

One Powys Plan 2014 – 2017

A plan for change between all partners in the Powys Local Service Board

Including Powys County Council's Improvement plan previously known as the Powys Change Plan



2015 - 2016
UPDATED
2015 - 2016



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This document is our 2015-16 update of the One Powys Plan 2014-17 that we published in April 2014. You can download the One Powys Plan 2014 – 2017 at <http://one.powys.gov.uk> or read a copy at any Powys Library

Section 1: Message from the Chair of the Powys Local Service Board



Welcome to the latest version of the One Powys Plan – the Local Service Board’s (LSB) vision for how public sector services should be delivered throughout the county in the coming years.

The document is not a new plan but an update on priorities and principles included in the One Powys Plan 2014-2017 published last year.

The document looks back at progress made during 2014/15 and forward to the many challenges still to come and the changes and actions required if we are to meet those many challenges.

One thing that has not changed is the commitment of the Local Service Board – made up of Powys County Council, Powys teaching Health Board, Dyfed Powys Police and Powys Association of Voluntary Organisations – to work together in the best interest of the citizens of the county.

The county council has further embedded its own corporate improvement plan into the One Powys Plan reflecting an end to the traditional way of delivering services and a move to a more community focussed approach.

It’s clear we have all entered a new era for public services where we have less money but there is greater demand on our services than ever before and an increased expectation to show improvement.

In response the county council has adopted a new vision “Strong communities in the green heart of Wales”, reflecting its

ambition for the future and responding to the challenges and opportunities ahead. We have already identified our priorities as part of this vision, they include improving outcomes for our young learners, integrating work with other public sector bodies and doing all we can to strengthen the economy through improved infrastructure.

In our role as community leader the LSB must understand the needs of our communities, and help shape future service delivery together. To do this we must plan and ensure that the correct decisions are taken today to secure what we need for tomorrow. We must take a long-term view on the type of services that can help our communities thrive in a sustainable way.

Powys is made up of many communities, they are all different but have in common a desire to remain strong and to flourish into the future. A strong community is vibrant, where services are delivered locally and the economy supports opportunities for young people to keep them in our beautiful county, while also caring for our older population and protecting the vulnerable.

In the future communities themselves will be responsible for some services and we will continue delivering some, but not all, services. Our role will be different, we will be assisting and supporting but not necessarily delivering services. One of our challenges will be to help communities make the transition to this new world of public service.

Cllr Barry Thomas
Leader of Powys County Council
Chair of Powys Local Service Board

Section 2: Introduction

In early 2014, following consultation with a range of stakeholders, the Local Service Board (LSB) agreed ten priorities to improve the lives of our citizens. Our One Powys Plan 2014-17 explains how we identified these improvement priorities, what we plan to do to deliver them and how we will measure our success. Over the past year we have started to make some of the changes that will help deliver these improvements.

What is this annual update?

The LSB is committed to continually improving outcomes for Powys citizens and ensuring that public services meet customer needs. Regularly reviewing and updating our plan is important if we are to achieve this. It's important to ask, are our priorities still relevant and achievable? And are our commitments still the most appropriate and affordable way to achieve improved outcomes?

Our annual update gives us the opportunity to reflect, to ensure that we are on track to deliver our commitments and to consider any new issues and changes affecting Powys - these often create new needs, opportunities and pressures that we must address. Progress on delivery is reported in our Annual Performance Summary which is published every autumn and can be found on the One Powys Plan website.

Since we published our One Powys Plan 2014-17 a number of issues have emerged – these are outlined in section 3.

In light of these issues, this update reconfirms our priorities for improvement and outlines some changes that we have made to strengthen our plan – see section 4.

Who is this update for?

This update is for everyone who lives, works, visits or has an interest in Powys, including businesses, organisations, regulators and Welsh Government.



Our vision and values will continue to underpin all that we do.

**Our Vision:
We will work together to meet the needs of Powys citizens**

**Our Values:
Accessibility, openness, respect, focus, engagement, learning, trust**



Section 3: New challenges and issues

What new issues have been identified that we need to address?

• Joint Strategic Needs Assessment – A focus on poverty

Building on our existing Joint Strategic Needs Assessment we undertook some further analysis of local needs to look more closely at the impact of poverty across different areas of Powys. Tackling poverty is one of the main priorities for Welsh Government (Programme for Government Tackling Poverty Action Plan) and we're committed as partners to play our part in improving outcomes for those most in need. Outlined below is a summary of our main findings plotted against different age groups.

