

One Voice Wales proposed Welsh Government Performance
Indicators for 2019-20

Quarter Four feedback 1 April to 30 June 2019

1. One performance measure as an indicator of membership coverage.

One Voice Wales suggested indicator - % of local councils in membership
(Population Indicator)

We currently have **625 councils in membership or 85%** - this represents the highest membership level as an organisation (an increase of 8 on the previous quarter). This is an increase of 8 councils on the year end figure on 31 March 2019.

We are aware that Pontypridd Town Council and Brecon Town Council are taking reports to their respective councils recommending membership of One Voice Wales. In Pontypridd's case this is particularly good news as they have never been in membership. A meeting was also held with the secretary of the North Wales Association however we have not heard back from this group of Councils to date.

2. One performance measure relating to income.

One Voice Wales suggested indicator - % of estimated income received
(Performance Measure: how well did we do?)

Income from membership to date is approximately in line with projected outturn income of **£217,360**. This equates to **100%** of estimated membership income received. It is likely this income figure will increase as we are awaiting unpaid fees and new councils coming into membership.

3. One or two performance measures to show how OVW is effectively supporting the sector.

One Voice Wales suggested indicators:

- a) % of members councils satisfied with advice services (Performance Measure: how well did we do?)

We have received no complaints about our services between January and March 2019. Feedback from Area Committee's suggests 100% satisfaction.

During the period 1 April to 30 June 2019 we will have distributed approximately (based on pro rata of current numbers sent) 40 pieces of correspondence on

behalf of stakeholder organisations for the benefit of community and town councils.

- b) % of member councils satisfied with our training services. (Performance measure: how well did we do?)

From 1 March – 30 May 2019 we ran **34 training sessions** and **362 member and non-member councillors were trained**. We have achieved 99% of all responses rated our training as 5 or 6 out of 6 during the period – we have had one query regarding the quality of a trainer albeit when comparing with other feedback this has not been the experience of other councillors.

During the quarter we will have made available 7 e-learning modules on behalf of Welsh Government for the community and town council sector.

4. One or two performance measures to show how OVW is representing the sector.

One Voice Wales suggested indicators:

- a) No. of consultation responses made on behalf of local councils (Performance measure: how much did we do?)

During quarter one 2019-20 the following responses have been made by One Voice Wales:

- National Assembly for Wales Finance Committee Budget Consultation 2020-21
- Qualitative interview as part of WG Volunteering study followed by response to draft report.

- b) % of members satisfied with representational service? (Performance measure: how well did we do?)

Feedback from our Area Committee's suggesting very high satisfaction levels with our Advice and Queries services. We have had no complaints regarding this area of our work during the period April to June 2019.

5. One performance measure to show how OVW is working collaboratively with partners.

One Voice Wales suggested indicator - Number of joint working arrangements in progress? (Performance measure: how much did we do?)

Had first Bi-lateral meeting with Julie James AM Minister for Housing and Local Government in June 2019

We continue to represent the Community and Town Council Sector on the Partnership Council with one meeting held during the quarter. One Voice Wales and the WCVA are still collaborating on their community planning activities. A proposal has been drafted for consideration by Welsh Government and a joint letter sent to Ministers Julie James AM and Jane Jutt AM respectively. A paper is planned to go to Partnership Council in September 2019.

Joint working developments between One Voice Wales and the WLGA have progressed during the quarter – first formal meeting arranged for 29 July 2019.

One Voice Wales is formally represented on the Understanding Welsh Places advisory board which has received funding from Welsh Government and is supported by Carnegie Trust. The Institute of Welsh Affairs is facilitating the programme of work which began on 17 April 2018. Ten meetings (two in this quarter) have been held to date and progress in being made on the commissioning and deployment of a website with partner organisations by October 2019. Over 300 community councils will directly benefit from this development.

We held our 7th Joint OVW / SLCC Training and Development Conference at the Liberty Stadium Swansea where Hannah Blythyn AM Deputy Minister was the keynote speaker.

Continue to represent C&TC sector on WG Community Resilience Group

Represent the C&TC sector on NAFW Cross Party Group on Fuel Poverty and Energy Efficiency – one meeting held in quarter one

Joint working with Planning Aid Wales – currently discussing their involvement in developing a community planning model for the Community and Town Council sector and also **delivered a first joint event in June 2019**. *[information redacted]* *[ed: Planning Aid Wales]* has presented to three of our area committees recently on place plans and pre-consultation with communities.

One Voice Wales Innovative Practice Awards – we held our 3rd National Awards Conference and Awards Ceremony on 28th March 2019 (we received over 50 applications covering all categories). We have distributed a post Conference report to member councils and stakeholder organisations providing case studies of the work of the community and town council sector during the quarter.

Representation of local council sector on Ystadau Cymru (Estates Wales) – OVW CEO has role as Community Asset Transfer lead for Ystadau Cymru in partnership with *[information redacted]* WCVA with support from WG. Meetings have been held with *[information redacted]*, *[information redacted]* and *[information redacted]* in Welsh Government. Finalisation of the CAT Guide Version 2 has been completed in the quarter and additional development work identifying barriers and challenges of CAT has been incorporated into a wider WG Communities division survey of Third

Sector. A draft results document has been shared with OVW and WVCA during the quarter.

Representation on the WG External Advisory Group on Community Asset Transfer – no meetings held during previous quarter ie since 1 April.

Representation of local councils on Cymru'n Cofio Board - We are drafted an OVW response to the 75 Anniversary of VE Day which formed part of the Pageant Master General's VE Anniversary booklet.

Continued representation on the WG Welsh Tax Forum by Deputy CEO.

Representation of local councils by CEO and Dep CEO on WAO Local Councils Liaison Committee – recently received a letter informing HMRC will look at member allowances (at the £150 rate) potentially being tax exempt. Additionally, we have taken up the matter with the Minister Julie James AM during the quarter.

Welsh Champions initiative with WG – CEO developing guidance with WG which is currently ongoing...a survey form has been developed and has been distributed to community and town councils for their feedback. Currently the survey feedback is being collated and analysed. No progress on this to date.

Representation by CEO of OVW on the WG National Access Forum.

Currently working with WCVA on two work streams – community asset transfer guidance and the development of a community planning model the latter of which will be presented to the September 2019 Partnership Council meeting.

CEO corresponded with *[information redacted]* WG regarding the Decarbonisation programme for Wales during quarter – consultation and guidance on available funding to be run with C&TC's over next quarter and this is currently being organised.

The Chair of OVW represented the sector at WISERD events during the quarter raising the profile of Participatory Budgeting as a model for the C&TC sector.

Representatives of OVW/SLCC and WG met with Public Services Ombudsman to address issue of bullying within the sector – during the quarter OVW and SLCC have been drafting a guidance for approval by Ombudsman's office before wider circulation to councils and clerks.

CEO has taken up position on WG Democratic Renewal Research Advisory Board during the quarter which will focus on research on 16 to 17 years old voting.

Other developments:

- Alternative accommodation for One Voice Wales: two options were available and following due diligence on both it has been decided not to pursue them.

Still looking into modification to existing premises though no further developments at the present time.

- Working with Carmarthenshire CC we have upgraded our IT upgrade and overhaul of systems of operation – this has been completed during the quarter.
- Meetings have been held during the quarter with a website provider for upgrade to OVW website offer: aiming to complete by October 2019.
- Still having difficulties in recruiting a Development Officer – Mid and West Wales vacancy. Interviews held in quarter and no appointment made. At the time of writing we are pursuing one potential candidate for the position.
- We have recently appointed a new Admin Support Officer (p/t)

