in a wide range of learning areas. They deliver programmes from traineeship to higher apprenticeship level 5. At the time of the inspection there were approximately 2,700 learners on Welsh Government funded programmes.

### **Consortium members**

NPTC Group of Colleges (Pathways Training)  
ACO Training Limited  
Coleg-y-Cymoedd  
Gwendraeth Valley Community Enterprise Limited (T/A Jobforce Wales)  
Learn-Kit Limited  
Llanelli Rural Council (LRC Training)  
Neath Port Talbot County Borough Council (Skills & Training)  
Swansea ITEC Limited.

### **Sub-contractors:**

Assessment & Training Company Limited  
Call of the Wild  
Care Credentials Wales Limited  
JP Training Consultancy Limited  
Intertrain Limited  
Menter Training Limited  
More Training  
Pembrokeshire County Council (Futureworks)  
SKILLSCERT  
Sirius Skills Consulting Limited  
Professional Training and Assessment Services Limited  
Wastesavers Training

### **The partnership delivers training in the following learning areas:**

- Agriculture, horticulture and sustainable resource management
- Business administration and accountancy
- Construction, plumbing, electrotechnical and surveying
- Health and social care, childcare, playwork and dental nursing
- Advice and guidance
- Management, team leading and professional management
- Manufacturing
- Advanced Fitness and Exercise Fitness
- Sporting excellence and sports development



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- Hairdressing and barbering
- Retail, customer service and warehousing
- Supporting teaching and learning
- Hospitality and catering
- Information and communication technology and digital media
- Engineering, land based engineering, rail engineering and motor vehicle
- Logistics and transportation

## Summary

Most learners make strong progress towards successfully completing their training programmes. They develop particularly high levels of practical competence and theory knowledge. Learners develop wider work-related skills that enable them to gain and sustain employment. Learners at all levels are motivated to succeed and many are enthusiastic and keen to progress to the next level. The rates at which learners at all levels achieve their apprenticeship frameworks and other training programmes are consistently strong.

Across partners, assessors provide consistently high quality teaching, training and assessment to learners. Assessors give learners particularly effective personal support. They motivate and encourage learners to make the progress they are capable of. The provider works well with a wide range of employers delivering programmes across many learning areas.

The partnership is well established and mature with clear strategic direction and leadership. The partnership operates in a transparent, inclusive way, recognising and using the expertise of each partner well. The provider's self-assessment and quality improvement processes are comprehensive. As a result of the close partnership working arrangements, the provider has secured consistency in the quality of training across partners with strong learner standards.

<b>Inspection area</b>	<b>Judgement</b>
<b>Standards</b>	<b>Good</b>
<b>Wellbeing and attitudes to learning</b>	<b>Good</b>
<b>Teaching and learning experiences</b>	<b>Good</b>
<b>Care, support and guidance</b>	<b>Good</b>
<b>Leadership and management</b>	<b>Good</b>

## **Recommendations**

- R1 Ensure that all staff have a thorough understanding of preventing radicalisation and they develop learners' understanding of the topic effectively
- R2 Improve the promotion and use of the Welsh language as a work place skill for learners
- R3 Focus professional development on improving learners' knowledge and outcomes

## **What happens next**

The provider will draw up an action plan to address the recommendations from the inspection.

## Main findings

### Standards: Good

Most learners develop strong work-related practical skills and theory knowledge. As a result, they become valued members of staff and quickly develop a wide range of industry related skills that enable them to sustain employment.

Most learners are motivated, enthusiastic, and keen to progress to the next level of their training programmes. Nearly all learners are confident when answering questions about their work and when communicating with their employers and peers. They are able to explain with accuracy how theory relates to their activities in the workplace. Most learners improve their speaking and listening skills relative to their starting points and are soon able to confidently adapt their approach to dealing with different people and situations.