Key:

Red – Adverse impact on poverty

Amber – Potential impact on poverty

Green – Positive impact on poverty

Needs Assessment - Issues Matrix Summary: Focus on Poverty

	Early Life (0 - 16 years)	Young Adult (16 - 25 years)	Adult Life (26 - 64 years)	Older Life (65 years plus)
Population	The number of children aged between 0-14 years has reduced over the past decade.		The number of people aged 30-39 has reduced over the past decade.	The proportion of 60+ age groups is increasing (and this trend is set to continue over the next ten years) which has particular relevance to the provision of older people services.
Economy			<p>Powys average wage £487 per week compared with Wales national average of £539.</p> <p>29% of the working population work on a part-time basis, often in lower income occupations where salaries are as low as half of those in full time professions.</p> <p>Since 2008 the number of business enterprises ceasing trading each year in Powys has been greater than the number of new businesses starting up.</p>	
		Tourism visitors numbers are declining compared with 15.3% growth in Wales.		
		Powys attracts repeat tourist visitors (80% of UK staying visitors have been to Powys before).		
		Powys attracts 6% of UK based staying tourist visitors coming to Wales.		
Health	25.7% of boys and 20.5% of girls in Powys aged 4-5 years are over-weight or obese.			Females in areas of deprivation are likely to live 13.6 years less.
Housing			<p>Powys is the second most expensive place to buy a house in Wales (average salary Vs average house price). House prices are 7.97 times average annual income (house prices of 3-3.5 times income are generally defined as "affordable").</p> <p>Average household size 2.24 (in 2011) set to reduce to 2.13 (by 2026).</p> <p>56% of the working-age population are expected to be impacted by welfare reform by 2017 (for example 2% wage loss per working adult).</p>	
Education	The proportion of pupils aged 5-15 years eligible for free school meals is lower in Powys (10.8%) compared with Wales (19.1%).	The percentage of working-age adults with no qualifications has fallen since 2001, but remains high in some areas.		
Access to Services		1.6% of premises are 'not-spots' with no 2G coverage at all. Powys is the 4th worst authority in Wales, for broadband connection speed.		
		Most of Powys is much worse than average for access to services (according to the definition under the Welsh Index of Multiple Deprivation, 2014).		
Community Safety		There was a 19% reduction in recorded crime in Powys between 2011-12 and 2012-213.		
		On average, 10 domestic abuse incidents are reported to the police each week in Powys.		
		A total of 4,718 incidences of anti-social behaviour were recorded in Powys during 2012-13.		

For a full copy of the Joint Strategic Needs Assessment 2014 – Focus on Poverty please visit <http://one.powys.gov.uk>

Following analysis of these findings five issues emerged as being most critical to improving people's wellbeing and helping to reduce the impact of poverty:

- Employment
- Cost of living
- Housing
- Business and tourism
- Health

A number of actions to tackle these issues were identified and presented to each of the One Powys Plan programme boards who considered whether:

- Issues raised were already being addressed
- There were opportunities for further action to be explored
- No further action was appropriate

As a result, our One Powys Plan outcomes and commitments for 2015-16 have been changed and strengthened to reflect the following needs:

- Developing the skills of young people around social and emotional literacy and healthy lifestyles so as to better prepare them for adulthood
- Strengthening the number and range of opportunities for young people to gain work based learning and prepare for the workplace
- Strengthening the economy through community based delivery

Further detail is outlined in section 4 under each of the programme headings.

Overview of financial situation

As a result of the financial pressures on public services, we need to continue to make significant savings during 2015/16:

- Powys County Council has to make a minimum saving of £11.6m
- Powys teaching Health Board has to make a minimum saving of £6.682m
- Dyfed Powys Police has to make a minimum saving of £3.6m

The One Powys Plan outlines the county's priorities for improvement and sets out how, through working together, within available budget constraints, these priorities will be met.

New and emerging legislation

The primary focus of the One Powys Plan is to prioritise areas for improvement for the citizens of Powys and address local needs. However, we are also mindful of the need to satisfy current and emerging legislation which places statutory duties on local public services. The plan for 2014-17 addresses key legislation and there is no change to these. We were aware of emerging legislation when pulling the original plan together and incorporated their key principles. This update has enabled us to further re-inforce the inclusion of those principles:

- Social Services and Wellbeing (Wales) Act 2014 - the objectives are to improve the well-being of people who need care and support, improve support for carers, and give people who use services a stronger voice and more control

- Dublin Declaration - Powys LSB is committed to the principles of Age-Friendly Cities and Communities
- Wellbeing of Future Generations (Wales) Bill - The objectives are to improve the well-being of Wales to ensure that present needs are met without compromising the ability of future generations to meet their own needs. Powys has agreed to become an early adopter of the Bill because we feel it complements the LSB's vision for Powys: 'we will work together to meet the needs of Powys citizens'





Section 4: Our priorities for improvement

What changes have we made to our plan and why?

