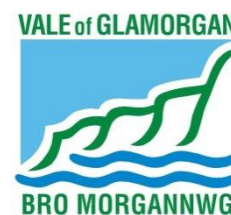




**VALE OF GLAMORGAN COUNCIL**  
**Inclusive and Safe Vale Performance Report**  
 QUARTER 4:1 APRIL 2018 – MARCH 2019



**Our overall RAG status for 'An Inclusive and Safe Vale' is GREEN**

**1.0 PERFORMANCE SNAPSHOT**

**ACTIONS**  
 Our performance against the Corporate Plan actions is on track for delivery, giving us an overall **GREEN** RAG status for this outcome.

**Service Plan Actions**  
**Objective 1: Reducing poverty and social exclusion**

			N/A	Total
			0	20

**Objective 2: Providing decent homes and safe communities**

			N/A	Total
			0	40

**PERFORMANCE MEASURES**  
 Our performance against performance measures is on track, giving us an overall **AMBER** RAG Status against this outcome.

**Performance Measures**  
**Objective 1: Reducing poverty and social exclusion**

			N/A	Total
			3	13

**Objective 2: Providing decent homes and safe communities**

			N/A	Total
			7	19

**Total for the Outcome**

			N/A	Total
			0	60

**Total for the Outcome**

			N/A	Total
			10	32



**1.1 PERFORMANCE EXCEPTIONS**

**1.1.1 Objective 1: Reducing poverty and social exclusion**


There are no performance exceptions to report for this objective.

## 1.1.2 Objective 2: Providing decent homes and safe communities



Corporate Plan Action: IS008 Work with partners to instigate a new council house building programme.

Service Plan Action	% Complete	RAG Status	Direction of Travel	Commentary
HS/A059: Produce a Housing Development Strategy.	90%	<b>R</b>		A draft Housing Development Strategy has been written and will be presented to Cabinet in May 2019 for consideration and adoption.
HS/A062: Upon identification of a suitable site for Gypsy Travellers, make application for Gypsy Traveller site capital funding.	70%	<b>R</b>		Unable to make grant application until a new site is identified and adopted by Cabinet.



Corporate Plan Action: IS012 – Introduce a rapid response system to protect vulnerable people from the activities of rogue traders.

Service Plan Action	% Complete	RAG Status	Direction of Travel	Commentary
SRS/A009: Continue to develop a Vale connects community messaging service to inform about current scams and new modes of operation by fraudsters, to better protect those targeted.	75%	<b>R</b>		<p>Implementation of the messaging service has unfortunately taken longer than anticipated and this has been as a result of the following factors:</p> <ol style="list-style-type: none"> <li>1. A delay in the provision of training for staff on the Vale Connect system</li> <li>2. A longer than anticipated lead time in compiling the mailing list</li> <li>3. The need to re-work certain aspects of the services in the context of the General Data Protection Regulation (GDPR)</li> <li>4. The need to contact individuals in the light of GDPR to reconfirm individuals' sign-up preferences.</li> </ol> <p>The additional considerations coincided with the restructuring work that took place during the year within Shared Regulatory Services and the resulting lack of resource to whom this preparatory work could be tasked. Since January, the Service has in place for the first time a staffing resource to handle and analyse intelligence; and management of the community messaging service sits perfectly within their remit. As a result, it is anticipated that the community messaging service will launch in Quarter 1 of the 2019-20 financial year.</p>



Corporate Plan Action: IS014 – Prevent and tackle incidents of anti-social behaviour including implementing restorative justice approaches for young people.

Service Plan Action	% Complete	RAG Status	Direction of Travel	Commentary
CS/A021: Expand restorative justice approaches through the implementation of the Policing Looked After Children Protocol, and improve our approach to monitoring and information sharing of Looked After Children in the Youth Justice System.	75%			A feasibility study has been completed for Work has commenced with Managers from Children and Young People Services to develop a training programme for supervising social workers and foster carers with plans to commence this programme in May 2019. A pilot programme will be delivered initially to secure feedback to ensure that the programme is fit for purpose before rolling out to a wider audience. Meetings have taken place with South Wales Police regarding the development of a presentation and training package for Police Officers in relation to the Policing of Looked After Children Protocol, restorative approaches and the work of the YOS. Contact is being made with providers of residential homes within the Vale of Glamorgan to offer access to the restorative approaches facilitation training.

Corporate Plan Action: IS015 – Complete the Castleland Area Renewal Scheme to improve the standard of housing and of the local environment.

Service Plan Action	% Complete	RAG Status	Direction of Travel	Commentary
RP/A053: Identify and initiate a new regeneration/renewal area.	75%			Schemes have been delayed to combine with new WG, TRI- Grant thematic programme starting in Quarter 1 of 2019/20 to maximise the potential of investment.

Corporate Plan Action: IS016 – Work with partners to implement a new Community Safety Strategy.

Service Plan Action	% Complete	RAG Status	Direction of Travel	Commentary
HS/A073: Develop a new Community Safety Strategy.	90%			A community safety assessment for the Vale has been completed and will be presented to the Safer Vale Strategic Board in April 2019. The work has slipped slightly due to the volume of information received from partners and ensuring that the communication links are in place with other Strategic Partnerships and plans to avoid duplication. It is anticipated that a draft Community Safety Strategy will be presented

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				to the Safer Vale Strategic Board in June 2019.
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## APPENDIX 1: Service Plan Actions

## Objective 1: Reducing poverty and social exclusion

Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
<b>IS001</b>				
PD/A001: Continue to work with partners through the 'Get The Vale Online' group to improve access and digital skills for groups most likely to experience digital exclusion.	31/03/2019	100%	Green	The GTVO partnership has continued to improve access to digital services through the provision of regular drop in sessions at local libraries and other community settings. Access to funding has delayed the launch of the tablet loan scheme and this is now expected in 2019/20. A new work programme is being developed for 2019/20.
PD/A015: Extend our Customer Contact Centre Contact One Vale (C1V) service to include Shared Regulatory Service enquiries from Cardiff residents.	31/03/2019	100%	Green	The final transfer of services has commenced and a project plan is in place to complete during Q1 2019/20.
PD/A020: Contribute to the delivery of the Council's Digital Strategy.	31/03/2019	100%	Green	The new contact centre platform will be implemented in July 2019. During the period Customer Relations has worked with visible services improve the Bulky Household Waste collection service, implementing "in-cab technology" so that collection status can be updated in real time and communication with customers improved. The service has also worked with ICT and other departments to improve the customer experience of accessing services online and improve operational efficiency in delivering those services.
PD/A021: Promote the role of Digital Champions across the Vale and increase the number of volunteers.	31/03/2019	100%	Green	The promotion of digital champions is embedded in the work of the Get The Vale Online partnership and has been successful in delivering digital skills training to residents. Further work is planned for 2019_20, including the development of frontline council staff to support residents in accessing council online services.

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Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
PD/A022: Promote online services, digital skills training and opportunities to access digital services and monitor usage to inform future developments.	31/03/2019	100%	Green	A fully fledged promotional campaign has not been rolled out due to the delay in creating fully integrated online services. This work has highlighted the difficulties in integrating eForms and other applications with Oracle CRM and the potential need to replace this "old" technology.
PD/A023: Continue the roll out of integrated e-forms for the CRM to improve opportunities for customers to access our services digitally.	31/03/2019	100%	Green	Work to integrate eForms has been stalled due to additional ICT concerns regarding cyber security. It has not been possible to engage an external consultancy to undertake an assessment of security risks involved of the proposed approach to integration. A review of potential solutions, including replacing Oracle CRM with a modern digital platform has commenced.
PD/A024: Procure and implement a replacement telephony system for C1V.	31/03/2018 procurement, 30/06/2018 implementation	100%	Green	Procurement undertaken and implementation is scheduled for completion in July 2019.
PD/A025: Continue to progress the review work relating to customer management.	31/03/2019	100%	Green	Procurement undertaken and implementation is scheduled for completion in July 2019. This work will carry forward into 2019/20.
PD/A026: Implement appropriate web functionality, such as web chat, to assist customers to access services digitally.	31/03/2019	100%	Green	Procurement undertaken and implementation is scheduled for completion in July 2019. This work will carry forward into 2019/20.
<b>IS002</b>				
HS/A027: Work with partners to increase the range of projects and initiatives which support employment, healthy living, financial and digital inclusion and deliver the objectives within the Community Investment Strategy.	31/03/2019	100%	Green	Q4 tends to be a quieter in the Community Investment Team as we tend to hold less community events in the winter months due to low engagement. During this period we have still engaged with over 470 tenants in the community. This has included organised litter picking, the launch of our gardening scheme in Llantwit Major and Community Investment 'drop in' sessions. This takes the total number of tenants who have engaged in community investment activities during 2018/19 to 2,577. For 2019/20 the Team plan to focus activities in rural Vale including areas such as Llantwit, Rhoose and St Athan

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Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
				<p>alongside Penarth as our previous work has been Barry centric.</p> <p>In March 2019, the Team ran the first Vale Time banking and Sports Fayre to encourage tenants to not only get more active but also to volunteer for local sports clubs. Although there were not as many tenants attending as hoped, staff did get some excellent feedback with 90% of attended feeling they had learnt more about volunteering. 18 sports clubs were represented at the event from across the Vale; 60% of them felt the event had met their expectations and 20% of people attending reported feeling more confident about getting involved in sport.</p> <p>Time banking projects continue to grow and the scheme has been extended for a further 12 months in order to look at how it can be rolled out further to benefit the Vale. During the last quarter, 51 tenants signed up to the scheme and the total number of young people enrolled is now 239 which exceeds initial targets. In terms of other outcomes: 80% of tenants engaging in time banking reported feeling valued by their local community. During the winter months there has seen a slight drop in volunteer hours due to the lack of interest in outdoor activities, such as working within our community gardens, however there was still 284 hours recorded within quarter 4; 83% of tenants reported increased feelings of self-esteem and during quarter 4, 86% reported increased confidence. In total this year, time banking has generated 1,331 hours of volunteering which exceeds the target set at the start of the year. Staff are currently in the process of creating a feedback survey to send to tenants to get a better understanding of why time banking is working so well and what is attracting tenants to sign-up. This information will help shape a model of</p>

