

ASPIRATIONAL
& CULTURALLY
VIBRANT



VALE OF GLAMORGAN COUNCIL

Aspirational and Vibrant Performance Report

QUARTER 4:1 APRIL 2018 – 31 MARCH 2019



Our overall RAG status for 'Aspirational and Culturally Vibrant' is AMBER

1.0 PERFORMANCE SNAPSHOT



ACTIONS					PERFORMANCE MEASURES				
Our performance against the Corporate Plan actions is on track for delivery, giving us an overall GREEN RAG status for this outcome.					Our performance against performance measures is on track, giving us an overall AMBER RAG Status against this outcome.				
Service Plan Actions Objective 5: Raising overall standards of achievement					Performance Measures Objective 5: Raising overall standards of achievement				
			N/A	Total				N/A	Total
			0	19				1	30
Objective 6: Valuing culture and diversity					Objective 6: Valuing culture and diversity				
			N/A	Total				N/A	Total
			0	49				6	12
Total for the Outcome					Total for the Outcome				
			N/A	Total				N/A	Total
			0	68				7	42



1.1 PERFORMANCE EXCEPTIONS

1.1.1 Objective 5: Raising overall standards of achievement

Corporate Plan Action AC003: Increase the learning opportunities for disadvantaged individuals and vulnerable families.

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Service Plan Action	% Complete	RAG Status	Direction of Travel	Commentary
SL/A003: Continue to promote digital access and literacy with particular reference to deprived areas and hard to reach groups.	75%			This programme will not be complete until the end of the academic year and exams results etc. have been received. The ACL service working in Partnership with Cardiff and the Vale College have commenced an online learning service 'Learn Direct' in the computer suite at Barry Library. If this proves successful, this could be rolled out to other learning centres and libraries.

Performance Indicator	Q4 2017/2018	Q4 2018/2019	Q4 Target 2018/2019	Direction of Travel	Commentary
CPM/041: Percentage of FSM pupils in year 11, in schools maintained by the local authority who achieved the level 2 threshold including GCSE grades A* - C in English, Welsh First Language and Mathematics.	27.9%	26.47%	31.50%		This was below the aggregated target and a decrease of 0.4 percentage points from 2017. Even though the decrease is minimal, the gap widened as a result of significant improvement in the performance of other pupils.
CPM/034: The percentage of school days lost due to fixed-term exclusions during the academic year in primary schools.	0.01%	0.02%	0.01%		The increase reflects a rise in the number of younger pupils who present with significant social, emotional and mental health difficulties. Many of the exclusions relate to multiple exclusions of a small number of pupils where every effort is made to maintain a mainstream school placement and avoid the need for specialist provision. In order to minimise exclusions, the Exclusion Forum scrutinises data every half term and supports and challenges schools as appropriate. Youth



Performance Indicator	Q4 2017/2018	Q4 2018/2019	Q4 Target 2018/2019	Direction of Travel	Commentary
					Service interventions reduce likelihood of exclusion. The Behaviour Improvement Team develop Individual Behaviour Plans immediately following exclusion.

1.1.2 Objective 6: Valuing culture and diversity

Corporate Plan Action AC010: Improve our knowledge of the diverse needs of the community, so that groups of people protected under the Equality Act 2010 can better access Council services.


Service Plan Action	% Complete	RAG Status	Direction of Travel	Commentary
HR/A011: Work with the Procurement Service to implement Welsh Government's "Code of Practice for Ethical Employment" and contribute to the review of the Council's Procurement Policy & Strategy to reflect the Modern Slavery Act 2015.	90%			There has been further slippage in progressing the draft policy and protocol. There has been further information and discussion at Wales HRD and at Joint Council of Wales which will require a further re-draft prior to referral to Corporate Management Team in Q1. Training resource has been already been identified in readiness to support the implementation of the operation of the Code and Modern Slavery Act obligations. As part of the national NJC pay award arrangements the Council continues to pay its staff above the Foundation (Real) and National Living wage thresholds. This was bolstered by the commitment of the Council to work towards achieving the full aspirations of the Living Wage foundation.

Corporate Plan Action AC015: Review and implement the Vale Arts Strategy with an increased focus on marketing and regional working.