Our One Powys Plan 2014-17 sets out ten priorities for improvement, all of which contain a number of commitments that we agreed to tackle together to improve outcomes for our citizens.

Outlined in this section are changes and new additions we've made to our One Powys Plan 2014-17 to strengthen our commitments and address issues identified in our 'focus on poverty' needs assessment.

The council developed a vision that complements the priorities outlined in the One Powys Plan by committing to:

- Remodelling council services to respond to reduced funding
- Supporting people within the community to live fulfilled lives
- Developing the economy
- Improving learner outcomes for all, minimising disadvantage

The council reconfirms that they will continue to embed their vision through 2015-16.

Integrated health and adult social care

Older people:

Older people will be supported to lead fulfilled lives within their communities.

We reaffirm that this is a priority in our plan and no changes have been made to our plans for its delivery.

The council's vision for supporting people within the community to live fulfilled lives and remodelling council services to respond to reduced funding align with this priority.



Carers:

Carers have a good sense of wellbeing and are able to fulfil the caring responsibilities they choose to do.

We reaffirm that this is a priority in our plan

The council's vision for supporting people within the community to live fulfilled lives aligns with this priority.



The following measures of success have been added to the plan so that we can better monitor the difference our work is making.

- The number of carers accessing support that we will help to carry on caring will be equal to or greater than 46/64.8% (2013/14 baseline)
- The number of carers accessing support who report their health and wellbeing has improved will be equal to or greater than 51/70% (2013/14 baseline)
- The number of carers accessing support who we help to feel less alone in their caring role will be equal to or greater than 50/69.4% (2013/14 baseline)
- The number of carers accessing support who feel the social, employment or educational areas of their life has improved, will be equal to or greater than 31/45.6% (2013/14 baseline)



Mental health and wellbeing:

Powys citizens will lead fuller and longer lives, be resilient, have good health and be more able to participate and contribute to their communities.

We reaffirm that this is a priority in our plan and no changes have been made to our plans for its delivery.

The council's vision for supporting people within the community to live fulfilled lives aligns with this priority.



Learning Disabilities

People with Learning Disabilities lead meaningful and valued lives within their own communities

This is a new priority that has been added to our plan during 2014.

The council's vision for supporting people within the community to live fulfilled lives aligns with this priority.

Why is this important?

People with learning disabilities should have the same opportunities, be treated with dignity and respect and be supported to make decisions and take responsibility for the way they choose to live.

We currently have about 600 adults with a learning disability receiving a service from our social care teams, and this number continues to increase. The good news is that people with a learning disability are living longer and our services need to respond to the increased service pressures this presents. For example as people with a learning disability grow older so do the people who care for them, particularly parents, carers and

other family members, who may themselves have growing support needs. We currently have around 200 people with a learning disability who live with their families who are receiving services.

People with a learning disability often have further health needs, such as a physical disability, visual or hearing problem which also need to be supported.

Unfortunately there are over 80 people who are placed outside of the county because we cannot yet accommodate their needs locally. More joined up working with social care, health and a range of other services would enable us to create a range

of options that would give people more choice and control over their lives. It would also allow them to live closer to their families instead of living miles away.

Powys has historically spent more per person with a learning disability than most other local authorities, as well as supporting nearly 50% more people with a learning disability than other authorities. Our challenge is how to balance demand against expectations, and within a substantially reduced budget.

What you told us?

We have consulted widely with people with a learning disability and their carers, as part of developing our Learning Disabilities Strategy 2015-2020. We have identified the following important needs for service users and carers:

- Information about what is available and how to access it
- Staying healthy
- Feeling good and joining in
- Choice and control over their lives
- Being independent but close to family and friends
- Leisure and learning

What are we going to do?

We will:

- improve the way that staff, service users and their families work together
- Simplify and improve the way in which service users are assessed and their needs are met, including for health and other services
- Enable people to live in their choice of local community, particularly those currently living far away
- Ensure young people who are becoming adults feel positive and supported when there are changes to the way they receive services
- Ensure that people with a learning disability are not

disadvantaged by living in a particular area of the county and that they have access to solutions that meet their needs

What difference will we make?

- People with a learning disability have improved health and well-being
- People with a learning disability receive services that meet their needs and enable them to maximise their independence and live in the community of their choice
- People with a learning disability have improved opportunities for valued occupation including paid employment
- People with a learning disability experience smooth and effective transitions from childhood to adulthood

How will you know we've succeeded?