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Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
				<p>volunteering for Vale Homes moving forward.</p> <p>The 'Kicks' Football sessions continue to attract excellent levels of engagement from young people living in Barry, with 572 young people attending in quarter 4. The project has expanded to include a new session in Llantwit Major, which is proving very popular and includes a number of girls within the team. The team recently took part in a half term football tournament. The project has also enabled staff to build excellent working relationships with the PCSO for the area.</p> <p>The team are continuing to work on the development of Margret Avenue Community garden, however work has been delayed due to further asbestos investigations being required. A way forward has now been agreed within the funding budget and it is hoped that work should start on site early next year.</p> <p>Employment and training activities continue to support some of those furthest away from the job market. The CI team have supported 31 tenants into employment this year. 17 of those people have maintained a job for over 6 months showing that the work carried out by the team is starting to deliver sustainable change. In addition, 12 of the tenants engaging in the programme, have maintained work for over 12 months. During Q4, tenants gained 100 recognised qualifications to support them in accessing employment and one tenant took up a work experience placement within Housing Services which she found very beneficial. The intention is to host most work experience placements within the service during 2019/20 and already two new apprentice positions have been advertised in the Housing and Rents teams. During Q4, staff have been working with Pendragon and Jehu to plan the rollout of our</p>



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Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
				<p>Target Training and Recruitment commitment attached to new build developments. One tenant has already been able to access employment on site and the employment is going really well. The work placements will include paid and unpaid opportunities in a range of trades.</p> <p>The CI team continue to run a number of digital inclusion schemes throughout the Vale in partnership with Newydd and Adult Learning; during the year, 763 tenants have engaged in digital inclusion with 707 of these aged 55+. The staff are however slightly disappointed that the levels of engagement in digital inclusion do not reflect a feeling of increased confidence using digital technology, with only 29% of older people and 18% of others- reporting an increase in confidence. Further enquiries will now be carried out to establish if this is due to people accessing sessions as they have no other access to computers rather than looking to gain to new skills. This exercise will form part of a broader review of digital inclusion services- to ensure they are fit for purpose and that tenants are receiving appropriate support following the roll out of Universal Credit.</p>
<p>HS/A051: Continue to work with partners to deliver the objectives stated within Financial Inclusion Strategy, including the establishment of a multi landlords group to mitigate the negative effects of Welfare Reform on all social tenants living in the Vale.</p>	<p>31/03/2019</p>	<p>100%</p>	<p>Green</p>	<p>Over the last year our Money Advisors made 1,306 home visits to clients (an increase of 23% on last year) which resulted in £308,673 in additional money to tenants. This came from a variety of sources including written off debt, additional benefits, preferential tariffs, backdated claims and grants /loans.</p> <p>Demands on the service continue to grow as people find themselves in financial hardship. As well as people out of work, a growing number of employed people are requesting assistance. A campaign to move tenants onto a subsidised water tariff (HelpU) was also undertaken. In total, 500</p>

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Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
				<p>successful applications were made, resulting in £174,000 additional income for tenants.</p> <p>Staff have received comprehensive training. A publicity campaign has been developed in order to raise awareness amongst tenants. Information provided to tenants about practical steps they can take to be ready for UC including getting on line, opening a bank account and having money advice.</p> <p>A number of other operational changes are being made in order for the team to work smarter and cope with the increased workload that UC will bring. UC is paid monthly in arrears and directly to tenants and it is anticipated that the level of arrears will increase as a consequence. UC payment dates will be captured on the housing computer system and bulk email and text messages will be sent each day, reflecting tenants' payment dates, to remind tenants of the importance of paying their rent. Other developments include</p> <ul style="list-style-type: none"> <li>▪ Assisting tenants to set up direct debits to pay their rent</li> <li>▪ Improved liaison with the DWP to facilitate the prompt processing of claims and changes to the tenancy agreements to highlight the current rent and service charges to assist the claim process.</li> </ul>
HS/A052: Identify a suitable estate based regeneration project in collaboration with the local community and key stake holders.	31/03/2019	100%	Green	The Buttrill's estate was identified as a suitable estate based regeneration project during 2018/19 and regeneration works continue to remain on track; this includes the contract for the renewal of flat roof replacement (which has recently been let).A significant investment is being made to the external environment taking into account the priorities identified by the local community and this phase (Phase 3) will continue into 2019/20. The environmental works include; improved

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Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
				boundaries, pathways, and lighting as well as upgrades of the playground and communal green spaces. Consultations have taken place with residents at Central Estates in Barry (Williams Crescent, Irving Place and Owens Close) to ensure we have engaged the community and key stakeholders. Residents identified security of the rear gardens and the removal of the block outhouses as a priority. Further consultations have taken place with tenants at Buttrills and Central Estates in order to inform the Neighbourhood Plans and the related capital investment.
<b>IS003</b>				
FIT/A001 (FS/A001): Continue to support the roll out of Universal Credit in line with DWP timescales.	31/03/2019 (ongoing)	100%	Green	Universal Credit roll out has continued with numbers increasing each month. Staff have responded to changes to who should start claiming Universal Credit instead of Housing Benefit as there continues to be changes to the customers included/excluded in the roll out. Staff have carried out personal budgeting appointments when requested although these will now go over to CAB from the 01.04.19. The roll out has been supported since October when it began.
FIT/A002: Update elected members on the progress made in implementing welfare reform changes.	31/03/2019	100%	Green	An update report was shared with the Voluntary Sector Joint Liaison Committee. Elected members are aware of the services being provided by the Council, and its partners to address the roll out of universal credit.
FIT/A003: Update the Council's website to reflect up to date information on welfare reform changes, including where to get advice/support and proactively publicise this.	31/03/2019 (ongoing)	100%	Green	The website continues to be updated as the DWP make changes to Universal Credit roll out. As and when we become aware of any other support available this will be proactively publicised. Work with the digital team to further improve the website for the new year.
HS/A053: Continue to provide information and support to residents affected by Welfare Reform / Universal Credit and raise	31/03/2019	100%	Green	The roll out of UC continues to gather pace in the Vale and there are now over 220 tenants in receipt of the benefit. These tenants continue to have higher arrears (than HB tenants) and this is having an impact on the overall arrears figure which is

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Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
awareness of staff and partners about the impact of the changes.				£30,000 (15%) higher than the same time the previous year. Currently, between 5 and 12 new tenants transfer onto UC each week and as the number of claimant's increases, the total arrears will rise. There are ongoing conversations with the DWP regarding the information available in respect of housing payments and the fact that claimants are paid monthly and landlords 4 weekly is causing an issue- as one landlord payment is missed during the year. Direct Payments are being requested in respect of vulnerable tenants and are in place for 20% of UC claimants. The UC Partnership Group continues to meet regularly to review the impacts and discuss day to day issues. In addition the Overarching Housing Forum with RSLs in the Vale continues to monitor the impacts. This action has been marked as 'complete' because all of the identified actions are being carried out, however the work will continue over the next two years as more people migrate over.
<b>IS004</b>				
RP/A045: Support communities to access resources and develop their capacity towards improving and running community assets.	31/03/2019	100%	Green	Ongoing business planning support has been undertaken with a variety of groups including GVS as part of their asset transfer of 2 buildings in Llantwit Major. The Castle Hotel project is progressing well with Newydd having taken on the building.
<b>IS005</b>				
RP/A081: Implement the replacement for the Communities First programme; Legacy and Communities for Work Plus.	31/03/2019	100%	Green	Work has been ongoing to review where the team are best positioned within the Council with the introduction of flexible funding. Programme of work and the team have been recommended to move into Learning and Skills directorate from May 2019 as other strands of employment support are also based within teams in this directorate creating a new one stop shop for clients in the Vale of Glamorgan. Within the service area demand has continued to be high in the Communities for Work Plus area.

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Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
RP/A082: Deliver the replacement for the Vibrant Viable Places program; Targeted Regeneration Investment.	31/03/2019	100%	Green	The master plan for the gateway scheme to Barry town centre and a report addressing the TRI grant opportunity was presented to Cabinet on 7 January 2019. Following agreement by Cabinet the Council secured a 1/2 million pound loan to gap fund the redevelopment of the Hood Road Goods Shed as part of the Gateway Scheme with repayment being made in 2020/21 and that money being recycled into the Gateway scheme. A further thematic grant providing investment funds for town centre property improvements under TRI has been developed in partnership with the 9 other South East Wales authorities and the detail of this scheme has now been agreed with WG with a view to implementation in 2019/20. This subject to a service level agreement between RCT and the other nine local authorities in the Capital Region which has yet to be received.
<b>IS006</b>				
CS/A020: Continue to enhance our collaborative approach in relation to Flying Start and Families First by further aligning the activities of Families First, Flying Start and Supporting People Programmes.	31/03/2019	100%	Green	A Strategic Board has been established to oversee both CCG and HHG. Priorities will include oversight of further development of alignment opportunities in 2019/20. In addition a review of the FS Outreach offer has been completed resulting in an extended offer being implemented from April 2019, which will see FS Local Authority team working in partnership with generic health visitors on a referral basis across the county, utilising the FF Advice Line as the access route, in line with Wellbeing and Parenting Services.