Service Plan Action	% Complete	RAG Status	Direction of Travel	Commentary
SL/A036: Establish a new strategy for the space currently housing the Arts Central Gallery.	75%			The strategy was launched and implementation is under way. The policy of recovering costs from the gallery space has been introduced where appropriate and charges for

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Service Plan Action	% Complete	RAG Status	Direction of Travel	Commentary
				exhibiting organisations and commission on sales has increase. Sustainable options and models are currently being identified for further investigation and an assessment of their financial viability. This will be completed in Quarter 2019/20.

Performance Indicator	Q4 2017/2018	Q4 2018/2019	Q4 Target 2018/2019	Direction of Travel	Commentary
CPM/072: The average speed of answer for calls on the Welsh language line (seconds).	77 seconds	141 seconds	60 seconds		Although average speed of answer for Welsh language calls was shorter than the overall departmental performance (194 seconds) and showed gradual improvement over the year it remained below the target of 60 seconds. Average speed of answer in Q4 was 89 seconds. A total of 759 Welsh language calls were answered during the year. Performance has been impacted by staff turnover driven by high demand for Welsh language skills, increasing work intensification in C1V (97% agent utilisation) and reductions in staffing levels to meet savings targets while not achieving increased take up of online self-service options for customers.

APPENDIX 1: Service Plan Actions

Objective 5: Raising overall standards of achievement

Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
AC001				
AA/A003: Hold the CSCJES to account for delivering its Business Plan 2018/19 and ensure outcomes impact positively on the standards of achievement and well-being of all learners in the Vale of Glamorgan.	31/03/2019	100	Green	Impact review meetings were held prior to the Christmas holidays which confirm continued progress. A number of the identified actions will be carried forward to the 2019/20 business plan, largely as a result of delays in relevant publications from Welsh Government.
SL/A028: Implement a full review of the Schools Fair Funding Scheme.	31/03/2019	100	Green	A review of the fair funding scheme was completed, there were a few queries that arose in the consultation with headteachers and governors which were satisfactorily resolved.
SL/A029: Further develop the management and use of existing data systems across teams to enhance reporting and multidisciplinary approaches to supporting young people.	31/03/2019	100	Green	VISTA dashboard continues to be developed in CAPITA ONE. A School Organisation project referenced at SL/A029 is underway using R and MySQL to manipulate and blend datasets, and using Tableau for data deep dive and predictive analysis (this is an on-going programme of works).
AC002				
AA/A004: Further develop provision for learners with social, emotional and behavioural difficulties, particularly excluded pupils and those who are temporarily unable to attend school e.g. EOTAS.	31/03/2019	100	Green	Several trials have been in place on the use of trauma informed approaches. This has been developed with local primary and special schools. Schools have shared good practice and a model of behaviour management is emerging. Early indications are that the approaches are appropriate and positive in reducing exclusions.
AA/A005 (SI/A018): Implement key Welsh Government and ESTYN recommendations in	31/03/2019	100	Green	Regular virtual school meetings have been established with agreed pathways for escalating cases of concern to Heads of Services.

Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
relation to improving outcomes for children and young people looked after by the local authority.				
AA/A006: Work with partners to improve our approach to monitoring and information sharing in relation to vulnerable children and young people in the Youth Justice System to improve education outcomes.	31/03/2019	100	Green	CYPS and Learning and skills have developed a joint working framework which has had an impact on cross directorate working. Shared posts are in place to support CLA and YOS clients and both directorates are able to direct resource and staff expertise at those most vulnerable. Operational managers meet regularly to discuss complex cases, monitor student progress and to develop collaboration further.
AC003				
AA/A007 (SI/A020): Monitor the impact of programmes and develop provision in line with current Welsh Government priorities and criteria for Families First.	31/03/2019	100	Green	All projects fully operational and progressing well. Referral process through FFAL is helping ensure appropriate referrals are being made and/or signposted. Parenting and Youth wellbeing team are both effectively helping families and young people. Youth Wellbeing team is delivering MHFA training in schools to build capacity and knowledge. RBA report cards are measuring impact and outputs.
SL/A003: Continue to promote digital access and literacy with particular reference to deprived areas and hard to reach groups.	31/03/2019	75	Red	This programme will not be complete until the end of the academic year following the receipt and examination results. The ACL service working in Partnership with Cardiff and the Vale College have commenced an online learning service 'Learn Direct' in the computer suite at Barry Library. If this proves successful, this could be rolled out to other learning centres and libraries.
AC004				
AA/A008 (SI/A021): Continue to utilise ESF funding in partnership to increase the number of young people aged 18-24 entering employment or training.	31/03/2019	100	Green	On target with two aspects already achieving above expected outcomes. Feedback from lead beneficiary has been very positive in terms of the project's progress towards its targets. Project Indicator (cumulative data) as at current Quarter 8 of I2W operation 1:

Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
				<ul style="list-style-type: none"> • Enrolments (100%) • Outcome: Further ET (100%) • Outcome: Qualification (240%) • Outcome: Employment (154%)
AC005				
AA/A009: Provide additional challenge on the post 16 curriculum offer and ensure schools plan effectively.	31/03/2019	100	Green	No concerns have been raised by Welsh Government regarding the Vale schools' post 16 planning. We are now in the process of updating the plans with schools. Challenge advisers will be scrutinising and challenging schools' curriculum offer in the summer term using Alps data.
AC006				
AA/A010: Restructure the Youth Service to ensure cost effective service delivery and breadth of available services to young people.	31/03/2019	100	Green	All changes are in place. The teams are able to work across the county and no youth provision has closed. The changes have been received positively by young people. The numbers of accredited opportunities has risen and the service has exceeded its established target. The service continues to develop and will grow further in 2019/20. The service has also driven change via the Duke of Edinburgh Award and is in the top 3 performing LA in Wales.
AC007				
AA/A011: Deliver the Welsh Government's priorities for 2018/19 in relation to the Additional Learning Needs Bill and monitor impact.	31/03/2019	100	Green	All schools are now organised in Secondary school feeder clusters. They have completed the Readiness surveys and PCP audit and analysed the audits in clusters and regionally. Cluster leads are meeting regularly with the transformational Lead, working on priorities for the ALN Bill. IDP format has been trialled within the special school cluster and within mainstream cluster groups. Results are being collated. Code consultation has been completed. Central staff and council members have been trained on the up coming changes in the Bill. Transformational project

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Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
				Board meetings are attended regularly and monitoring of the overall plan is on target.
AA/A012: Further develop tracking systems for pupils with ALN and monitor impact.	31/03/2019	100	Green	All staff are able to access ONE. Outreach staff are waiting for the Windows 10 roll out and ICT support. Process maps for ONE have been developed to ensure that procedures are used consistently. Reports need to be developed in order to retrieve the tracking information that will be useful to monitor caseload, progress and achievement. SER will sure impact.
AA/A013: Establish a system to identify early opportunities for intervention and to identify progress of individual pupils throughout their engagement with the ALN service.	31/03/2019	100	Green	Early Years meetings continue to be attended, regionally and with Cardiff. Two different teams of Early Year Meetings have been attended - transformational Additional Learning Needs (ALN) Bill meetings and Disability Future meetings. Through attendance at the Early Year (EY) meetings a core set of staff have been identified to develop an action plan of early identification for the Vale, ensuring that information is shared with the correct staff and schools. A job description is being developed for an EY coordinator role, as set out in the ALN Bill. Multi-disciplinary pathways for early identification are being developed with Cardiff to ensure consistency of approach.
AC008				
LS/A014: Provide legal advice, guidance and support on legal matters in relation to secondary school provision in Barry and the 21st century schools project.	31/03/2019	100	Green	Advice continued during quarter 4 have been given some ad hoc advice concerning some aspects of the 21 st Century Schools Programme.
SL/A020: Complete the disposal of assets such as the Eagleswell school site (Ysgol Y Ddraig).	31/03/2019			No progress currently with this issue. Alternative options for disposal are being considered.

Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
SL/A030: Prepare for all SIP projects identified for Band B of the 21st Century Schools programme.	31/03/2019	100	Green	All School Investment Programme projects for Band B have been identified. WG changed the intervention rate in November and as a result the programme was revised. Cabinet approved the revised programme in January and the revised SOP has been issued to WG. Individual projects will now be progressed through the different stages.
SL/A031: Investigate alternative learning environments for the Pupil Referral Unit (PRU).	31/03/2019	100	Green	A preferred site location has been identified and feasibility work has been undertaken. Work will now begin to develop the consultation on transforming ALN education across the Vale of Glamorgan.
AC009				
SL/A032: Progress the outline business cases and full business cases for all approved schemes in Band B for Welsh Government.	31/03/2019	100	Green	All business cases for 2018/19 have been undertaken. There will be further business cases in the 2019/20 year including - Whitmore High School (FBC), Ysgol Gymraeg Bro Morgannwg (FBC), Pencoedtre High School (FBC), Barry Waterfront (OBC/FBC), St David's (BJC), St Nicholas (BJC) & Western Vale (BJC)

Objective 6: Valuing culture and diversity

Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
AC010				
PD/A008: Reinforce and improve the quality of Equality Impact Assessments produced across the Council.	31/03/2019	100	Green	The Equality Co-ordinator has attended all departmental management meetings to remind officers about the importance of completing equality impact assessments. Guidance on equality impact assessments remains up to date and is clearly available for all staff on StaffNet for officers to use to help officers improve the quality of their assessments. We continue to monitor their quality as they

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Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
				are completed and advise on how they can be improved where appropriate.
PD/A027: Deliver the key equality actions for 2018/19 as outlined in our Stonewall action plan.	31/03/2019	100	Green	We gathered information from across the organisation, particularly Human Resources, Equalities, Procurement, Communications, and our LGBT+ Network to provide evidence of our progress in making our workplace inclusive for all lesbian, gay, bi, and trans staff. We made our submission to the Stonewall Workplace Equality Index at the beginning of September 2018 and received our results in January 2019. We improved our ranking by 78 places in a very competitive year. Our ranking put us in the top half of the performance table. We strengthened our LGBT+ and Allies Network and relaunched it as GLAM in January. The Network will be working with us on aspects of the Stonewall action plan in the year ahead.
PD/A009: Improve equality monitoring data from service areas so that services can make more informed decisions about service delivery.	31/03/2019	100	Green	The process of gathering monitoring data from service areas has been completed for 2017 – 2018 and included in the Annual Equality Monitoring Report for that year. The information has been considered at Learning and Culture Scrutiny Committee. The Committee was pleased with the work that services are doing to monitor access to their services and the action they have taken to make improvements. The report has been approved by Cabinet and published on our website.
Other service contributions to AC10: Improving knowledge of needs of the community so that protected groups under the Equality Act 2010 can better access Council services.				
AA/A015 (SI/A012): Continue to work with the Corporate Equalities Team to improve the monitoring data within the Achievement for All service to enable more informed decisions about service delivery.	31/03/2019	100	Green	All teams are still working towards establishing data on ONE. Reports to aid data monitoring continue to be developed for each of the teams. Team leaders are beginning to use ONE data to monitor and evaluate progress, achievement and service delivery. This is informing how services are

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				developed and provided. Vulnerable groups are beginning to be identified, so that they can be tracked across provisions.
HR/A010: Deliver the key employment actions for 2018/19 as outlined in our Stonewall action plan.	31/03/2019	100	Green	Further meetings of the LGBT and allies group have taken place throughout quarter 4 and in February 2019 the internal GLAM group was launched which the Council affords support . The Council submitted its response to the Stonewall 2018/19 Employers Index survey, the response of which showed a significant improvement in our standings from a rank of 293 in 2018 to a rank of 215 in this year’s Survey outcome. The annual Stonewall staff survey was launched in August 2018, the response of which has been shared by Stonewall with the Council and GLAM and will be used to contribute to this year's action plan which will be shared for consultation with GLAM and relevant stakeholder groups.
HR/A011: Work with the Procurement Service to implement Welsh Government’s “Code of Practice for Ethical Employment” and contribute to the review of the Council’s Procurement Policy & Strategy to reflect the Modern Slavery Act 2015.	31/03/2019	90	Red	There has been further slippage in progressing the draft policy and protocol. There has been further information and discussion at Wales HRD and at Joint Council of Wales which will require a further re-draft prior to referral to Corporate Management Team in Q1. Training resource has been already been identified in readiness to support the implementation of the operation of the Code and Modern Slavery Act obligations. As part of the national NJC pay award arrangements the Council continues to pay its staff above the Foundation (Real) and National Living wage thresholds. This was bolstered by the commitment of the Council to work towards achieving the full aspirations of the Living Wage foundation.
NS/A044 (VS/A069): Work towards achieving the silver award in the InSport equality standard.	31/03/2019	100	Green	This is a long term action for achieving accreditation. Specific criteria has to be met and evidence submitted to demonstrate this criteria is met in order to be able to apply for the accreditation. One of the criteria areas that have to