- We will increase the number of service users accessing respite care services by 10%.
- We will reduce the number of service users receiving Residential Care or Supported Tenancies outside of Powys by 20% by 2018
- We will increase the number of service users supported by assistive technology by 2018
- We will increase the number of Social Enterprise' from 1 to 2 in order to increase the number of job opportunities for people with a learning disability.
- We will increase the number of annual health checks by 5% (Baseline 2013/14: 338)
- We will increase the number of users in paid employment above 16hrs or more by 5%
- Increase the percentage of service users who have a transition plan by 5%
- We will have met our budget reduction target of £1.1 million by March 2017





Children and young people

Initiatives to resolve some of the 'Health' issues identified in our 'focus on poverty' are being implemented through this programme, in particular our work supporting young people (future parents / partners) to develop skills around social and emotional literacy and a consistent approach to healthy lifestyles.

Vulnerable families

The needs of vulnerable children, babies and their families are identified as early as possible so that they can enjoy safe and fulfilled lives.

We reaffirm that this is a priority in our plan and no changes have been made to our plans for its delivery.

The council's vision for supporting people within the community to live fulfilled lives and remodelling council services to respond to reduced funding align with this priority

Healthy lives (previously known as Healthy lifestyles)

Powys citizens will be supported and empowered to lead active and healthier lives

Lifestyle choices can be affected by many factors at individual, community and population level. The impact of lifestyle choices – particularly in relation to smoking - is also an important determinant of health inequalities.

We reaffirm that this is a priority in our plan. Some changes have been made to our original commitments and measures of success as outlined below:

The council's vision for supporting people within the community to live fulfilled lives aligns with this priority.



The three commitments below will be changed from:

- Give individuals and communities information to make healthy choices that meet their needs
- Identify and work with health champions in communities
- Developing healthy and active lifestyle champions in communities

To:

- Work with individuals and communities to enable them to make healthy choices

This will better align with our plans to encourage communities to work with local organisations and groups, giving people a greater voice in managing their lives and their communities.

The commitment below will change from:

- Reduce levels of alcohol consumption by increasing the number of people who have undergone Alcohol Brief Intervention training

To:

- Increase the number of staff who have undergone Brief Advice training, to enable them to identify individuals who wish to make changes to a lifestyle behaviour, provide basic information and signpost to appropriate local resources

This is to ensure better alignment with the Powys teaching Health Board plans and provides a more holistic approach as it incorporates all health behaviours rather than alcohol in isolation.

The measure of success below will change from:

- The percentage of four year olds up to date with routine schedules (COVER) will increase to 95% by 2016/17

To:

- The percentage of preschool children who are up to date with scheduled vaccines will increase to 95%

This is to reflect changes in targets made by the Welsh Government.

Transforming learning and skills

Initiatives to resolve some of the 'Employment', Business and Tourism' and 'Cost of Living' issues identified in our 'focus on poverty' are being implemented through this programme, in particular our work in creating a shared apprenticeship scheme, strengthening the work of the Powys youth academy and supporting smaller businesses to identify work based learning opportunities.



Education:

All children and young people are supported to achieve their full potential.

We reaffirm that this remains a priority in our plan.

The council's vision for improving learner outcomes for all, minimising disadvantage and remodelling council services to respond to reduced funding align with this priority

Some changes have been made to our original measures of success to reflect changes in the way we aim to capture and monitor progress.

The following success measure has been removed from the plan, because this data is no longer captured across Wales.

- 100% of learner outcomes in Powys Schools will be among the top 25% in Wales at the end of each Key Stage of statutory education (i.e. 1st Quartile) (baseline 2012/13 academic year: 50%)

The following measures are not set in the context of all Wales comparative data and therefore reference to 'against other Welsh authorities' has been removed.

- The percentage of pupils with additional learning needs achieving the (Core Subject indicator) at KS2 will improve to 62.5% by academic year 2015/16 (baseline 2012/13 academic year: 56.2%)

- The percentage of pupils with additional learning needs achieving the (Core Subject Indicator) at KS3 will improve to 52% by academic year 2015/16 (baseline 2012/13 academic year: 47.1%)
- The percentage of pupils with additional learning needs achieving the (Core Subject Indicator) at KS4 will improve to 34% by academic year 2015/16 (baseline 2012/13 academic year: 20.2%)

The target for the following measure of success has been changed from 0 to 2, which reflects a more realistic and achievable target. With approximately 8,000 learners in our secondary schools, it would be unrealistic to expect there to be no permanent exclusions.