Higher apprenticeship learners develop their existing skills well when undertaking a wide range of complex tasks in their workplaces. Many apprenticeship learners are ambitious and are determined to advance into more responsible roles in their organisations. Many engagement learners with the Prince's Trust develop an interest in the environment when working on community projects, such as creating wheelchair access routes in an animal sanctuary. Many of these learners develop good team working and leadership skills by taking turns to manage their work teams and by prioritising the deployment of tasks to make sure that team members make an effective contribution. In traineeship programmes, learners develop new skills and confidence to face barriers to learning. They develop their confidence and overcome fears when speaking to people, and for these learners this is often a positive and life-changing experience.

Most learners produce written work of at least a suitable standard and a few produce higher quality work. In the best cases, learners structure their work well and use spelling, punctuation and grammar appropriately. A majority of learners are aware of what they need to do to improve their literacy and numeracy skills. A few learners use helpful targets in their individual learning plans to support improvement or make good use of the Wales Essential Skills Toolkit to develop their skills. However, a few learners do not make the progress of which they are capable.

Many traineeship learners with complex additional learning and support needs make strong progress as a result of completing their training programme. These learners work particularly hard to overcome complex and wide ranging personal barriers. As a result, they gain the vital skills and experiences they need to enter the world of work, often for the first time.

The majority of Welsh speaking learners use their language skills appropriately in the workplace and when undertaking training activities. Very few Welsh language speakers choose to undertake written assessments through the medium of Welsh.

The rates at which learners achieve their apprenticeship and foundation apprenticeship frameworks and other qualifications are strong and have been at or above the sector average over the last three years. Learners perform particularly

well in business, administration and law, retail and customer service and engineering and manufacturing technologies programmes. Over the last two years success rates in higher apprenticeship programmes are above the sector average. Success rates across other programmes, including flexible learning, traineeships and engagement, have been around the sector average over the last three years. The majority of learners achieve their essential skills qualifications at levels appropriate to their framework, a few achieve at a higher level.

### **Wellbeing and attitudes to learning: Good**

Most learners are enthusiastic and appropriately motivated to complete their training programme. Many are keen to continue their training and progress to the next higher level. They demonstrate a positive attitude to learning, take pride in their work and feel valued by their employers.

Most learners work well both individually and when working as a member of a team in small groups. Most learners sustain concentration well and avoid distractions during training sessions. Most learners relate well to peers, assessors and their employers. They respect and value the views and contributions of others in discussions even when their opinions differ from their own. As a result, most develop communication skills that gives them the confidence to work independently with supervisors, assessors, clients and customers.

Nearly all learners feel safe, secure and free from harassment in their workplaces and when attending training centres. They demonstrate a strong understanding of how to keep themselves safe and are able to identify potential health and safety issues with confidence. Most learners apply their knowledge well and can explain clearly how their learning has impacted positively on their working practices.

Most learners demonstrate a secure understanding of safeguarding risks and reporting procedures as a result of their induction programme and discussions during review meetings. However, the majority of learners do not have a sufficient understanding of how to respond to and report potential issues relating to radicalisation and extremism.

Most learners are made aware of online safety guidelines. Learners who are not undertaking a digital literacy qualification do not demonstrate sufficient awareness of how to keep themselves and others safe online.

Most learners receive useful information on how to make healthy choices relating to diet, physical activity and emotional wellbeing. Engagement learners undertake a particularly effective six week wellbeing programme to develop their life skills and emotional resilience. As a result, their attendance increased and most significantly improved their motivation and ambition to succeed on their training programme.

Many learners on engagement and traineeship programmes benefit from valuable involvement with external support agencies and engage well in beneficial personal development sessions. They show a positive interest in the environment and make productive contributions to a wide range of beneficial community projects. As a result, many develop the necessary perseverance and resilience to overcome significant personal challenges and complete their training successfully.

Many learners engage well with community based projects and undertake a wide range of charitable work. One team of learners help with a community garden initiative to grow vegetables, which they donate to a food bank. Another dressed up to take part in a Halloween activity to raise money for a local animal sanctuary.

Many learners become better informed citizens through informative discussions on topical issues during progress reviews.

### **Teaching and learning experiences: Good**

Overall, the quality of teaching, training and assessment has strong features with only a few minor areas requiring improvement.