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				be demonstrated is highlighting that our leisure centre provision is inclusive. This has proved more time consuming than as the leisure centres are not managed by the Council. However progress is being made to gather the evidence from Legacy Leisure to demonstrate the commitment to inclusion. The application timeline is also determined by when panel meetings are available as the accreditation also requires an interview with Disability Sport Wales Insport accreditation panel members. We are currently working towards a panel meeting date of November 2019.
NS/A045 (VS/A070): Continue to engage with protected groups to enable their views to inform service developments.	31/03/2019	100	Green	The division continues to actively engage with protected groups. This can be seen through a consultation this quarter on Discretionary Fare Paying Transport which will ensure protected groups needs are considered.
NS/A046 (VS/A071): Ensure all relevant staff complete equality impact assessment training.	31/03/2019	100	Green	The Council's Equality Officer attended the Management Team meeting this quarter with regards to the completion of impact assessments. All managers have also been informed staff of the need to attend and complete the relevant training.
RM/A016 (BM/A033): Deliver further Equality Impact Assessment training as appropriate.	31/03/2019	100	Green	Training delivered to all OMs and HoS.
SL/A023: Review current methodology of school place planning and accuracy of projections.	31/03/2019 (ongoing)	100	Green	The School Organisation data project is continuing to make progress. Data relating to new housing developments is now in place and modelling options are being considered. This is an ongoing project for the Directorate
SL/A038: Continue to work with the Corporate Equalities Team to improve the quality of monitoring data within the Strategy, Community Learning and Resources Service to enable more informed decisions about service delivery.	31/03/2019	100	Green	We continue to engage and develop the quality of equality monitoring data with the corporate equalities team to ensure information is accurate and timely to inform proposals and decisions on service delivery.

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RP/A095: Identify a site for Gypsy and Travellers.	31/03/2019	100	Green	Site was identified to deliver a possible location for G&T, however, following considerable public opposition Cabinet decided not to progress this option. Officers continue to work with WG and the occupiers of the Hayes Road site to identify a suitable site and to work with WG to amend the current guidance and grant regime to reflect the needs of new travellers. A new process of possible site identification has commenced and this is being undertaken with consideration of both new guidance and having regard to similar processes undertaken by councils throughout the UK.
AS/A008: Continue to improve equality monitoring data to enable more informed decisions about service delivery.	31/03/2019	100	Green	We have reviewed our forms to ensure that we are clear of the purpose of collecting data and using this to inform our services in the future. Equalities team members have attended our Integrated Management Team to discuss how we can ensure that we make connections with hard to reach communities to inform our services better.
CS/A010: Improve equality monitoring data to enable more informed decisions about service delivery.	31/03/2019	100	Green	The initial review of the team arrangements has confirmed positive implementation of the new structure, with more focused activity aligned to function and service need.
DS/A003: Improve equality monitoring data to enable more informed decisions about service delivery.	31/03/2019	100	Green	All public document or forms are presented in plain language and style in accordance with our guidance; and includes a statement at the front of the document as follows – ‘You can ask for this document in other formats. For example, in a larger font, or on different colour paper’. A small number of agenda for committees have been produced in this manner following receipt of a request.
FIT/A007: Improve equality monitoring data within Finance and ICT to enable informed decisions about service delivery.	31/03/2019	100	Green	The collection of data is ongoing. Some analysis of the data has been completed and will be fed into the service development plans for 2019/2020.
HS/A023: Improve equality monitoring data to enable more informed decisions about service delivery.	31/03/2019	100	Green	Equality monitoring information is collected by all parts of the Housing Service and Equality Impact Assessments have been completed for all service and policy reviews.