- The number of permanent exclusions in secondary schools (per 1,000 pupils) will reduce to 2 by academic year 2015/16 (baseline 2012/13 academic year 9.96%)

Training and jobs for young people:

More young people in Powys will be in full-time education, gainful employment or employment related training within the county.

We reaffirm that this remains a priority in our plan.

The council's vision for developing the economy aligns with this priority.

In order to measure the success of our commitment relating to numbers of Year 11 leavers not in Education, Employment or Training we have added in the following measure:

- The percentage of Year 11 leavers not in education, employment or training will be less than 3% (baseline 2012/13: 2.6%)





Stronger Communities (previously known as Stronger, Safer, Economically Viable Communities)

Initiatives to resolve some of the 'Housing' and 'Employment' issues identified in our 'focus on poverty' are being implemented through this programme, in particular our work through the revised commitments outlined below

Stronger communities

Bring people together in Powys so they feel that they matter, belong and can contribute to their community

We reaffirm that this remains a priority in our plan.

The council's vision for developing the economy and remodelling council services to respond to reduced funding align with this priority.

Following further engagement with stakeholders we have strengthened our existing outcomes and commitments to better reflect the programme of work that we have planned. We have replaced the existing commitments, outcomes and success measures with those outlined below.

What are we going to do?

- Encourage communities to work with local organisations and groups to improve and sustain services at a local level
- Provide more opportunities for people to have a greater voice and influence local decision making and service delivery in their area
- Improve the supply of affordable and suitable housing in our communities
- Encourage and support more people of all ages to volunteer
- Promote the use of the County's assets to help build a strong economy, create jobs and encourage community development and ownership
- Develop mechanisms to find and create job opportunities for young people

What difference will we make?

- Our towns and villages are more community focused, self-reliant and resilient
 - Services are appropriate to the communities
 - There is shared ownership of community facilities where appropriate
 - Conditions have been created to support regeneration through housing and business opportunities

How will you know we've succeeded?

The following new measures have been added to better monitor the success of our work:

- The percentage of individuals that have volunteered more than once in the last 12 months has risen
- Employment rate is maintained or has risen
- Number of affordable homes increased with targets:
 - 2014/15 the total number of affordable homes through SHG and HAs delivered should be 49
 - 2014/15 the total number of affordable private homes delivered should be 20
 - 2015/16 the total number affordable homes through SHG and HAs delivered should be 111
 - 2015/16 the total number of affordable private homes delivered should be 20
- The costs of delivering services that have been transferred to the community will reduce by 50%
- The percentage of citizens who feel that the current services provided in their neighbourhood match the needs of their local community will rise



Education:

Improving passenger transport services to enable them to be affordable, accessible and efficient.

We reaffirm that this remains a priority in our plan.

The council's vision for developing the economy and remodelling council services to respond to reduced funding align with this priority.

Following further engagement with stakeholders we have strengthened our existing outcomes and commitments to better reflect the programme of work that we have planned. We have replaced the existing commitments, outcomes and success measures with those outlined below.

What are we going to do?

- Create an affordable transport system that helps to keep people mobile and connected, by reshaping the county's transport services'. Re-developed bus interchanges to improve transport links at Newtown and (possibly) Llandrindod Wells
- Ensure citizens can access travel information more easily and plan their transport requirements more effectively through the use of available technologies

What difference will we make?

We aim to ensure there is a safe, efficient and reliable transport service and network that:

- Enables people to travel to their destination
- Has developed an appropriate, joined up network of services and is affordable to the council and customers

- Is coordinated between council resources, external partners and agency transport services
- Uses technology appropriately

How will you know we've succeeded?

The following new measure has been added to better monitor the success of our work:

- Target savings from the Integrated Transport Project are £1.9m 2016-17

Financially balanced and fit for purpose public services

Organisation and partnership development:

Enable 'joined up' services for Powys citizens through public and third sector partnerships.

We reaffirm that this remains a priority in our plan.

The council's vision for remodelling council services to respond to reduced funding aligns with this priority.

The following commitment will now be governed by the 'Stronger communities programme' as it will better support the work and outcomes that this programme of work is aiming to deliver.

