

SERVICE PLAN - 2022 / 2023 FINANCIAL YEAR

1. Service Area

PUBLIC SERVICES SUPPORT UNIT (PSSU)

2. Responsible Chief Officer

Lyndon Puddy, Head of PSSU

3. Purpose of the Service Area

Supporting the Council and its wider partners to lead change and improve well-being outcomes for the citizens of Torfaen and provide the statutory delivery of Electoral and Registrar services.

4. Long Term Vision / Ambition for the services provided and / or the residents who receive them

Partnership, Policy and Equalities - There is a real appetite across the Gwent Regional Public Services Board and Torfaen local delivery group to work together differently and adopt new behaviours that enhance and promote closer partnership working that develops positive outcomes for citizens centred services and sustainable development and improvement. The ambition of the unit is to strategically drive the agenda to ensure, plans and structures are in place for early delivery of outcomes and deliver real change initially in Blaenavon with all partner input and learning the lessons for roll out across the wider Torfaen. Secondly, we will develop a greater strategic collaboration to improve strategic linkages across partners at a Gwent level through the new established Gwent PSB.

Cohesion and Community Safety –The team will continue to develop, support and implement strategic and operational multi-agency partnership working and deliver an effective and appropriate response to community safety to reduce anti-social behaviour within Torfaen and enhance communities to become more cohesive. Our priority is to re-establish the multi-agency Community Safety Hub to enable internal and external partners to work collaboratively in one space. The team have been working closely with the Chief Inspector of Gwent Police and have secured a new location for the Community Safety Hub in Cwmbran Police Station (for two years, free of charge). The Cohesion Team will continue to support the Local Authority with their participation in the Vulnerable Persons/ Children Resettlement programmes (now known as the UK Resettlement Scheme). Our priority will be to extend this support to the Ukrainian scheme.

Data Protection and Information Governance – GDPR was introduced in May 2018. Our ambition is to fully integrate this process across the Council, provide capacity within the team to work with each service area to ensure compliance, (including schools) and ensuring the Council is fit for purpose. We are also working toward a new Electronic Document Management System (EDMS) that will further support the Council in its application of information management and governance

Emergency Planning and Civil Contingences – We will maintain and deliver strategic and operational elements of business continuity, business continuity planning, emergency management and disaster recovery. We will establish clear and robust business continuity processes linked to IT and SRS disaster recovery processes to help maintain day to day business and service delivery to residents. We will also support the recovery following Covid-19 in both the medium and longer term through our local and wider LRF partnership arrangements across Gwent.

Elections – We will continue to deliver robust, efficient and effective electoral processes at each and every election. We will deliver franchise and electoral change/reform. Our longer-term aim is to fully embed electoral reform and encourage the newly franchised groups including our young people to register to vote for forthcoming elections.

Registrars – We will continue to drive customer service improvement by providing better, easier access to our services, streamline processes, making the best use of technology to modernise how our services are delivered. Invest in staff by building on their training and development, upskilling them to their full potential, improve our working environment for customers and staff alike, increase income through new and improved services and marketing channels and further improve our record of adherence to statutory standards.

Communications, Engagement & Civil Contingencies – We will continue to deliver priority communication and engagement campaigns to support corporate plan priorities and statutory duties through a mix of digital and traditional media channels for external and internal audiences.