**Objective 2: Providing decent homes and safe communities**

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Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
<b>IS007</b>				
HS/A050: Develop and deliver the life cycle renewals / replacement programme to ensure WHQS stock compliance is maintained during 2018/19.	31/03/2019 (ongoing)	100%	Green	<p>During quarter 3 (in which this action was completed) surveys continued and 3251 out of 3347 surveys were completed as at November 2018.</p> <p>Work packages for schemes identified for 2018/19 e.g. replacement flat and pitched roofs and windows, kitchen and bathroom and heating installation and loft insulation replacements are now packaged and work has commenced to complete the identified renewals.</p>
HS/A054: Maintain a focus on the management of empty homes and achieve greater efficiencies through reducing the time taken to re-let properties.	31/03/2019	100%	Green	Void performance remains a key focus for teams and regular meetings are being held to ensure we achieve our best performance. Work has continued with the aim of reducing the time taken to let empty properties and at quarter 4 our performance has returned to an average of 18.98 working days, this now demonstrates that our processes are firmly embedded with void turnaround now returning an output performance of less than 20 days (three weeks).
HS/A055: Implement the new Tenant Participation Strategy.	31/03/2019	100%	Green	Progress continues to implement the Operational Delivery Plan within the Tenant Engagement Strategy with the key actions either complete or on target to be completed before their target dates. A tenant engagement 'taster' session was organised to take place at Barry YMCA, however this had to be cancelled due to several attendees giving their apologies at the last minute. Conversations with individual tenants are now taking place to establish if smaller, more informal sessions may prove to be more attractive. Digital options are also being explored with a view to establishing a way of getting feedback from tenants via on line surveys. To this end the 'Granicus' software used corporately to share Council news, is being used to circulate information and questionnaires. The need to establish a tenant scrutiny group will

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Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
				also be included in our Service/Team Plan so it is a priority for 2019/20.
HS/A056: Improve the quality and range of information provided by the Housing section on the external website.	31/03/2019	100%	Green	The website has been updated and there is now a designated member of staff in each team within the Housing Service who has been trained to keep the website updated as and when required.
HS/A057: Complete the Buttrill's Environmental Improvement project.	31/03/2019	100%	Green	<p>During the last quarter, phase 2 of the project has now completed with the external wrapping of the buildings, installation of new windows, replacement communal access doors and refurbishment of the balconies being complete.</p> <p>Phase 3 (Communal area improvements) &amp; 4 (environmental works) continue to be developed to start soon. Elements of phase 3 have started with new lobby and flat front doors being installed within the communal areas along with new communal access doors. Replacement fencing has also been installed as a result of the external works.</p> <p>Phase 2 progress was impeded whilst contract issues were addressed with the existing contractor but the scheme, which will continue into 2019/20, remains on track for the year.</p>
<b>IS008</b>				
HS/A046: Continue to develop an Asset Management/ Investment Strategy for Council Owned Homes.	31/03/2019	100%	Green	The final draft Housing Asset Management Strategy has been completed and was endorsed by Cabinet in March 2019 prior to consultation with tenants and tenant groups. Consultation followed by delivery of the Strategy will take place during 2019/20 and therefore this action has been carried forward to the 2019/20 Housing Service Plan to ensure ongoing monitoring.
HS/A058: Continue to develop and identify opportunities for the Council House development programme.	31/03/2019	100%	Green	Potential development sites for the Council house development programme were identified and feasibility studies developed to check viability to help increase the number of affordable social rented housing within the Vale. Holm View and Brecon Court were identified. Work on site is now progressing well with Holm

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Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
				View on programme (revised following planning condition discharge) and Brecon Court is ahead of programme.
HS/A059: Produce a Housing Development Strategy.	30/11/2018	90%	Red	A draft Housing Development Strategy has been written and will be presented to Cabinet in May 2019 for consideration and adoption.
HS/A060: Review the existing Council Rent Policy to accommodate the new council Housing Development Properties.	30/06/2018	100%	Green	New Rent Policy guidance has not yet produced by Welsh Government. It is expected to be launched in 2019/20 for implementation in 2020/21. However, interim guidance from Welsh Government was adopted in setting Council rent for 2019/20. The Housing Business Plan was remodelled in line with the guidance and reported to Cabinet in February 2019.
<b>IS009</b>				
HS/A037: Review the General Fund Housing Service to identify measures to mitigate the funding reduction and associated risks.	31/03/2019	100%	Green	Ongoing homelessness prevention funding has been successfully secured from Welsh Government and has been paid within the Revenue Support Grant (RSG) in order to secure the existing service. During 2018/19 we were required to hit a £12k corporate savings target, the savings were secured through a reduction in the bed and breakfast budget.
HS/A040: Carry out a review of the delivery model for sheltered housing in light of changes to Supporting People funding.	31/03/2019 (ongoing)	100%	Green	A feasibility study has been completed for Penarth Village and a master plan is in place. Cabinet approval to be pursued to adopt and if appropriate, capital funding will be pursued to develop the site. Allocations to sheltered schemes continue to be monitored to inform any required changes to the delivery model in partnership with Social Care & Health colleagues.
HS/A061: Continue our work with partners to provide appropriate accommodation and support services for particular vulnerable groups.	31/03/2019	100%	Green	Grant award letter now received from Welsh Government confirming budget for 2019/20. Ongoing and new service development and spend plan submitted within the Local Commissioning Plan adopted by Cabinet in February 2019.
HS/A062: Upon identification of a suitable site for Gypsy Travellers, make application for Gypsy Traveller site capital funding.	31/03/2019	70%	Red	Unable to make grant application until a new site is identified and adopted by Cabinet.



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<b>Service Plan Actions</b>	<b>In Year Completion Date</b>	<b>% Complete</b>	<b>RAG Status</b>	<b>Progress &amp; Outcomes Description</b>
HS/A063: Complete the modernisation of communal areas at sheltered housing complexes.	31/03/2019	100%	Green	Works to communal areas of sheltered housing complexes have now completed. Programmed cyclical works such as painting are scheduled as ongoing maintenance.
HS/A064: Work with our partners regionally and lead on the development of the Housing with Care and Support for Older People Strategy to promote independent living.	31/03/2019	100%	Green	Feasibility Study completed for Penarth Village and masterplan developed. Capital funding opportunities will be explored and Cabinet approval sought in 2019/20 to develop on the site if secured. The Cardiff and Vale Health, Housing and Care Programme Board continues to meet monthly to monitor progress and to report findings to the Regional Partnership Board.
RP/A004: Continue to deliver the Disabled Facilities Grant service for Private housing.	31/03/2019	100%	Green	The service is continuing to be provided. 110 grants have been completed, assisting these clients to remain independent at home. The new database has imbedded into the service. The framework tender has been delayed but will be put out to tender in quarter 1 of 2019/20.
<b>IS010</b>				
RP/A005: Provide loan products to householders and landlords to improve private housing and make vacant properties available as houses.	31/03/2019	100%	Green	Interest in the loan is consistent and applications are progressing through the system to approval. 3 loans are with legal to secure the charge before funding is released. Officer has attended landlord forum to promote loans to landlords.
RP/A083: Continue to review our existing support arrangements in place for householders and landlords to improve private housing and make vacant properties available.	30/09/2018	100%	Green	Empty Homes and Loans Officer post has secured baseline funding to create a permanent post and the good work undertaken to this point will now be continued with the Council in the top quartile of Welsh Councils bringing empty homes back into use.
<b>IS011</b>				
HS/A065: Work with partners to increase the number of number of sustainable, affordable homes in the Vale.	31/03/2019	100%	Green	24 additional units have been delivered in quarter 4, bringing the total additional units delivered in 2018/19 to 98. The number delivered continues to be outside of the control of the Council as it depends on the available funding from Welsh Government for social housing sites and the number of sites in development by private developers, the date that the properties are being built

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Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
				and if the schemes are financially viable to deliver the required number of affordable housing in line with the Supplementary Planning Guidance.
RP/A006: Secure through planning permission, at least 30% of affordable new housing.	31/03/2019	100%	Green	During quarter 4, of the 212 dwellings that have been granted planning permission, 158 (75%) were affordable. This work will help increase the level, range and choice of affordable housing available to families within the Vale.
RP/A051: Work with the Cardiff Capital Region to increase supply of affordable housing in the Vale of Glamorgan.	31/03/2019	100%	Green	Officers are working collaboratively with the City Deal Housing Group and are supporting initiatives in the region that will support the increase in the supply of affordable housing in the Vale of Glamorgan. A Cabinet report will be prepared in Q1 19/20 to set out a new protocol for S106 Affordable Housing Contributions.
<b>IS012</b>				
SRS/A009: Continue to develop a Vale connects community messaging service to inform about current scams and new modes of operation by fraudsters, to better protect those targeted.	31/03/2019	75%	Red	Implementation of the messaging service has unfortunately taken longer than anticipated and this has been as a result of the following factors: 1. A delay in the provision of training for staff on the Vale Connect system 2. A longer than anticipated lead time in compiling the mailing list 3. The need to re-work certain aspects of the services in the context of the General Data Protection Regulation (GDPR) 4. The need to contact individuals in the light of GDPR to reconfirm individuals' sign-up preferences. The additional considerations coincided with the restructuring work that took place during the year within Shared Regulatory Services and the resulting lack of resource to whom this preparatory work could be tasked. Since January, the Service has in place for the first time a staffing resource to handle and analyse intelligence; and management of the community messaging service sits perfectly within their

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Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
				remit. As a result, it is anticipated that the community messaging service will launch in Quarter 1 of the 2019-20 financial year.
SRS/A019: Provide consumer advice to vulnerable residents and help them obtain redress.	31/03/2019	100%	Green	Safeguarding Officers have worked closely with vulnerable residents over the course of the year to assist with the recovery of costs in civil disputes and also in preventing loss through scams and other rogue trading. In a recent incident, a consumer was repeatedly targeted and cold called by rogue traders offering to do roofing repair work. Over a number of visits the consumer paid £4750 by bank transfer, a further £1000 in cash and then an additional £6000 by bank transfer.
SRS/A020a: Investigate cases of malpractice including rogue traders, scams and doorstep crime.	31/03/2019	100%	Green	A number of cases were concluded in court during Q4. In one example, a rogue builder charged elderly and vulnerable residents significantly more than the fair market price for work which was of a very poor standard. He also charged for unnecessary work and work not completed. In total, the rogue builder attempted to defraud £39,750 from three victims over a 6 month period, but was only able to collect £23,100 before he was arrested. In each instance, false aliases were used. The defendant pleaded guilty to one count under the Fraud Act 2006 for knowingly participating in a fraudulent business. In sentencing, the District Judge referred to the defendant as a “rogue builder, who preyed on elderly and vulnerable victims. In each case, you used an alias to disguise your identity and it is my view, that anyone who targets elderly or vulnerable people receives immediate imprisonment.” The defendant was sentenced to two years imprisonment, reduced to 16 months as a result of the early guilty plea. A Criminal Behaviour Order was also made for three years which restricts the defendant from trading as a builder or cold calling without permission from Shared Regulatory Services This order will come into place when he is released from prison.