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LS/A009: Improve equality monitoring data to enable more informed decisions about service delivery.	31/03/2019	100	Green	Whilst equality impact assessments are not required to be completed by Legal Services, Legal Services Officers are occasionally requested to provide legal advice in this regard to our internal clients to help inform decision making. This has been the case in quarter 4 in relation to a number of projects.
HR/A005: Continue to collect and monitor employment equality data to make more informed decisions about service delivery.	31/03/2019	100	Green	The collection and monitoring of employment equality data is collected and reported as required. This information is used to assess potential changes to recruitment and selection practices. During Q4 feedback was received from Stonewall following the Council's annual submission, and this has informed minor changes to our recruitment application equalities form.
NS/A043 (VS/A050): Improve equality monitoring data to enable more informed decisions about service delivery.	31/03/2019	100	Green	Completed EIA for removal of Fare Paying School Transport which is subject to public consultation. The Parking EIA is subject to Scrutiny Committee consideration.
RP/A039: Improve equality monitoring data to enable more informed decisions about service delivery.	31/03/2019	100	Green	The equalities surveys have been compiled and will be reported via the Councils' Equalities monitoring survey.
SRS/A013: Improve equality monitoring data to enable more informed decisions about service delivery.	31/03/2019	100	Green	The Shared Regulatory Service (SRS) is undertaking a review of customer/service user data collection methods in 2018/19 to improve service delivery. This process will pay particular attention to equality monitoring to ensure the aspirations of the Act and Council policy are reflected in day to day operations.
AC011				
PD/A010: Continue to work closely with Menter Bro Morgannwg and the Urdd to promote the social use of Welsh in the Vale of Glamorgan.	31/03/2019	100	Green	Menter Bro Morgannwg are continuing to provide the agreed programme for social activities in the Vale for Welsh speakers, Welsh learners and bilingual families. Details on the events taking place within the Vale to promote the social use of Welsh language can be found at www.menterbromorgannwg.cymru . Events organised

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				during quarter 4 have included; a spring-themed nature trail at Porthkerry for families, 2 fully booked new Baby Sensory sessions at Barry Library, February half term Care Scheme, and new open access holiday play schemes for free at Ysgol Gwaun y Nant and Ysgol Dewi Sant which have proved a very popular addition to Menter's school holiday provision. Menter also support Learn Welsh the Vale and other partners with the running of Clwb Ni which is a homework club for parents, carers and children in Welsh schools. The Urdd continue to promote and organise a programme of weekly sports clubs to further promote the social use of Welsh.
PD/A028: Implement key actions for 2018/19 as outlined in the Council's Welsh Language Promotion Strategy.	31/03/2019	100	Green	A detailed annual update for year 2 has been included in the Welsh Annual Monitoring Report which will be available on our website in June.
AC012				
PD/A029: Continue to implement the Welsh Language standards.	31/03/2019	100	Green	An Annual Monitoring Report has been drafted and will be presented to Cabinet in June and published on our website by the end of June. Detailed progress on all areas of the Action Plan are included.
PD/A030: Promote and provide opportunities for staff to access Welsh language courses.	31/03/2019	100	Green	We continue to work closely with the LearnWelsh team to deliver Welsh language opportunities. Enrolments for the 2019/20 sessions have been boosted by an extra beginners course. We are also involved in piloting a Mentoring course.
Other service contributions to AC12: Implement the Welsh Language Standards to improve access to services and information.				
AA/A016: Continue to develop ALN services in Welsh in line with the Welsh in Education Strategic Plan (WESP) 2017-20.	31/03/2019	100	Green	Transformational meetings across the region have continued. The audit of Welsh movement in schools across the region has been finalised. Welsh resources across the region have been audited and an event has been undertaken to share these resources more widely. The transformational Board has agreed that the group will be a priority for next year's transformational funds from Welsh Government.