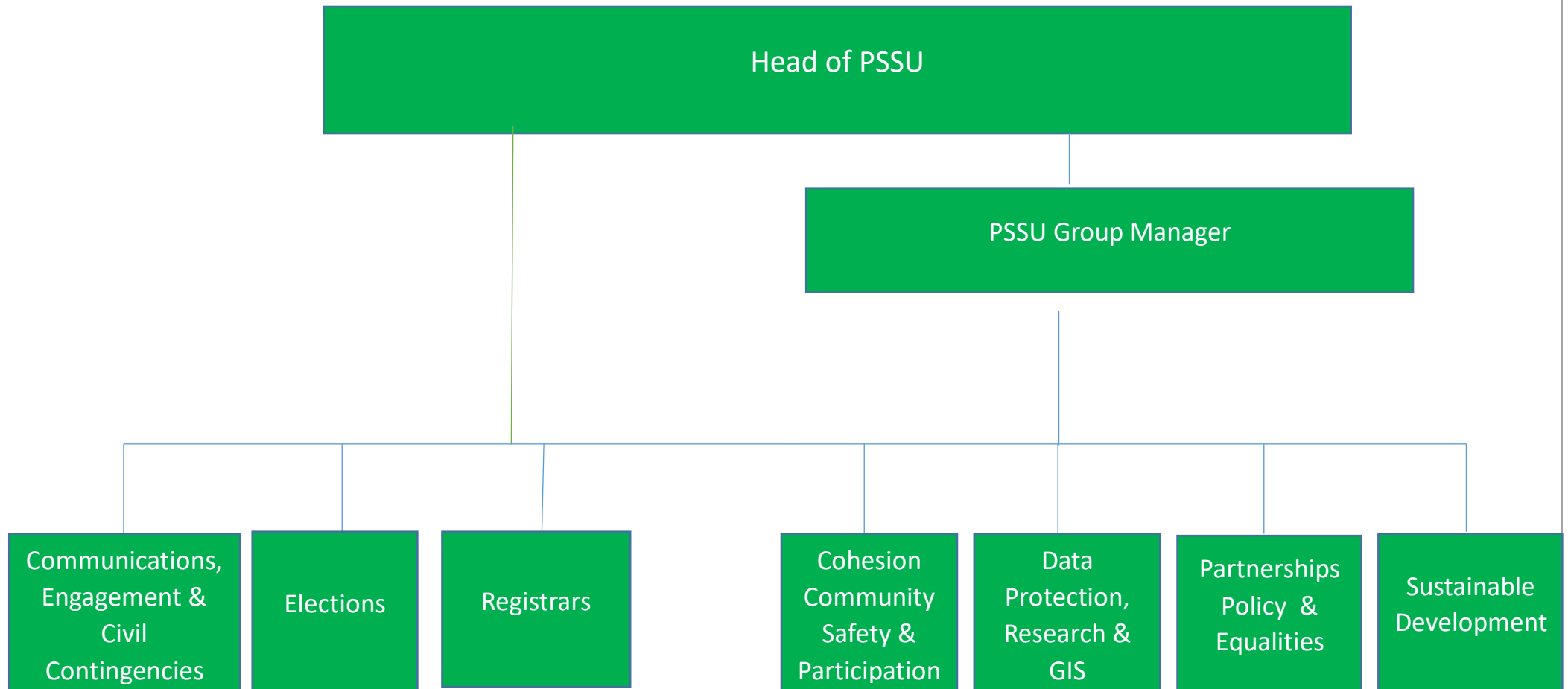
With colleagues in the Community Safety Team, we will help establish a new local authority Protective Security Preparedness Group and maintain the Event Safety Advisory group to meet our duty around crowded places security and preparedness.

Sustainability – Will co-ordinate and support delivery of the Council's Climate and Nature Emergency Action Plan to ensure the Council makes progress to meet the strong commitment that has been made to become net carbon zero by 2030. We will support the Council and the Public Services Board to embed the requirements of the Well-being of Future Generations Act in their activity.

Research & GIS – We will continue to provide primary and secondary research, analysis and spatial data to support short, medium and long-term decision making of the council and partners.

Participation – The implementation of the Local Government and Elections (Wales) Act, 2021 will further enhance participation work for all ages across Torfaen. We will make the most of this opportunity by further embedding the National Participation Standards for children and young people (Wales) across all service areas in Torfaen CBC. 2021 onwards has seen an increase in partnership between Torfaen Education Service and Participation staff towards the development of the Torfaen Youth Alliance. The Youth Alliance will bring together the voices of children and young people from youth forums and school councils in Torfaen to connect them with key decision makers across public services. In line with the 'Children and Families (Wales) Measure, 2010', we will continue to raise awareness of the United Nations Convention on the Rights of the Child (UNCRC) via the delivery of training and by supporting/promoting UNICEF's 'Rights Respecting Schools' and the Children's Commissioner for Wales' 'Super Ambassador' schemes. Support to individual service areas (both in-house and to PSB Partners) around embedding participative structures to improve service design, delivery and effectiveness will continue.