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Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
SRS/A021a: Continue to produce a safeguarding 'In Safe Hands' grab card that contains key safeguarding messages.	31/03/2019	100%	Green	Safeguarding grab cards and 'No Cold Calling' stickers have been distributed to residents throughout the year.
<b>IS013</b>				
HS/A066: Develop a local domestic abuse toolkit for council housing.	31/03/2019	100%	Green	The Gwent toolkit has now been fully adopted in the Vale and staff are able to use it as a resource tool for addressing issues of domestic abuse. Training, awareness raising sessions etc. will continue to ensure that tenants know how to access services and support and that staff are able to assist and signpost effectively.
HS/A067: Pilot a domestic abuse referral and assessment service.	31/03/2019	100%	Green	A full evaluation has been completed on the pilot and will be reviewed in Qtr 1 2019/20. From June 18th - March 31st 2019, there have been 1658, public protection notices (PPN's) generated by the police following a medium/standard domestic abuse incident. The Domestic Abuse Assessment and Referral Co-ordinator assess each of these PPN's, cross references will other agencies, makes contact with the victim where consent is provided and offers the victim support and onward referral into specialised services. The service has been shortlisted as a finalist in the UK Housing Awards for innovation - the winner will be announced on May 1st 2019. The Service has also been shortlisted for a Vale of Glamorgan Council Award for Innovation and Bright Ideas award, where the winner will be announced on May 10th.
HS/A068: Focus on delivering a more strategic approach with our partners to how we tackle violence against women, domestic abuse and sexual violence.	31/03/2019	100%	Green	During Quarter 4 there has been a focus on reviewing performance figures in relation to domestic and sexual violence. To date it has been difficult to understand and map services to ensure that services are correctly commissioned to support victims. During 2019/20 a performance framework will be implemented to monitor outcomes and identify future opportunities.

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Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
HS/A069: Implement a regional Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) Strategy with Cardiff and Cardiff and Vale Health Board.	31/03/2019	100%	Green	Structures and Terms of Reference have been developed and implemented to be able to facilitate the work and to monitor progress across Cardiff and the Vale. A communications plan is being developed to ensure that key messages to the public and professionals are timely and consistent across the region. All partners are committed to disseminating messages and targeted awareness raising campaigns via a variety of means to establish the greatest reach and awareness.
HS/A070: Continue the roll out of the National Training Framework for Violence Against Women, Domestic Abuse and Sexual Violence.	31/03/2019	100%	Green	Level 1 mandatory training continues to be rolled out across the Council. During Quarter 4 there have been several face to face training sessions held for staff that do not have access to ICT. Welsh Government are currently piloting level 2 training which is expected to be available across Cardiff and the Vale during Quarter 4 2019/20.
HS/A071: Develop links with our vulnerable residents and hard to reach groups in line with our Community Cohesion Plan.	31/03/2019	100%	Green	The Vale Community Cohesion group continues to meet. Welsh Government have confirmed funding for 2 years for Community Cohesion officers across Cardiff and the Vale. There will be a dedicated full time member of staff based in the Community Safety team within the Vale that will be able to build on outcomes achieved to date through the Community Cohesion Plan.
<b>IS014</b>				
AA/A001: Target key areas of well-being in schools including the following: <ul style="list-style-type: none"> <li>• Restorative approaches</li> <li>• Transgender</li> <li>• Anti-bullying</li> </ul>	31/03/2019	100%	Green	The local authority has increased its support for schools to improve wellbeing of students. This includes pivotal training for schools and the development of a Restorative approaches pilot in St Cyres school. The LA has also held a schools Health Research Network event in which many local schools took part to share the evidence of the research. This covered Health and wellbeing, Substance misuse, physical activity and mental health. Children and young people have contributed to the development of the LA wellbeing strategy for education. In addition, the LA has worked with schools to refresh schools bullying policies and this has been achieved in tandem with schools who have identified

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Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
				bullying issues. The Transgender Toolkit has been developed and will be launched in 2019/20.
AA/A002: Further update the Directorate Well-being Strategy in line with the new Estyn Inspection framework.	31/03/2019	100%	Green	The strategy has been redrafted to include evidence from the SCHR report and the recent consultation with schools on the trauma based approach and ACE's. There is an action plan and a training plan in place and the strategy will be shared with head teacher in the summer term.
CS/A021: Expand restorative justice approaches through the implementation of the Policing Looked After Children Protocol, and improve our approach to monitoring and information sharing of Looked After Children in the Youth Justice System.	31/03/2019	75%	Red	Work has commenced with Managers from Children and Young People Services to develop a training programme for supervising social workers and foster carers with plans to commence this programme in May 2019. A pilot programme will be delivered initially to secure feedback to ensure that the programme is fit for purpose before rolling out to a wider audience. Meetings have taken place with South Wales Police regarding the development of a presentation and training package for Police Officers in relation to the Policing of Looked After Children Protocol, restorative approaches and the work of the YOS. Contact is being made with providers of residential homes within the Vale of Glamorgan to offer access to the restorative approaches facilitation training.
CS/A022: Work in collaboration with key partners on the enhanced case management project for implementing trauma informed practice.	31/03/2019	100%	Green	Referrals to the enhanced case management project ended in November 2018, although case formulations and reviews continue with existing children referred to the project. The YOS continues to participate in both the strategic and operational steering groups. A researcher has now been appointed to undertake an evaluation of the ECM model and the YOS is participating in this process.
CS/A023: Deliver key actions in response to the Lord Laming report in relation to 'In Care and Out of Trouble'.	31/03/2019	100%	Green	No contact has been received from Welsh Government in relation to reinstatement of the task and finish group. We are still awaiting confirmation from Welsh Government regarding approval of the Youth Justice Blueprint for Wales. Implementation of the Policing of Looked After Children Protocol

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Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
				is part of the work to reduce the criminalisation of looked after children. Funding has been secured as part of the Flexible Funding Grant now allocated to the Local Authority to continue the work of implementing the Protocol and delivering training during 2019/20 as outlined above.
HS/A072: Continue to prevent and tackle incidents of anti-social behaviour including implementing restorative justice approaches for young people.	31/03/2019	100%	Green	There has been a 23.3% reduction (90 young people) in recorded youth ASB in 2018/19 compared with 2017/18 for first time reports. This has been attributed to improved planning, partnership working and engagement within our communities. There has been an increase in young people escalating to Stage 3 of the process by 12 individuals in 2019/20 compared to the previous year. As a result there has been increased engagement with Social Services, FACT (Families Achieving Change Together) to focus on the wider needs of young people and not focusing on the ASB in isolation.
<b>IS015</b>				
RP/A052: Evaluate the Castleland Renewal Area.	31/03/2019	100%	Green	The report has been drafted on the evaluation and will be progressed during quarter 1 of 2019/20.
RP/A053: Identify and initiate a new regeneration/renewal area.	31/03/2019	75%	Red	Schemes have been delayed to combine with new WG, TRI- Grant thematic programme starting in Quarter 1 of 2019/20 to maximise the potential of investment.
<b>IS016</b>				
HS/A073: Develop a new Community Safety Strategy.	31/03/2019	90%	Red	A community safety assessment for the Vale has been completed and will be presented to the Safer Vale Strategic Board in April 2019. The work has slipped slightly due to the volume of information received from partners and ensuring that the communication links are in place with other Strategic Partnerships and plans to avoid duplication. It is anticipated that a draft Community Safety Strategy will be presented to the Safer Vale Strategic Board in June 2019.

## APPENDIX 2: Performance Indicators

## Objective 1: Reducing poverty and social exclusion

Performance Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
<b>Population Indicator</b>						
CPM/063(WO1/M002) (POV01): Percentage of working age Vale residents who are not economically active.	N/A	N/A	N/A	N/A	N/A	<p>The latest data from ONS states that 18.5% of working age residents in the Vale are economically inactive (therefore 81.5% are economically active). This is an improvement upon the figures reported in 2017 (22.7% inactivity).</p> <p>The average rate of economic inactivity in Wales during January 2018 to December 2018 was 23. % and the British average was 21%. Therefore the percentage of working age residents in the Vale that are economically active exceeds that of the Welsh and British averages.</p>
CPM/082 (WO1/M003): Vale Households in relative income poverty, measured for children, working age and those of pension age.	N/A	N/A	N/A	N/A	N/A	Annual Well-being National Indicator which is only published at a Wales level therefore data not available.
CPM/099 (WO1/M001): Percentage of people satisfied with their ability to get to/access the facilities and services they need.	N/A	N/A	N/A	N/A	N/A	During 2017/18 the National Survey for Wales asked for the first time how satisfied residents were with the availability of services. Results for the Vale were not published due to the small sample size. For Wales on average 29% were very satisfied and 39% were fairly satisfied.
<b>What difference have we made?</b>						
CPM/043: Percentage success rate on accredited courses for priority learners.	96%	91%	96%	Amber	↓	Although 5% below our target, according to Department for Employment and Skills categorisation, the 91% success rate is excellent (i.e. above 85%).