- Develop a clear agreement on how we will work with the third sector

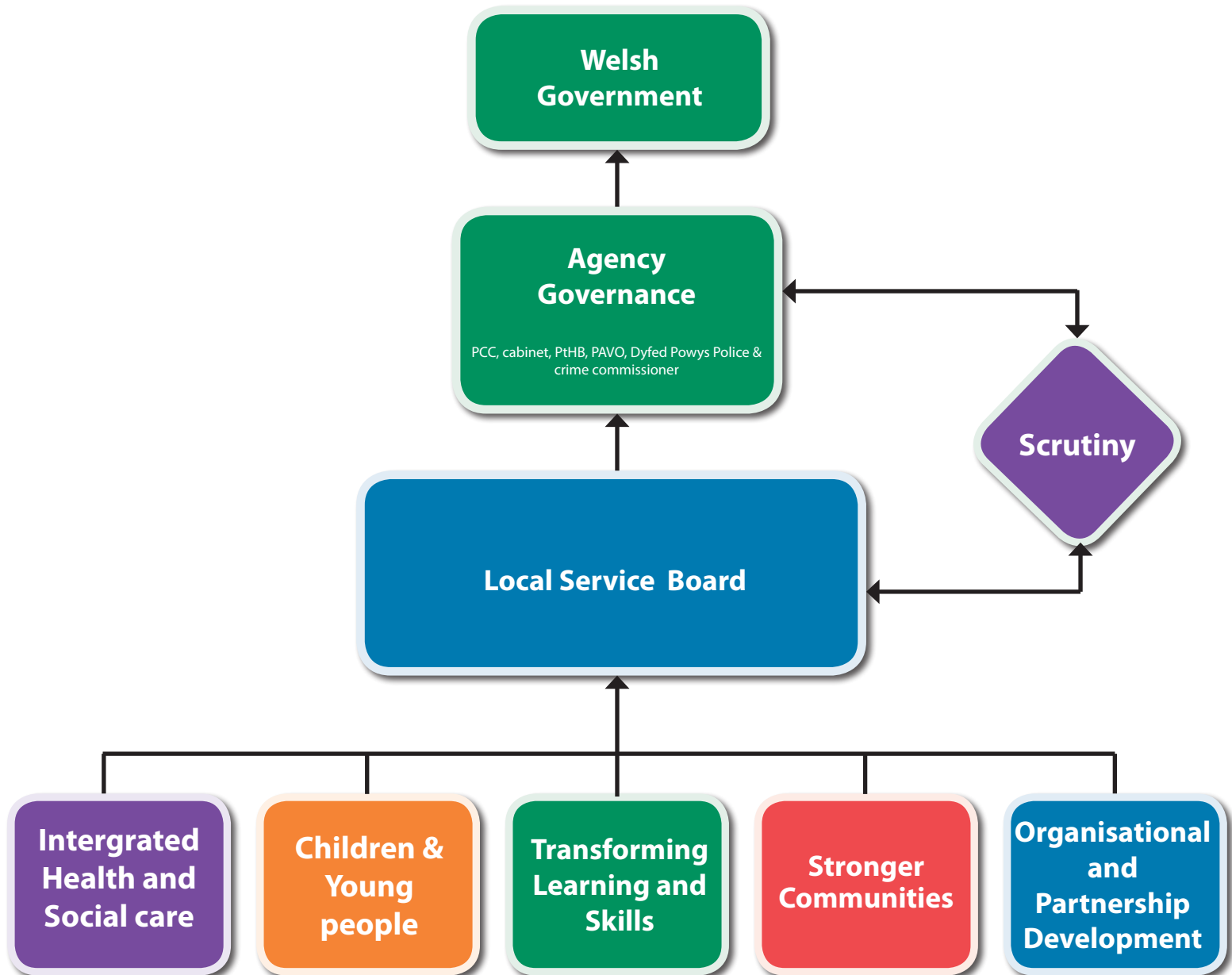




Section 5: Governance arrangements

In the One Powys Plan 2014-17 we committed to managing the delivery of our priorities through a more streamlined and effective structure than was previously in place. We have made good progress in establishing five programme boards, each responsible for delivering transformational projects to achieve our shared priorities for improvement. Each board has a range of partner organisations represented and a clear set of processes that helps everyone understand the progress of the work being undertaken. This governance structure will continue.

Powys One Plan: Governance and Collaborative Interface



Section 6: Listening to you

In updating our plan we engaged with citizens, partners and stakeholders. Outlined below are key findings that have helped shape our plan.