Nearly all assessors have well established and strong relationships with a wide range of employers. Employers support their learners well and provide positive learning experiences for their learners. Nearly all assessors have a wealth of industry expertise and know their learning area particularly well. Most assessors have high levels of expectation for their learners and give effective levels of support and challenge to make sure they achieve their potential.

Assessors carry out regular and effective progress reviews with their learners. Nearly all assessors set helpful and relevant short-term targets, often empowering learners to identify and set their own goals for the next review. Nearly all assessors plan assessment activities and off the job training sessions well. Assessors use a suitable range of assessment and teaching methods and match the complexity and style to suit learners' needs from level 1 to level 5 qualifications. Many assessors are highly skilled when using questioning techniques in order to probe and develop learners' knowledge and understanding of their chosen task. Most assessors provide useful comments and constructive feedback on learners' written work to help them improve.

Nearly all assessors mark learners' work regularly and correct spelling and grammatical errors.

Assessors use effective systems to track the progress of learners towards their qualification aim. The lead provider gathers this information from all partners and subcontractors on a monthly basis in order to ensure all learners are on target to achieve. When slow progress is identified, the lead provider develops a support action plan and assessors closely monitor learners' progress.

The provider delivers a breadth of learning experiences that are well matched to learners' career aspirations and their level of ability. Training in a wide range of learning areas is available due to the large number of employers the provider works with. The provider ensures assessors give very effective personal support to learners with additional learning needs to overcome their barriers to learning. The provider ensures learners have wider opportunities to participate, often through their employer, in fundraising events for local charities, tidying up local areas and for example filling shoeboxes for disadvantaged children.

The provider takes appropriate account of the development of learners' literacy and numeracy skills when planning training. Nearly all assessors set appropriate targets



to develop learners' literacy and numeracy skills. For example, they develop research and writing styles to generate clear evaluative reports. However, a few assessors do not always encourage learners to develop these skills in the workplace well enough. Across the partnership, learners' digital skills are not sufficiently developed or delivered by all partners and learning areas.

Nearly all learners have appropriate opportunities to develop an understanding of their culture and local community. Assessors promote the use of resources such as the Ein Hiaith online programme, which raises awareness of Welsh heritage and language well. The provider has developed several Welsh language resources suitable for a range of learning areas. For example, dental nurse apprentices use phrases such as 'mae'r deintydd yn barod nawr' 'the dentist is ready now' and plumbing, heating and agriculture apprentices use technical terms found in the providers' Welsh in the workplace booklets. However, a few assessors are not proactive enough in promoting the benefit of the Welsh language as an employment skill. They do not encourage Welsh speaking learners to use and develop their language skills in the workplace.

### **Care, support and guidance: Good**

Learners' initial assessment informs the planning of training well. Assessors use the assessment of engagement learners' needs particularly well to provide tailored individual support. Assessors make good use of the providers' monthly wellbeing topics to open discussions with learners during reviews. In a few cases, assessors use naturally occurring opportunities well to raise learners' awareness of equality and diversity.

All assessors visit apprentice learners regularly. Assessors monitor and track learners' progress well. Where they have concerns that a learner requires additional support, they develop clear action plans that they monitor regularly.

Nearly all assessors use their learner visits effectively to motivate and monitor their progress towards their earning goals closely and systematically. This ensures that they know their learners' individual needs well. Assessors identify promptly if any learners are struggling to make progress. They provide effective support, such as mentoring to help learners overcome potential barriers to learning. The provider has supported learners with specialist support such as, social services, the Royal National Institute of Blind People and bereavement counselling.

Most assessors collaborate well with other professionals, such as youth workers and youth offending teams to ensure learners are supported well, and develop their interpersonal skills, which helps them to succeed on programmes and develop resilience. The provider has effective links with ethnic youth support teams and community partnership networks to support learners from minority backgrounds to access learning opportunities. The provider works well in partnership with Careers Wales and local schools to ensure that prospective learners receive appropriate advice and guidance regarding the training opportunities available to them. All assessors ensure that learners make effective use of safety equipment in the workplace and they routinely check, during visits, that learners have not been subject to harassment, safeguarding issues or extremism. The provider manages safeguarding appropriately. There are no significant concerns about safeguarding arising from the provider's provision.