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<b>Performance Indicator</b>	<b>Q4 2017/18</b>	<b>Q4 2018/19</b>	<b>Q4 Target 2018/19</b>	<b>RAG Status</b>	<b>Direction of Travel</b>	<b>Commentary</b>
CPM/104: Percentage of Flying Start children achieving at least the expected outcomes (outcome 5+) for Foundation Phase.	85.04%	82.96%	88%	Green	↓	No commentary provided.
CPM/105: Number of tenancies sustained as a result of Money Advice Service/Council support.	572	631	200	Green	↑	During 2018/19 we focused on supporting our tenants to access subsidised water tariffs to which they were entitled but maybe not aware of. To do this, we brought in additional temporary staff to ensure that Money Advice visits were successfully completed by the deadline of December 2018. This work has contributed to the increase in our performance from 572 sustained tenancies in 2017/18 to 631 this year, exceeding our target of 200. The number of 'standard' money advice appointments has now returned to a steady rate but it has been recognised that this PI is measuring an output. Over 95% of tenants who receive money advice go on to sustain their tenancy for at least 6 months. There is a very high cost to the Council and to tenants from failed tenancies. On average it is estimated that each time a tenancy ends it costs around £5,000 in terms of lost rent, staff costs and repair costs. Whilst for tenants, a tenancy failure can be very serious resulting in homelessness, requirement for intervention from Social Services, impact on children's education etc. Money advice is therefore proving to be a very effective way of sustaining tenancies and helping people on low incomes to cope. Furthermore, the number of money advice sessions delivered proves how valuable the service is to tenants.

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Performance Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
CPM/107: Percentage of Supporting People service users who confirm that the support that they have received has assisted them to maintain their independence.	82.93%	90%	75%	Green	↑	Not all service users will be able to maintain their independence due to deteriorating mobility etc., therefore this is not always within the control of the Council however we have performed well this year and exceeded both our target and last year's performance.
<b>How well have we performed?</b>						
CPM/002: The percentage of customers who are satisfied with access to services across all channels.	99.06%	98.49%	98%	Green	↓	Software issue meant that customer surveys were not captured in Quarter 4. This software is being replaced in July 2019.
CPM/096: Percentage of attendance at Flying Start childcare.	79.90%	72.54%	75%	Amber	↓	No commentary provided.
CPM/111: Percentage of eligible Flying Start children that take up childcare offer.	84.38%	99.36%	90%	Green	↑	No commentary provided.
CPM/112: Percentage of Supporting People clients satisfied with the support they have received.	94.59%	100%	100%	Green	↑	The support is commissioned from 3rd sector organisations who are reviewed annually by the Council to ensure service quality.
CPM/170: Percentage of users showing satisfaction with a Families First service accessed.	98.23%	98.27%	97%	Green	↑	High proportion of service users remain satisfied with accessing Families First services.
<b>How much have we done?</b>						
CPM/065: The total number of subscribers to Vale Connect.	50,119	53,345	50,000	Green	↑	Steady growth in subscriptions is continuing.

**Objective 2: Providing decent homes and safe communities**

Population Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
<b>Population Indicator</b>						

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Population Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
CPM/117 (WO1/M004): Percentage of people feeling safe at home, walking in the local area and when travelling.	N/A	N/A	N/A	N/A	N/A	The latest data was reported in the National Survey for Wales 2016/17 and showed that 73% of people in Wales felt safe at home, walking in the local area and travelling. The data has not been broken down to Vale of Glamorgan level therefore this is a Welsh average.
CPM/118 (WO1/M005): Percentage of people satisfied with the local area as a place to live.	N/A	N/A	N/A	N/A	N/A	The latest data was reported in the National Survey for Wales 2016/17 and showed that 86% of people in Wales were either very satisfied (44%) or fairly satisfied (42%) with their local area. The data has not been broken down to Vale of Glamorgan level therefore this is a Welsh average.
CPM/130: Number of homeless households per 1,000 population.	3.24	3.17	3.50	Green	↑	Due to the continued successful homelessness prevention work this figure has improved over the last 12 months, despite their being circumstances with beyond the control of the local authority. S73 duties are awarded when homelessness could not be prevented by the Housing Solutions Team e.g. where a relationship has irretrievably broken down resulting in the affected family member no longer being able to continue reside in the family home. S75 duties are awarded to households that had previously been awarded a S73 duty and where a period of 56 days has elapsed since the S73, the Council is statutorily obliged therefore to award this full statutory homelessness duty (S75). Current population across the Vale of Glamorgan is 128,900.
CPM/135: Rate of all offences per 1,000 population.	63.25	62.25	N/A	Green	↑	No commentary provided.
<b>What difference have we made?</b>						

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<b>Population Indicator</b>	<b>Q4 2017/18</b>	<b>Q4 2018/19</b>	<b>Q4 Target 2018/19</b>	<b>RAG Status</b>	<b>Direction of Travel</b>	<b>Commentary</b>
CPM/012: Percentage of all households where a positive prevention action succeeded in preventing/relieving homelessness.	72.47%	70.97%	70%	Green	↓	The continued high prevention success rate shows again that the team has been very effective and consistent throughout 2018/19. The In-House support staff from Gofal, Gwalia and more recently Pobl also continue to be vitally important in helping mitigate the challenges experienced with a lean Homelessness service. The prevention success rate must also recognise that many cases are unable to be prevented due to their circumstances making the high prevention successes especially good.
CPM/026: Percentage of people who have received a Disabled Facilities Grant who feel the assistance has made them safer and more independent in their own home.	97%	94.74%	100%	Amber	↓	The sample group which completed this information is 57 people. 54 confirmed satisfaction giving 95% performance. It should be noted that a satisfaction level of over 90% is exceptional given the nature of the work being undertaken.
CPM/124: Percentage of domestic abuse victims that report that they feel safer as a result of target hardening.	100%	100%	100%	Green	↑	99 homes have received target hardening during 2018.19 an increase of 38 homes compared to 2017.18. 69 evaluations have been received to date, with 100% of victims reporting that they feel safer as a result of the target hardening.
CPM/234 (PAM/038): Percentage of local authority self-contained housing stock units that are compliant with the Welsh Housing Quality Standard (WHQS), subject to acceptable fails, at 31 March.	N/A	100%	100%	Green	N/A	At present the stock is 100% compliant with WHQS. Currently Keystone is reporting 708 properties with acceptable fails and 3151 fully compliant properties. During the last quarter 25 properties were changed from non-compliant (with one or more component failures) to fully compliant.  In total during the last quarter a total of 119 component failures were rectified. This included such components as Kitchens, rewires,

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Population Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
						<p>bathrooms, new central heating systems and works to increase a properties SAP rating equal to or above EPC rating 65.</p> <p>The Capital Projects and Voids Teams continue to pick up the upgrade of WHQS elements whereby a scheme is packaged, procured and completed, or a property becomes void or a tenant changes their mind and requests for the WHQS works to be completed.</p>
CPM/235 (PAM/039): Percentage of rent debt lost due to let-able units of permanent accommodation being empty during the year.	N/A	0.68%	1.50%	Green	N/A	<p>The number of new voids in quarter 4 remained similar to the previous quarter as did the 're-let' time i.e. the number of days to repair and re-let homes. This resulted in little change the 'void loss' figure and meant the performance for the year exceeded target. There remain a number of long term voids which require structural works, however works are being progressed and target dates set for the completion of repairs. Benchmarking has indicated that 'rent loss' performance is better than the median for all social landlords across the UK. However, a management sub group has been convened to oversee performance on all aspects of empty property management and this will meet quarterly next year to monitor and drive further improvements in performance.</p>
CPM/244: Percentage increase in the number of recorded incidents of domestic violence.	N/A	No data	N/A	N/A	N/A	<p>Awaiting information from partner agencies, the information was not available during quarter 3 and therefore is unlikely to be available in quarter 4. The Area Planning Board have agreed and published a new Market Position Statement with its commissioning intentions for 2019</p>

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Population Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
						onwards. The Vale of Glamorgan have contributed to this piece of work and will be a member of the Area Planning Board to ensure the needs of the vale are represented.
<b>How well have we performed?</b>						
CPM/010: Average number of working days to let an empty property (standard condition). (Housemark).	18.96 days	18.98	22 days	Green	↓	There has been a deterioration in the number of days to let in Q4 which meant the cumulative re let figure was 18.98 at the end of the financial year. Although there were fewer voids, more extensive works were required in the properties which led to an increased time for the 'repairs' stage of the process. This is the longest part of the process and has a large impact on the overall performance. The time taken at 'offer' stage was 5.2 days which takes into account property refusals and the fact that all tenancies start on a Monday.
CPM/011: The percentage of tenants satisfied with WHQS works.	68%	82.64%	85%	Amber	↑	<p>Whilst we have just missed target for the year, we have improved our performance on last year by almost 15%.</p> <p>During the last quarter a further 121 returns were received from tenants regarding WHQS works and overall there are 343 (out of 404 returns) tenants satisfied overall with the works. The Capital Projects Team will continue to ensure any snags or latent defects or resolved and the TLOs will continue to ensure that the process of delivering the works is clearly communicated with any issues raised with the Capital Projects and Principal Contractors to ensure they are resolved in a timely manner. This will help towards improving next year's figures.</p>