Community delivery / budget consultations

During September and October 2014, Powys County Council and Powys teaching Health Board, with the support of Powys Association of Voluntary Organisations, engaged with local communities across Powys to discuss three key issues:

- the council's financial position, ideas for possible savings and views on key services
- the potential of community delivery and any concerns around this approach
- proposed changes to the eligibility criteria for adult social care

Overall, communities felt that they could take on the management and delivery of some of the services that the council may no longer be able to provide but to do so the following key issues need to be addressed:

"Strong communities with active organisations will play a key role in retaining and delivering services for local people across the county or run the risk of services disappearing altogether. To ensure that the services communities want to retain are preserved we have to work with them and make sure they understand the challenges we face and the limited resources available." *Cllr Barry Thomas*

- Clarity about what services are likely to be transferred
- Demystifying what is involved in running a service
- Support around the legal, financial, health and safety and compliance aspects of running a service
- Adequate and planned handover period
- Flexibility and innovation and not taking a 'one size fits all' approach
- Volunteer capacity
- Sustainability of services once transferred
- Precepts – the council tax component allocated to the running of different services, including town councils, police etc

Knowing that savings to the tune of £70 M have to be made by the council by the end of the decade the services which people feel are most crucial for their community are:

- Education / Schools
- Adult Social Care including care in the community
- Children's Services / Child Protection

Least crucial were:

- Playgrounds
- Environmental Health
- Community Garden
- Litter bins
- Mental Health

Citizen Panel:

During January and February 2015 we asked members of Powys County Council's Citizens' Panel for their views on our current priorities and what they think is most important to help tackle poverty. 275 members responded either through an online or paper survey. Their views have been valuable in helping us to reaffirm our priorities for 2015/16.

The results of the survey show that the majority of citizens agree that our current set of priorities are still the most important ones to focus on. Over 90% of respondents agree that older people, carers, mental health, vulnerable families, education and training & jobs for young people are still important, and just under 90% agreed that transport is still important. Those priorities with slightly less support (80% and over) were, healthy lifestyles, stronger communities and organisation and partnership development. These were also the top three priorities that respondents felt we could stop doing (or spend less on) if finances required a reduction in our priorities, with over 100 respondents feeling we could spend less in these areas. Just under 40 respondents felt we could spend less on transport and less than 20 felt less should be spent on all the other priorities.

When asked if they felt there are any issues which are more important than our current priorities, 91% of respondents felt that housing is more important. 50% felt that community safety is more important and just under 40% think internet access is more important. As part of updating our plan this year we have now included a commitment to 'Improve the supply of affordable and suitable housing in our communities' and the council is committed to working with the Welsh Government to improve internet access.

As part of reviewing our plan this year, we looked closely at the impact of poverty in Powys and considered if our current priorities are addressing poverty effectively. Our revised joint needs assessment identified a number of issues impacting poverty in Powys. We asked citizens how important they thought these issues are and which of our priorities would best tackle these poverty issues. Over 90% thought that focussing on the economy and education would be most important and over 80% thought health and housing were important. Similarly, education, training and jobs for young people and

older people were the top three priorities which respondents thought would best tackle poverty. The issues which respondents felt were least important were population and community safety and the priorities which respondents ranked bottom for tackling poverty were learning disabilities, stronger communities and organisation and partnership development.

We are committed to having an ongoing conversation with citizens and welcome any views you may have. For details of how you can get involved, please see section 8.

Stakeholder Engagement Forums

A number of advisory groups have been established that enable users to inform and enhance service provision.

These forums are able to comment on current services and topical issues, learn from good practice in other organisations and help with consultation on relevant initiatives of improvement.

The forums ensure that we maintain a person centred approach and ensure service users have a voice in considering both current provision and options to shape future services.

Section 7: Listening to our regulators

Since our One Powys Plan 2014-17 was published we have received the following feedback from our regulators:

Wales Audit Office (WAO)

We found that, during 2013-14, the Council's planning for improvement and its arrangements to support improvement are sound in most respects. We came to this conclusion because the Council:

- has discharged its statutory improvement planning duties under the Local Government (Wales) Measure 2009 (the Measure) and is taking action to strengthen its arrangements to monitor and report progress against its improvement objectives;
- is making good progress in implementing recommendations made by its regulators although more robust arrangements are needed to ensure that such recommendations, and those arising from internal audit and scrutiny, are collated and explicitly monitored in managing and delivering improvement; and
- continues to manage its financial position robustly and responsibly and is developing plans to address the significant financial challenge it faces over the medium term

Taking the above into account, the Auditor General believes that the Council is likely to make arrangements to secure continuous improvement for 2014-15.

(Annual Improvement Report 405A2014)

Care and Social Services Inspectorate Wales (CSSIW)

The council is facing significant budget reductions, this together with the implementation of the Social Services and Wellbeing (Wales) Act 2014 and an ambitious service improvement agenda will present significant challenge, especially in the context of service delivery and modernisation in adult social care.