The provider delivers useful training on safeguarding and radicalisation to provider and subcontractors' staff. Nearly all assessors are clear about safeguarding procedures. However, in the majority of cases assessors' understanding of radicalisation lacks depth and their addressing of this topic is often superficial.

### **Leadership and management: Good**

Since its formation in 2009, Skills Academy Wales has established a stable and mature partnership, characterised by open and transparent communication between its leadership, partners and subcontractors.

The provider has an appropriate range of management and working groups which ultimately report to the provider's executive board, chaired by the chief executive officer of the lead provider. These groups draw membership from across all partners and are clear about their roles and responsibilities. Senior leaders provide effective direction and oversight to the work of the provider and, as a result, all partners understand the provider's strategic direction and their contribution to its success. The governing body of the lead provider gives effective scrutiny of their work.

Arrangements for appointing and managing the performance of subcontractors are comprehensive. Partners have the primary responsibility for a subcontractor and are fully accountable for their performance. The recently developed subcontractor consultative group provides a useful additional forum for subcontractors to communicate and contribute to the work of the provider.

The provider has sound procedures for self-evaluation, which are used consistently across partners. They provide a wide range of stakeholders with effective opportunities to contribute to the self-evaluation process. As a result, the self-evaluation report is an honest and accurate reflection of the provider's performance and identifies key areas and targets for development. However, in a few places, the report lacks clear analysis.

The provider has a comprehensive strategy for the professional development of its staff. The strategy is well matched to the areas for development identified through the self-evaluation process, and to the needs of individual staff. Recent training events include a focus on Prevent, digital literacy and the Welsh language, although these have yet to have a measurable impact. There is a worthwhile annual staff conference, which allows opportunities for networking and establishing relationships across partners.

Managers maintain a useful staffing matrix which identifies the specific skills and expertise of staff across the provider and allows managers to plan training, to collaborate and to draw on the resources of other partners where needed.

The provider manages its resources well. Partners share data transparently and this informs decisions about allocating funding between partners, as required. Partners deploy their staff flexibly and with care, for example, to support learners in need of additional visits.

Partners and subcontractors make very effective contributions to management and working groups. This has the dual effect of sharing management workload fairly

between partners while also providing valuable leadership and development opportunities for leaders and aspiring leaders across the provider. The provider draws on the expertise and resources of partners well, to take advantage of the economies of scale offered by a large partnership. For example, the partnership uses joint standardisation and training events to reduce costs and improve consistency.

The provider has responded well to increased demand from employers for apprenticeships, and works well in partnership with employers and other agencies to increase opportunities for learners. A useful shared apprenticeship programme in collaboration with a local authority allows learners employed with small and medium sized enterprises in the engineering sector to carry out the full range of work experience required by the qualification by moving between employers.

## Copies of the report

Copies of this report are available from the provider and from the Estyn website ([www.estyn.gov.wales](http://www.estyn.gov.wales))

Estyn evaluates a provider's effectiveness using a four-point judgement scale:

<b>Excellent</b>	Very strong, sustained performance and practice
<b>Good</b>	Strong features, although minor aspects may require improvement
<b>Adequate and needs improvement</b>	Strengths outweigh weaknesses, but important aspects require improvement
<b>Unsatisfactory and needs urgent improvement</b>	Important weaknesses outweigh strengths

The report was produced in accordance with Section 77 of the Learning and Skills Act 2000.

Every possible care has been taken to ensure that the information in this document is accurate at the time of going to press. Any enquiries or comments regarding this document/publication should be addressed to:

Publication Section  
Estyn  
Anchor Court, Keen Road  
Cardiff  
CF24 5JW or by email to [publications@estyn.gov.wales](mailto:publications@estyn.gov.wales)

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