5. Service Area Team Structure / Groupings



6. Challenges currently facing the Chief Officer / Service Area

	Challenges	Proposed Actions
	overarching statement ...	
1	Registrars – The early opening of the Grange University Hospital and decision to have consultant led obstetrics from the Grange has impacted significantly on the team's work. This has impacted on the back capture of births	A recent review has identified a need for additional resources to support the teams and this will be in place in early April 2022.
2	Community Safety – The challenges of the pandemic have significantly impacted on a lot of the general face to face work the team undertakes, particularly in schools, where tackling these issues is often the best place to start.	Renew the engagement with schools through the multi-agency pupil prevention work which concentrates on keeping young people out of the criminal justice system.
3	Participation of children and young people in the decision making of public bodies – there is a real want for our younger generations to be involved in the work of the Council and to have their say on the activities we undertake.	We will be promoting our Young Persons Inspector Programme throughout the year to encourage public services to be inspected to achieve a participation kitemark for their service that means they truly involve young people and young people feel valued
4	Sustainability - Ensuring appropriate scale and pace, across the whole Council, in responding to the climate and nature emergency – more specifically that the Council makes progress to meet the strong commitment that has been made to become net carbon zero by 2030.	Responding to the climate emergency is a whole Council endeavour and the action plan identified lead responsibilities from across the Council. An officer group has been established to lead, facilitate and support the delivery of the action plan and the Council will be held to account by a Cabinet Sub-Group and Scrutiny monitoring. By developing robust performance measures, maximising external funding opportunities, and training staff to understand how they can respond to the climate emergency will help address the challenges.
5	Sustainability and Partnership, Policy and Equalities - Work with partners regionally to produce a Gwent Well-being Plan that responds to the local well-being challenges of Torfaen's communities, in line with the requirements of the Well-being of Future Generations Act.	The approach we have taken in preparing local area well-being assessments for Torfaen alongside the main well-being assessment for Gwent will help identify well-being issues and challenges at the local level, so they aren't missed. TCBC officers will continue to be involved in developing the plan, through GSWAG (Gwent Strategic Well-being Assessment Group) and will use local assessment to inform the approach taken. Local delivery will be through the newly developed Local Delivery Groups.

6. Challenges currently facing the Chief Officer / Service Area

	Challenges	Proposed Actions
	overarching statement ...	
6.	Civil Contingencies - Further embed business continuity good practice across the council.	<p>Adequately resource Business Continuity Management (BCM) and continue BCM programme and lifecycle.</p> <p>Review the Business Continuity Policy and Plan to incorporate the findings / experiences of the Covid-19 pandemic</p> <p>Review Business Impact Assessments and work with services to complete Business Continuity Service Plans</p>
7.	Communications and Engagement - Supporting the council's Public Participation strategy	<p>Deliver participation training to staff and raise awareness of the participation framework.</p> <p>Embed, train and promote the use of new public engagement tools</p>
8.	Supporting the council's digital agenda	<p>Work with the new Chief Officer digital to:</p> <ul style="list-style-type: none"> - improve content and customer journeys on the TCBC website. - increase the number of online transactions and the number and quality of online request it, report it and pay for it forms. - expand the use of the Bot to reduce avoidable customer contact.
9.	Supporting changes to the electoral systems	We will introduce the requirements for the voter ID as prescribed in legislation

7. Proposed change activities arising from self-evaluation

	Team	Change Activity	timescale	Well-being assessment	Key decision
overarching statement ... Support & Governance					
1	Civil Contingencies	The implementation of a corporate business continuity programme of work is required to comply with legislation; provide added resilience to the organisational and to minimise potential financial, legal, regulatory, reputation and environmental risk from periods of disruption	Multi-year Scoping of the BC work programme of work is currently in process and will be an ongoing process	No	No
2	Communications & Engagement	Updating the Corporate Communications & Engagement Strategy and public participation strategy and framework Updated Communications & participation strategies will ensure the Councils communication and engagement activities are focussed on corporate priorities, statutory duties and key campaigns emerging from service area work programmes and that the Council meets agreed standards for public participation programmes	Scoping of the corporate work programme and service priorities is currently in process and will be an ongoing process	No	No
3	Participation	Deliver at least three quality participation projects and activities in line with the National Participation Standards for children and young people (Wales)	2022/23	No	No
4	Elections	Voter ID will be required for Parliamentary and PCC elections and will have to be produced by the team. This change will be challenging to understand as it will only apply to certain elections	2022/23	No	No

	Team	Change Activity	timescale	Well-being assessment	Key decision
5	Cohesion & Community Safety	Work collaboratively with internal and external partners to ensure every school in the borough is engaged in the Multi-Agency Pupil Intervention (MAPI) programme. .	2022/23	No	No
6	Cohesion & Community Safety	Work collaboratively with internal and external partners to reinstate the Community Safety Hub in Cwmbran Police Station to tackle anti-social behaviour, crime, tensions and disorder and serious and organised crime.	2022/23	No	No
7	Partnership, Policy and Equalities	Improve our citizen involvement approach as part of undertaking a Gwent-wide PSB Well-being Assessment'. 2021/22	2022/23	No	No
8	Sustainability	Support and lead the Council's progress to deliver the Climate Change and Nature Emergency Action Plan	2022 – into delivery	No	No
9	Sustainability ; and Partnership, Policy & Equalities	Work with partners regionally to produce a Gwent Well-being Plan in line with the requirements of the Well-being of Future Generations Act	May 23	No	No