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Population Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
						<p>Historic WHQS Satisfaction Forms appear to be the main reason we have not achieved 100% satisfaction at the end of the year. Current works appear to be receiving higher satisfaction figures.</p>
<p>CPM/027 (PAM/015): Average number of calendar days taken to deliver a Disabled Facilities Grant (DFG).</p>	<p>188.15 days</p>	<p>194.73 days</p>	<p>190 days</p>	<p>Amber</p>	<p>↓</p>	<p>This figure is cumulative, so issues detailed in Q3 still relevant. In q4, there was also a grant completed through a private agent where works start date were delayed due to contractor choice and client wanting to delay to allow time to complete their kitchen. This is out of the authority's control, as clients have 12 months to complete works following approval.</p>
<p>CPM/030: The percentage of tenants that were satisfied with the outcome of an anti-social behaviour complaint. (Housemark).</p>	<p>33.33%</p>	<p>45.16%</p>	<p>50%</p>	<p>Amber</p>	<p>↑</p>	<p>Performance remains stable with around half the tenants who report neighbour problems, reporting they are satisfied with the way their complaint was dealt with. Noise continues to be a concern but the noise app is proving to be a useful deterrent. Much of the dissatisfaction relates to tenants expectations about what is appropriate and proportionate action- with some people wanting very severe sanctions, including eviction action when neighbours breach their tenancy conditions. The majority of cases are complex and involve vulnerable people as well as a range of agencies. The multi-agency response is not a quick fix but brings longer term, sustainable solutions. The other issue raised was the time taken to address issues. This relates to the previous point and the fact some tenants expect an immediate and visible response and do not appreciate the work required behind the scenes to bring about a resolution.</p>

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<b>Population Indicator</b>	<b>Q4 2017/18</b>	<b>Q4 2018/19</b>	<b>Q4 Target 2018/19</b>	<b>RAG Status</b>	<b>Direction of Travel</b>	<b>Commentary</b>
CPM/064 (PAM/013): Percentage of empty private sector properties brought back into use during the year through direct action by the local authority.	7.56%	14.07%	8%	Green	↑	We are delighted to exceed the current target.
CPM/245: Percentage of case closures as a result of non-attendance/DNA.	N/A	No data	N/A	N/A	N/A	Awaiting information from partner agencies, the information was not available during quarter 3 and therefore is unlikely to be available in quarter 4. The Area Planning Board have agreed and published a new Market Position Statement with its commissioning intentions for 2019 onwards. The Vale of Glamorgan have contributed to this piece of work and will be a member of the Area Planning Board to ensure the needs of the vale are represented.
<b>How much have we done?</b>						
CPM/246: Number of new Council Homes developed.	N/A	0	N/A	N/A	N/A	Two sites are currently in development with groundwork and site infrastructure being progressed. Property completions are not scheduled until later in the 2019/20 financial year.
CPM/247: Number of new Council Homes acquired.	N/A	0	N/A	N/A	N/A	An Acquisition policy is being developed for approval prior to the programme of acquisitions commencing.
CPM/237: Number of additional affordable housing units granted planning permission during the year as a percentage of all additional housing units granted planning permission during the year.	N/A	42.96	N/A	N/A	N/A	This year has seen a large proportion of affordable housing units granted as a proportion of all housing which exceeds the LDP expected target of 30%.



### Appendix 3 – Additional Performance Indicators (Well-being Outcome 1)

#### Objective1: Reducing poverty and social exclusion.

There are currently no measures reported under this section.

#### Objective 2: Providing decent homes and safe communities.

Performance Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
<b>Population Indicator</b>						
There are currently no additional national measures reported under this section.						
<b>What difference have we made?</b>						
PAM/012: Percentage of households threatened with homelessness successfully prevented from becoming homeless.	76.67%	80.17%	70%	Green	↑	The percentage of cases successfully prevented from becoming homelessness has again increased since last quarter due to the continued hard work of the team and the further development of the partnership working with the Housing Solutions Services In-House support providers. The support they offer provide is promptly allocated at the point of crisis better increasing the possibilities of resolving a challenging housing situation and preventing homelessness.
PAM/014: Number of additional dwellings created as a result of bringing empty properties back into use.	5.4	5	6	Red	↓	Unfortunately there was a default with a development that would have significantly supported our numbers on this (Old RAFA Club /21 Porthkerry Rd). There are a number of variables that affect the viability and approval of housing loans as well as the completion of the works supported. The majority of applications that have been processed over the last two years have been for single occupancy dwellings, in such cases there

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Performance Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
						would be no additional dwellings created. However, the creation of a minimum of 6 additional properties which are due to be completed during 2019-20 are being supported with housing loans. In addition, the measurement for this performance measurement has changed for 2019-20 (PAM014 – PAM045) which includes the creation of additional dwellings from commercial properties as well as residential properties and this change is likely to result in an increased number of dwelling being created.
PAM/037: Average number of calendar days taken to complete all repairs.	N/A	10.34	N/A	N/A	N/A	Performance has dipped slightly because of two long term staffing issues which has impacted on available resource. These issues are now being concluded which should enable performance to improve.
<b>How well have we performed?</b>						
PAM/023: Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	95.4%	95.92%	93%	Green	↑	This result shows a positive upward trend, year on year, exceeding targets and highlighting the growing number of businesses that are improving their standards. This translates to an additional 55 premises in the Vale over the last 2 years achieving a satisfactory rating, some of which can be attributed to the success of the intervention programme for food businesses. That programme ensures that any food safety issues identified are followed up by either enforcement, advice or training and subsequently revisits to ensure compliance with food safety law.
<b>How much have we done?</b>						

**APPENDIX A**

Performance Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
PAM/036: Number of affordable housing units delivered during the year per 10,000 households.	N/A	18.42	N/A	N/A	N/A	24 additional units have been delivered in quarter 4, bringing the total additional units delivered in 2018/19 to 98. The number delivered continues to be outside of the control of the Council as it depends on the available funding from Welsh Government for social housing sites and the number of sites in development by private developers, the date that the properties are being built and if the schemes are financially viable to deliver the required number of affordable housing in line with the Supplementary Planning Guidance.



## Innovative & integrated business planning for a bright future

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1. Regulatory Actions Overview:

Regulatory Body	Review	Recommendations /Proposals	Total Actions (Local)	Status of Actions		Scrutiny Committee
				Completed	Ongoing	
Wales Audit Office	Corporate Assessment Report Proposal 2016	P5	1	1	0	Corporate Performance & Resources
	Information Management & ICT	P4	2	2	0	Corporate Performance & Resources
	Annual Improvement Report 2016/17	P1	3	3	0	Corporate Performance & Resources
	Annual Improvement Report 2016/17	P2	1	1	0	Corporate Performance & Resources
	Delivering with Less – Leisure Services	R1	1	0	1	Healthy Living & Social Care
	How local government manages demand: Homelessness	R2	6	6	0	Homes & Safe Communities
	How local government manages demand: Homelessness	R4	6	6	0	Homes & Safe Communities
	How local government manages demand: Homelessness	R5	3	0	3	Homes & Safe Communities
	Annual Improvement Report 2016/17: Local Authority Funding of Third Sector Services	R1	1	0	1	Corporate Performance & Resources
	Annual Improvement Report 2016/17: Local Authority Funding of Third Sector Services	R2	1	0	1	Corporate Performance & Resources
	Wales Housing Quality Standard review	P1	1	0	1	Homes & Safe Communities
	Wales Housing Quality Standard review	P2	1	0	1	Homes & Safe Communities
	Overview and Scrutiny Fit for Future	P1-7	1 (Delivery of local Action Plan.)	0	1	Corporate Performance & Resources

Regulatory Body	Review	Recommendations /Proposals	Total Actions (Local)	Status of Actions		Scrutiny Committee
				Completed	Ongoing	
		<b>Total</b>	<b>28</b>	<b>19</b>	<b>9</b>	

**2. Regulatory Report Actions (including all current regulatory recommendations and improvement proposals)**

Theme	Title of Review Report and Regulatory Recommendation	Local Action	Responsible Officer	Target Date for completion	Status	Update	Date of Last Update	Scrutiny Committee
Partnership & Collaboration	<p><b>(National report recommendations 2016/17)</b></p> <p><b>Vale of Glamorgan Annual Improvement Report 2016/17: Local Authority Funding of Third Sector Services</b></p> <p>R1: To get the best from funding decisions, local authorities and third sector bodies need to ensure they have the right arrangements and systems in place to support their work with the third sector. To assist local authorities and third sector bodies in developing their working practices, we recommend that local authority and third sector officers use the checklist for local authorities effectively</p>	<p>Use the checklist for local authorities effectively engaging and working with the third sector to:</p> <ul style="list-style-type: none"> <li>• self-evaluate current third sector engagement, management, performance and practice;</li> <li>• identify where improvements in joint working is required; and</li> <li>• jointly draft and implement an action plan to address the gaps and weaknesses identified through the self-evaluation.</li> </ul>	Huw Isaac	Mar-18	Red	The checklist and process was reported to the Voluntary Sector Joint Liaison Committee. A meeting of the project team took place to consider the checklist and this is now being progressed. The initial completion of two elements of the checklist was well received by Committee. Work to complete the remainder is underway.	Mar-19	Corporate Performance & Resources

