

# One Voice Wales proposed Welsh Government Performance Indicators for 2018-19

## Quarter Four feedback 1 January to 31 March 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 **617 councils in membership or 84%** - this represents the highest membership level as an organisation (an increase of 4 on the previous quarter). This is an increase of 16 councils on the year end figure on 31 March 2018.

A meeting is planned for 22 March with a representative of the North Wales Association. Penyfordd Community Council near Wrexham Council has recently taken up membership. This is positive news as membership continues to rise in North Wales.

### **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 **£216,463** against a projected income of **£206,427**. This equates to **104.86%** of estimated membership income received.

### **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 January to 31 2019 we will have distributed approximately (based on pro rata of current numbers sent) **32** 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 December – 28 February 2019 we ran **24 training sessions** and **264 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.

The new Information Management Module has been completed and has been included in the normal training programme. During the quarter we will have developed 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 four the following responses have been made by One Voice Wales:

- We will be providing a response to National Assembly on the Allotment consultation and representing the sector in May 2019.

- 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 especially our response to the Independent Review Panel and high satisfaction with our Advice and Queries services. We have had no complaints regarding this area of our work during the period January to March 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?)

We continue to represent the Community and Town Council Sector on the Partnership Council with two meetings 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. A paper is planned to go to Partnership Council in September 2019.

We continue to represent the sector on the Welsh Government People and Communities Sustainable Communities Advisory Group

One Voice Wales is now 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 has begun facilitating the programme of work which began on 17 April 2018. Eight meetings have been held to date and progress in being made on the commissioning of a website with partner organisations as well as a sector workshop at Barry Town Council on 17 September. At the last meeting on 6<sup>th</sup> March it is anticipated that a soft launch of the website will be undertaken in June 2019.

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

Meetings held with *[information redacted]* Chief Executive, Planning Aid Wales – currently discussing their involvement in developing a community planning model for the Community and Town Council sector and also **agreed to deliver a joint event in June 2019.** *[information redacted]* *[ed: Chief Executive, Planning Aid Wales]* has presented to two of our area committees recently on place plans.

One Voice Wales Innovative Practice Awards – we launched our 3<sup>rd</sup> National Awards Scheme in November. A Conference and Awards Ceremony is planned for 28<sup>th</sup> March 2019 (at the time of writing we have received 45 applications covering all categories). A judging panel was held in early February 2019 – 30 councils made over 50 applications this year – the highest level of entries to date.

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. Development of work programme was completed during the quarter and project bid to be submitted on Community Asset Transfer at the end of September /early October 2018. We have received approval of the bid in December and the project will be moved forward in the final quarter of the year. Meetings held in January and February with WCVA and WG officials. Work programme to be incorporated into a wider WG Communities division survey of Third Sector.

Representation on the WG External Advisory Group on Community Asset Transfer

Representation of local councils on Cymru'n Cofio Board - completed the work with the Queen's Pageant Master General on 'War is Over Commemorations 2018' of which over 60 local councils have signed up to. A specific section for One Voice Wales was completed where the Chair will commemorate the sacrifice made by armed forces personnel from across the communities of Wales during the First World War. We are currently drafting a OVW response to the 75 Anniversary of VE Day.

Continued representation on the WG Welsh Tax Forum by Deputy CEO

Representation on Electoral Reform Board by CEO and 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

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. Anticipated new guidance will be developed in next quarter for distribution to councils.

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

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

CEO met with *[information redacted]* on the Re-energising Wales programme and provided input the impact the programme could have on community and town councils and how they are well placed to support this policy agenda moving forward.

CEO met *[information redacted]* WG regarding the Decarbonisation programme for Wales – consultation to be run with C&TC's and this is currently being organised.

The Chair of OVW represented the sector at Fairer Funding Wales events during the quarter.

Representatives of OVW?SLCC and WG met with Public Services Ombudsman to address issue of bullying within the sector – agreed OVW and SLCC will draft a guidance for approval by Ombudsman's office before wider circulation to councils and clerks.

#### **Other developments:**

- Alternative accommodation for One Voice Wales: two options available and following due diligence on both of these it has been decided not to pursue them. Looking into modification to existing premises.
- Currently working with Carmarthenshire CC on an IT upgrade and overhaul of systems of operation – this is likely to be completed by end of March 2019.
- In discussion with website provider for upgrade to OVW website offer.
- Still having difficulties in recruiting a Development Officer – Mid and West Wales vacancy. Additionally at the time of writing we have recently lost our Admin Support Officer (p/t) as full time employment became available.