8. Key Performance Measures & Targets

	Performance measures	Actual at end of 2020/21	Target for 2021/22	Actual at Q.3 2021/22	Target for 2022/23
overarching statement ... Support & Governance					
Civil Contingencies					
	Coordinate and monitor the council's emergency response arrangements	Ongoing	Ongoing	Ongoing	Ongoing
	Protective Security Preparedness Group and maintain Event Safety Advisory Group	Ongoing	Ongoing	Ongoing	Ongoing
Communications & Engagement					
	Number of corporate priority and statutory duty campaigns delivered and evaluated	20	15	14	15
	Deliver media training to Leadership Team and Cabinet	New Measure for 22/23	New Measure for 22/23	New Measure for 22/23	2 Sessions
	% of people who feel well informed about council services in resident's survey	No survey carried out due to Covid	60%	54.2%	60%
Data Protection & Research					
	LLPG Gold Standard is maintained	-	100%	100%	100%
	Data is produced and analysis undertaken to support the production of a Gwent Well-being Assessment.	On-going	On-going	On-going	On-going
	Survey design, implementation and analysis of Torfaen's annual residents survey	-	-	-	Q2/Q3 2022/23

8. Key Performance Measures & Targets

	Performance measures	Actual at end of 2020/21	Target for 2021/22	Actual at Q.3 2021/22	Target for 2022/23
overarching statement ... Support & Governance					
	Support the Council's annual carbon baseline calculations to monitor progress towards meeting Welsh Government's target collective ambition of a carbon neutral public sector by 2030.	New Measure for 22/23	New Measure for 22/23	New Measure for 22/23	To be completed by Q1 / Q2 2022
	% Data protection breaches are appropriately identified, investigated and referred to the Information Commissioners Officer within agreed timescales to meet statutory compliance	100%	100%	100%	100%
	% Subject Access Requests are logged, facilitated and undertaken within 30 days to meet statutory compliance	63.8%	100%	76.3%	100%
Elections					
	Delivery of electoral processes (Milestone)	N/A	N/A	N/A	On-going
	Deliver any by-elections or snap-elections as required (milestone)	New Measure for 22/23	New Measure for 22/23	New Measure for 22/23	On-going
	Annual canvass completed by the end of quarter 3	New Measure for 22/23	New Measure for 22/23	New Measure for 22/23	100% by Q3
Cohesion & Community Safety					
	% of young people identified through the Multi-Agency Pupil Intervention Referral process that exit the process with a positive outcome	N/A	90%	100%	90%
	% of adults in prevention and intervention for ASB that exit the process with a positive outcome.	N/A	90%	90.6%	90%

8. Key Performance Measures & Targets

	Performance measures	Actual at end of 2020/21	Target for 2021/22	Actual at Q.3 2021/22	Target for 2022/23
overarching statement ... Support & Governance					
	Number of families successfully resettled in total under the UK Resettlement Schemes.	N/A	8	9	13
	Number of staff who have received relevant training in relation to current and new statutory duties under the Crime and Disorder Act. I.e., Counter Terrorism and Security Act and Serious Violence Duty.	N/A	450	450	100 (Cumulative target 500 over multiple years)
	Establish Protective, Security & Preparedness Group.	N/A	N/A	N/A	Complete
Participation					
	Number of quality participation projects and/or activities delivered in line with the National Participation Standards for children and young people (Wales)	New Measure for 22/23	New Measure for 22/23	New Measure for 22/23	4
Partnership, Policy and Equalities					
	Progress of the Torfaen Well Being Plan is reported annually to the Well Being of Future Generations Commissioner (statutory).	Complete	June 2021	Complete	June 2022
	The Welsh Language Report is provided annually to the Welsh Language Commissioner (statutory)	Complete	April 2021	Complete	April 2022
	The Strategic Equality Plan annual report is published	Complete	March 2022	On-going	March 31 st 2023
	A citizen involvement approach is developed and used to support the Gwent well-being assessment process	On-going	On-going	On-going	Complete

8. Key Performance Measures & Targets

	Performance measures	Actual at end of 2020/21	Target for 2021/22	Actual at Q.3 2021/22	Target for 2022/23
overarching statement ... Support & Governance					
Registrars					
	% of Births Registered within statutory 42-day period	N/A	95%	43.3%	98%
	% of Still Births Registered within statutory 42-day period	New Measure for 22/23	New Measure for 22/23	New Measure for 22/23	98%
	% of Deaths (without coronial involvement) Registered within statutory 5-day period	N/A	95%	53.7%	90%
Sustainability					
	Number of staff completing climate change training.	New Measure for 22/23	New Measure for 22/23	New Measure for 22/23	300
	Number of staff completing e-learning on the Well-being of Future Generations Act.	1038	900	405	300
	The Gwent Well-being Assessment is published.	On-going	On-going	On-going	Complete May2022