Theme	Title of Review Report and Regulatory Recommendation	Local Action	Responsible Officer	Target Date for completion	Status	Update	Date of Last Update	Scrutiny Committee
	<p>engaging and working with the third sector it to:</p> <ul style="list-style-type: none"> <li>• self-evaluate current third sector engagement, management, performance and practice;</li> <li>• identify where improvements in joint working is required; and</li> <li>• jointly draft and implement an action plan to address the gaps and weaknesses identified through the self-evaluation.</li> </ul>							
Partnership & Collaboration	<p><b>Vale of Glamorgan Annual Improvement Report 2016/17: Local Authority Funding of Third Sector Services</b></p> <p>R2: Poor performance management arrangements are weakening accountability and limiting effective scrutiny of third sector activity and performance. To strengthen oversight of the third sector, we recommend that elected members scrutinise the review checklist completed by officers, and regularly</p>		Huw Isaac	Mar-18	Red	The checklist and process was reported to the Voluntary Sector Joint Liaison Committee. A meeting of the project team took place to consider the checklist and this is now being progressed. The initial completion of two elements of the checklist was well received by Committee. Work to complete the remainder is underway.	Mar-19	Corporate Performance & Resources

Theme	Title of Review Report and Regulatory Recommendation	Local Action	Responsible Officer	Target Date for completion	Status	Update	Date of Last Update	Scrutiny Committee
	challenge performance by officers and the local authority in addressing gaps and weaknesses.							
	<p><b>(National Report recommendations 2017/18)</b></p> <p><b>How Local Government Manages Demand: Homelessness</b></p> <p>R5: Local authorities need to design services to engage with service users effectively and efficiently, but current standards are too variable to ensure service users are getting access to the advice they need. To improve current performance we recommend that local authorities make better use of their websites to help manage demand by:</p> <ul style="list-style-type: none"> <li>testing the usability and effectiveness of current website information using</li> </ul>	<p>Make better use of Vale website to help manage demand by:</p> <ol style="list-style-type: none"> <li>Testing the usability and effectiveness of current website information using our lines of enquiry set out in Appendix 5;</li> <li>Increasing and improving the range, quality and coverage of web based information; making better use of online applications; and</li> <li>Linking more effectively to information from specialist providers' and advice specialists, such as Citizens Advice.</li> </ol>	Mike Ingram	Mar-19	Amber	<ol style="list-style-type: none"> <li>Work is ongoing to develop a bespoke homelessness advice module through the Northgate IT system used in the Housing Service. This has taken much longer than expected due to the IT requirements; Testing ongoing after which the information will be translated into Welsh and 'go live'.</li> <li>Work is also ongoing to update the Council's Housing Solutions website page now that staff training has been completed.</li> </ol>	Mar-19	Homes & Safe Communities



APPENDIX 4: Insight Action Tracker: April 2019



Theme	Title of Review Report and Regulatory Recommendation	Local Action	Responsible Officer	Target Date for completion	Status	Update	Date of Last Update	Scrutiny Committee
	<p>our lines of enquiry set out in Appendix 5;</p> <ul style="list-style-type: none"> <li>increasing and improving the range, quality and coverage of web based information; making better use of online applications; and</li> <li>linking more effectively to information from specialist providers and advice specialists, such as Citizens Advice.</li> </ul>					<p>3. Homes4U applications now available on line (in addition to paper applications for those that require them).</p>		
	<p><b>Welsh Housing Quality Standard review including Council housing tenants</b></p> <p>P1: The Council should evaluate how effective the process is for tenants to report housing repairs via the Customer Contact Centre (Call One Vale).</p>		Andrew Treweek	Apr-19	Amber	<p>The responsive repairs service is currently investigating suitable software replacement with a view to procurement and implementation during 2019/20. This will incorporate a self-reporting portal for tenants who will be able to book on-line appointments for repairs and reduce the volume of calls being received through C1V.</p>	Apr-19	Homes & Safe Communities

APPENDIX 4: Insight Action Tracker: April 2019



Theme	Title of Review Report and Regulatory Recommendation	Local Action	Responsible Officer	Target Date for completion	Status	Update	Date of Last Update	Scrutiny Committee
	<p><b>Welsh Housing Quality Standard review including Council housing tenants</b></p> <p>P2: The Council should work with tenants to review its approach to assisting people experiencing problems with condensation and damp.</p>		Andrew Treweek	Apr-19	Amber	All reports for damp are investigated with the appropriate remedial action undertaken. A programme of energy efficiency improvements are being factored into the Housing business plan to reduce condensation risk. A 5 year rolling programme of property inspection will identify damp issues tenants fail to report.	Apr-19	Homes & Safe Communities
Environmental Sustainability	<p><b>R1: Delivering with Less – Leisure Services</b></p> <p>Improve strategic planning in leisure services by:</p> <ul style="list-style-type: none"> <li>• Setting an agreed council vision for leisure services;</li> <li>• Agreeing priorities for leisure services;</li> <li>• Focussing on the Council’s position within the wider community sport and leisure provision within the area; and</li> </ul> <p>Considering the potential to deliver services on a regional basis</p>	Finalise and adopt the Leisure Strategy	Emma Reed	Apr-18	Red	<p>A Cabinet report recommending adopting the Vale of Glamorgan Leisure strategy was considered in September 2018.</p> <p>Following Scrutiny Committee's comments which were endorsed by Cabinet, the Leisure Strategy has been further revised and a new Cabinet member has also requested an opportunity to review the Strategy prior to it going back to Scrutiny. The revised</p>	Apr-19	Healthy Living & Social care

APPENDIX 4: Insight Action Tracker: April 2019



Theme	Title of Review Report and Regulatory Recommendation	Local Action	Responsible Officer	Target Date for completion	Status	Update	Date of Last Update	Scrutiny Committee
						strategy will be considered at the earliest opportunity.		
Member Relations and Governance	<p><b>Overview and Scrutiny Fit for Future</b></p> <p>P1: Councillors should further consider the skills training that Scrutiny Members may need to better prepare them for current and future challenges and develop an appropriate training programme.</p> <p>P2: The Council's Scrutiny Committees should ensure that where appropriate Cabinet Members rather than Council officers are held to account for the efficient exercise and effective functions in accordance with statutory guidance.</p> <p>P3: The Council review the type of scrutiny support required to enable the scrutiny function to respond to current and future challenges.</p>		Jeff Rees	Apr-20	Amber	Work to progress the WAO findings will commence during Summer 2019. Planned activity is contained in the Democratic and Scrutiny Service Team Plan 2019/20.	May -19	Corporate Performance & Resources

**APPENDIX 4: Insight Action Tracker: April 2019**



Theme	Title of Review Report and Regulatory Recommendation	Local Action	Responsible Officer	Target Date for completion	Status	Update	Date of Last Update	Scrutiny Committee
	<p>P4: The Council should explore different and more innovative methods for undertaking scrutiny activities.</p> <p>P5: The Council should consider how its scrutiny activity can focus on those areas where it would have most value.</p> <p>P6: The Council should be more innovative in how it engages the public in scrutiny activities.</p> <p>P7: The Council should strengthen its evaluation of the impact and outcomes of its scrutiny activity to learn from this in order to shape the future work of the scrutiny function.</p>							

**3.Completed Regulatory Report Actions**

Theme	Regulatory Recommendation	Local Action	Responsible Officer	Target Date for completion	Status	Update	Scrutiny Committee
Asset Management	<p><b>Corporate Assessment Report 2016</b></p> <p>P5: Accelerate the gathering of buildings compliance data for properties under the Council’s control, and ensure it is recorded centrally. Thereafter, accelerate premises Managers/Duty Holders compliance training to ensure that all buildings comply with appropriate statutory, regulatory and corporate standards, and are maintained to an appropriate level.</p>	<p>Accelerate the gathering of buildings compliance data for properties under the Council’s control, and ensure it is recorded centrally. Thereafter, accelerate premises Managers/Duty Holders compliance training to ensure that all buildings comply with appropriate statutory, regulatory, and corporate standards, and are maintained to an appropriate level.</p>	Andrew Treweek	Apr-17	Complete	<p>Corporate buildings info is now logged on the IPF system and site visits are entering the second round now to establish any changes to the site’s attributes and record these on the asset database.</p> <p>The team are now issuing reminders to site managers of any impending certificate renewal which is being well received.</p> <p>There has been an increase in schools now signing up to the Compliance SLA this year as a result of the increased activity on compliance checking.</p> <p>As systems and processes are now fully established and becoming standard practice, this action is considered complete. However, it is proposed that this action is retained as a strategic action</p>	Corporate Performance & Resources

Theme	Regulatory Recommendation	Local Action	Responsible Officer	Target Date for completion	Status	Update	Scrutiny Committee
						within the Insight tracker going forward for monitoring purposes, particularly in light of the improvement notice from the Health & Safety Executive regarding the Asbestos Management in schools. Work is already been taken to address the issues identified which include training of all staff in the management of asbestos.	
Information Management & ICT	<p><b>Corporate Assessment Report 2016</b></p> <p>P4: Complete work to progress to establish a vision and objectives for the ICT service to enable it to plan and discharge its role as a corporate enabler</p>	Implement the ICT strategy reporting progress against the actions under the four objectives to the Insight Board quarterly	Nick Wheeler	Apr-20	Complete	ICT Strategy has now received sign-off by Cabinet.	Corporate Performance and Resources
Information Management & ICT	<p><b>Corporate Assessment Report 2016</b></p> <p>P4: Complete work to progress to establish a vision and objectives for the ICT service to enable it to plan and discharge its role as a corporate enabler</p>	Implement the Digital Strategy reporting progress against the action under the four objectives to the Insight Board quarterly.	Rob Thomas	Apr-20	Complete	The ICT Strategy to which the proposal relates is now in place and informed by the Council's Digital Strategy. Delivery of the Digital Strategy remains a key priority for the Council and its progress will continue to be monitored via Insight (strategic actions).	Corporate Performance & Resources