The council submitted its statement of intent for the delivery of integrated health and social care services for older people with complex needs to the Welsh Government in March 2014. This provides an assessment of current arrangements and sets out the position for the delivery of integrated services and a series of commitments for building on these in the future.

The council has progressed the development of its county wide reablement service, to the extent that it is now fully operational within a large part of the county.

A real challenge for the council this year has been the re-tendering of its domiciliary care provision. The negative impact of this on a large number of vulnerable adults in the community has been significant.

(Annual Review and Evaluation of Performance 2013/14)

Institute of Public Care (IPC) Independent Review of the Implementation of the Commissioning Exercise for Domiciliary Care in Powys

The Review is thorough and challenging and will help the council strengthen its commissioning approach to service delivery; our priority has and always will be the care and well-being of our most vulnerable citizens.

The review was instigated following feedback from service users directly affected by changes; the experience for some service users, particularly in the north of the county, had been very difficult and unacceptable and we deeply regret that this was the case. The Council had also received feedback from a number of different sources on behalf of service users.

The review's findings highlight the complex nature of providing care services in a rural area the size of Powys, a service that is essential for supporting vulnerable citizens to remain in their own home and communities.

The IPC review offered 8 recommendations:

- That Powys County Council and Powys Teaching Health Board fully include the development of effective commissioning structures and practice into the review of arrangements for the future development and delivery of integrated health and adult social care services in Powys.
- That building on the document 'A Common Approach' Powys County Council continues to develop appropriate commissioning processes for Adult Social Care that covers all aspects of the commissioning cycle as described in this report.
- That Powys County Council ensures there is a commissioning and procurement toolkit that includes for

example, guidance on option appraisal and on identifying dependencies between projects.

- That Powys County Council develops a clear procurement plan for Adult Social Care that covers all future procurement exercises over a rolling five-year cycle and that identifies clearly when different areas of service are due for commissioning / recommissioning / procurement.
- That Powys County Council develops further procedures to link the operation and practice of strategic commissioning with the delivery of specific procurement exercises.
- That Powys County Council strengthen procurement arrangements
- That Powys County Council undertakes a regular review to ensure that care plans held by them are up-to-date and accurate
- That Powys County Council undertakes a regular review of the effectiveness of contract monitoring and management arrangements across the Council particularly with regard to home care where the market continues to appear fragile. There should be a focus on ensuring the maintenance of quality and performance and also on how to properly monitor the operation and effectiveness of any subcontracting arrangements.





Estyn

Extract from the Estyn letter considered by cabinet on the 1st July 2014.

- Powys County Council is judged to have made sufficient progress in relation to the recommendations following the inspection of February 2011 and the monitoring visit of October 2012. As a result, Her Majesty's Chief Inspector of Education and Training in Wales considers that the local authority is no longer in need of significant improvement and is removing it from further follow-up activity
- Next Steps: The authority should continue to work to improve its provision for pupils with additional learning needs. Your link inspectors will continue their work with the authority, in their normal link role.

(Estyn letter – 1st July 2014)

Powys Association of Voluntary Organisations – Regulator reports 2014-15

As a non-statutory body PAVO is not subject to external regulation. However, the organisation is committed to continuous quality improvement, is regularly subject to external audit and evaluation and was the first in Wales to attain the PQASSO quality mark at Level 2.

- **Mindful Employer**
Following the review of PAVO's progress as a Mindful Employer, your charter membership (for employers who are positive about mental health) has been renewed for a further two years. (Review 13th January 2015)
- **Investors in Volunteers**
The Investing in Volunteers UK Quality Assurance Panel met on 27th January 2015. I am delighted to tell you that your award was confirmed and will be valid for three years from that date.
- **Powys Befrienders**
A comprehensive administrative foundation of policies and procedures together with all the working documents facilitates consistency of service delivery and supports best practice. The project is working towards a quality mark in befriending, through Befriending Network Scotland, with the aim of providing confidence in the service to commissioners and future funders. (Interim evaluation report December 2014)



Section 8: How you can get involved

Your views and ideas on the delivery of the plan are important to us and you have a vital part to play in shaping our future priorities.

If you would like any further information, have any questions about this plan or would like to propose new improvement areas throughout the year, there are many ways to get in touch with us and have your say:

By Post:

Organisational Development and Partnership Support
Powys County Council
County Hall
Llandrindod Wells
Powys
LD1 5LG

By Phone: 01597 826158

By Fax: 01597 826546

By email: one.powys@powys.gov.uk

Further information can be found on the One Powys website: <http://one.powys.gov.uk>

This document is also available in large print, braille and audiotape on request