Theme	Regulatory Recommendation	Local Action	Responsible Officer	Target Date for completion	Status	Update	Scrutiny Committee
						<p>Progress as at May 2019 is a follows:</p> <ol style="list-style-type: none"> <li>1. Project teams for Digital Customer and Digital Employee continue to meet on a fortnightly basis to progress the actions of the Digital strategy. The design principles of the digital are used to guide the progress of the following projects and activities;                             <ul style="list-style-type: none"> <li>• Website Design</li> <li>• Digital Communication Tools</li> <li>• Online Resource Booking</li> <li>• E-form Integration</li> <li>• Digital Marketing</li> <li>• Contact Centre Infrastructure</li> <li>• Digital Recruitment</li> <li>• HR Self Service including Sickness Reporting</li> <li>• Office 365 Implementation</li> <li>• Auto-VPN and Wireless Connectivity</li> </ul> </li> </ol>	

Theme	Regulatory Recommendation	Local Action	Responsible Officer	Target Date for completion	Status	Update	Scrutiny Committee
						<ul style="list-style-type: none"> <li>Agile Project Management</li> <li>Digital Training</li> <li>Digital Payment Infrastructure</li> <li>Hybrid Mail</li> <li>Digital Staff communication</li> </ul>	
External Communication, consultation, Engagement and Customer Relations	<p><b>Annual Improvement Report 2016/17</b></p> <p>P2: The Council should continue to consult and engage with stakeholders on all service changes where there is likely to be a clear impact on the public and/or service users, or ensure that a clear and transparent rationale for not doing so is documented.</p>	Develop and update a central public engagement database/directory to monitor and track public engagement work and their outcomes to include the development of a feedback mechanism for reporting back key outcomes and findings from engagement work.	Huw Isaac	Sep-17	Complete	The engagement hub has been published on Staffnet and was promoted as part of the July newsnet bulletin. There will be further promotion of the hub and the database as projects progress.	Corporate Performance & Resources
Financial Planning	<p><b>Annual Improvement Report 2016/17</b></p> <p>P1: Strengthen financial planning arrangements by:</p> <ul style="list-style-type: none"> <li>Developing indicative savings plans to cover the period of the Medium Term Financial Plan (MTFP);</li> <li>Developing a strategic approach to income generation; and</li> </ul>	Financial Control: Develop a strategic approach to income generation/charging policy.	CMT	Jun-17	Complete	It is proposed to mark this proposal complete as the Income Generation & Commercial Opportunities Strategy has been approved and its implementation is being monitored via Insight.	Corporate Performance & Resources



Theme	Regulatory Recommendation	Local Action	Responsible Officer	Target Date for completion	Status	Update	Scrutiny Committee
	<ul style="list-style-type: none"> <li>Ensuring all savings plans included in the annual budget are fully developed when the budget is agreed</li> </ul>						
Financial Planning	<p><b>Annual Improvement Report 2016/17</b></p> <p>P1: Strengthen financial planning arrangements by:</p> <ul style="list-style-type: none"> <li>Developing indicative savings plans to cover the period of the Medium Term Financial Plan (MTFP);</li> <li>Developing a strategic approach to income generation; and</li> <li>Ensuring all savings plans included in the annual budget are fully developed when the budget is agreed</li> </ul>	Develop support for managers on commercialisation and income generation.	Tom Bowring	Mar-18	Complete	The Management Development Programme recently featured income generation as part of the session design, with colleagues discussing possible opportunities, the risks and benefits associated and what steps need to be taken to implement them. Further targeted support for managers will be identified as the programme progresses. This has most recently included a gateway review of the catering project to support the development of plans for the local authority trading company.	Corporate Performance & Resources

Theme	Regulatory Recommendation	Local Action	Responsible Officer	Target Date for completion	Status	Update	Scrutiny Committee
Financial Planning	<p><b>Annual Improvement Report 2016/17</b></p> <p>P1: Strengthen financial planning arrangements by:</p> <ul style="list-style-type: none"> <li>Developing indicative savings plans to cover the period of the Medium Term Financial Plan (MTFP);</li> <li>Developing a strategic approach to income generation; and</li> <li>Ensuring all savings plans included in the annual budget are fully developed when the budget is agreed</li> </ul>	Strengthen financial planning arrangements by developing indicative savings plans to cover the period of the Medium Term Financial Plan.	Carys Lord	Apr-18	Complete	Medium Term Financial Plan was considered and agreed by cabinet in September 2018	Corporate Performance & Resources
	<p><b>(National Report recommendations 2017/18)</b></p> <p><b>How Local Government Manages Demand: Homelessness</b></p> <p>R2: That local authorities review their funding of homelessness services to ensure that they can continue to provide the widest possible preventative approach needed. Reviews should consider use of Supporting People as well as General Fund Council monies to support the</p>	<ul style="list-style-type: none"> <li>Ensure that the Homelessness Prevention Funding received from Welsh Government within the Revenue Support Grant is maximised and targeted at homelessness prevention</li> <li>Set up a Gateway for all Supporting People funded services to ensure clients coming through the homelessness service</li> </ul>	Mike Ingram	Mar-19	Complete	<p>New Homelessness Prevention Grant Delivery Plan submitted to Welsh Government by 28<sup>th</sup> February 2019 deadline.</p> <p>Gateway in place.</p>	Homes & Safe Communities

Theme	Regulatory Recommendation	Local Action	Responsible Officer	Target Date for completion	Status	Update	Scrutiny Committee
	<p>delivery of the authority's homelessness duties</p>	<p>are provided with the most appropriate support</p> <ul style="list-style-type: none"> <li>• Monitor the outcomes of the support services provided to those clients who are homeless or threatened with homelessness</li> <li>• Identify any gaps in services for homelessness clients funded by supporting people and report the findings in the annual Local Commissioning Plan</li> <li>• Commission new support services or reconfigure existing services as required for homelessness clients funded by the Supporting People Grant in line with the evidence of need collected</li> <li>• Monitor the support services in place for homelessness clients to ensure they are meeting the client's needs and expectations i.e. collect</li> </ul>				<p>Annual data submitted to Welsh Government.</p> <p>Annual Supporting People Local Commissioning Plan adopted by Cabinet and RCC.</p> <p>Private Sector Support Service now in place based on needs analysis.</p> <p>A rolling programme of service monitoring is in place for all support services in the Vale of Glamorgan funded by the Supporting People Programme Grant. Service User satisfaction levels are collected as part of each review.</p>	

Theme	Regulatory Recommendation	Local Action	Responsible Officer	Target Date for completion	Status	Update	Scrutiny Committee
		<p>feedback on satisfaction levels with the service provided</p>					
	<p><b>How Local Government Manages Demand: Homelessness</b></p> <p>R4: That local authorities:</p> <ul style="list-style-type: none"> <li>• Publish Service Standards that clearly set out what their responsibilities are and how they will provide services to ensure people know what they are entitled to receive and what they must do for themselves</li> </ul> <p>Service Standards should :</p> <ul style="list-style-type: none"> <li>• Be written in plain accessible language;</li> <li>• Be precise about what applicants can and cannot expect, and when they can expect resolution;</li> <li>• clearly set out the applicant’s role in the process and how they can</li> </ul>	<ol style="list-style-type: none"> <li>1. Implement the National Service User Standard for Welsh Homelessness Services developed by Shelter Cymru.</li> <li>2. Review and update as required the written advice leaflets available at first point of contact, including those for external organisations e.g. Citizens Advice, Shelter Cymru</li> <li>3. Ensure that the advice and assistance given is confirmed by issuing the appropriate paperwork and that this is recorded in the individual’s case notes</li> </ol>	<p>Mike Ingram</p>	<p>Mar-19</p>	<p>Complete</p>	<ol style="list-style-type: none"> <li>1. National service user standard implemented.</li> <li>2. Information packs developed and issued to all clients of the service on first presentation which includes internal and external contact details.</li> <li>3. Up to date and ongoing. All case officers update client’s case notes with details of all contact, advice given and actions taken.</li> <li>4. External support funded by the Supporting People Programme and commissioned from Gwalia and Gofal now</li> </ol>	<p>Homes &amp; Safe Communities</p>

Theme	Regulatory Recommendation	Local Action	Responsible Officer	Target Date for completion	Status	Update	Scrutiny Committee
	<p>help the process go more smoothly and quickly;</p> <ul style="list-style-type: none"> <li>• Be produced collaboratively with subject experts and include the involvement of people who use the service (s);</li> <li>• Effectively integrate with the single assessment process;</li> <li>• Offer viable alternatives to the authority’s services; Set out the appeals and complaints processes. These should be based on fairness and equity for all involved and available to all.</li> </ul>	<ol style="list-style-type: none"> <li>4. Provide external support funded by Supporting People at first point of contact for clients if required</li> <li>5. Provide all clients with an information pack at first point of contact</li> <li>6. Ensure that all clients who require assistance under the Housing (Wales) Act 2014 are issued with a Personal Housing Plan which sets out the rights, responsibilities and expectations of the local authority and the client</li> <li>7. Ensure that all notifications sent out to clients set out the review/appeal process, including timeframes as well as contact details for external organisations that can assist e.g. Shelter Cymru.</li> </ol>				<p>available at first point of contact to all clients accessing the Housing Solutions Service.</p> <ol style="list-style-type: none"> <li>5. All clients now issued with a Personal Housing Plan.</li> <li>6. All standard letters issued by the Housing Solutions Team now include information on the review/appeal procedure.</li> <li>7. Standard letters updated to contain all relevant information.</li> <li>8. The Council’s complaints process information is made available to all applicants on request and is provided in their required format.</li> </ol>	

**APPENDIX 4: Insight Action Tracker: April 2019**



Theme	Regulatory Recommendation	Local Action	Responsible Officer	Target Date for completion	Status	Update	Scrutiny Committee
		8. Provide a copy of the Council's Complaints process to all clients on request and in their preferred format.					