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AS/A031: Ensure compliance with 'More than just words' policy and the Welsh Language Standards.	31/03/2019	100	Green	Cardiff and Vale of Glamorgan Regional More than Just Words Welsh Language Forum met on January 15th. Discussion centred on recruitment, promotion of the Welsh offer to prospective and existing social services staff, Welsh Language requirements from service providers and governance of the Forum. Departmental lead and Corporate Welsh Language Officer to meet on April 12th to draft proposals for Senior Management Team to consider for implementation in the Vale.
AS/A032: Continue to promote and provide opportunities for staff to access Welsh language courses.	31/03/2019	100	Green	Cardiff and Vale of Glamorgan Regional More than Just Words Welsh Language Forum met on January 15th. Discussion centred on recruitment and promotion of the Welsh offer to prospective and existing social services staff. Departmental lead and Corporate Welsh Language Officer to meet on April 12th to draft proposals for Senior Management Team to consider for implementation in the Vale. Availability of Welsh Language courses continue to be promoted via staffnet and internal communications
CS/A018: Continue to promote and provide opportunities for staff to access Welsh language courses.	31/03/2019	100	Green	Cardiff and Vale of Glamorgan Regional More than Just Words Welsh Language Forum met on January 15th. Discussion centred on recruitment, promotion of the Welsh offer to prospective and existing social services staff, Welsh Language requirements from service providers and governance of the Forum. Departmental lead and Corporate Welsh Language Officer to meet on April 12th to draft proposals for Senior Management Team to consider for implementation in the Vale. Availability of Welsh Language courses continue to be promoted via staffnet and internal communications.
DS/A004: Evaluate requirements for translation of documentation.	31/03/2019	100	Green	Any specific request will be compiled if/when they arise to ensure we comply with the Welsh Language Standards requirements. The Council currently produces bi - lingual

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				agendas for all its formal meetings in order to comply with the above Standards and to assist Welsh speakers to engage to the Council's decision making processes. The Wellbeing and Future Generations (Wales) Act sets out effective transparency as a key part of improving the delivery of public bodies.
HR/A012: Continuation of compliance with the Welsh Language Standards by ensuring effective use of Welsh within HR services where applicable.	31/03/2019	100	Green	All policies and procedures are available and can be supported through the medium of Welsh. Following the meeting between HR and colleagues from Equalities and Learning & Skills during quarter 3 with a delegate from the Commissioner for Welsh Language no adverse comments were received in relation to the HR function and responsibilities.
HS/A047: Ensure service delivery complies with Welsh language standards.	31/03/2019	100	Green	The Service is compliant with the Welsh Language Act by ensuring that all publicly available documents are available in Welsh.
HS/A048: Promote and provide opportunities for staff to access Welsh language courses.	31/03/2019	100	Green	Staff have been made aware of the Welsh courses and those who requested approval to pursue are attending the lessons. All documentation is available in English and Welsh and the Translation Service is used when required.
LS/A010: Ensure service delivery complies with Welsh language standards.	31/03/2019	100	Green	Service delivery compliance with the Welsh language standards has been achieved in quarter 3 ensuring the service complies with the Council's Welsh language scheme.
LS/A011: Promote and provide opportunities for staff to access Welsh language courses.	31/03/2019	100	Green	Opportunities for staff to learn and develop their Welsh language skills through courses are being promoted through the Council's staff appraisal #itsaboutme process which is currently being undertaken across the Council.
NS/A047 (VS/A072): Ensure service delivery complies with Welsh language standards.	31/03/2019	100	Green	Staff are aware of the requirements of the Councils scheme and staff are encouraged to use their skills in the workplace as services within this area offered in the Welsh Language as needed. Job descriptions, notices and consultation documentation that is held and produced are now available

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				bilingually as required. Further consultations this quarter were undertaken in respect of the Parking Strategy which were also available in the medium of Welsh.
RM/A017 (BM/A031): Ensure continued compliance with the 'More than just words' policy.	31/03/2019	100	Green	Cardiff and Vale of Glamorgan Regional More than Just Words Welsh Language Forum met on January 15th. Discussion centred on recruitment, promotion of the Welsh offer to prospective and existing social services staff, Welsh Language requirements from service providers and governance of the Forum. Departmental lead and Corporate Welsh Language Officer to meet on April 12th to draft proposals for Senior Management Team to consider for implementation in the Vale.
RM/A018: Continue to support staff as adult Welsh learners and encourage them to utilise this skill in the work environment.	31/03/2019	100	Green	Cardiff and Vale of Glamorgan Regional More than Just Words Welsh Language Forum met on January 15th. Discussion centred on recruitment, promotion of the Welsh offer to prospective and existing social services staff and Welsh Language requirements from service providers. Departmental lead and Corporate Welsh Language Officer to meet on April 12th to draft proposals for Senior Management Team to consider for implementation in the Vale. Availability of Welsh Language courses continue to be promoted via staffnet and internal communications
RP/A078: Translate the updated Vale of Glamorgan Planning Guide.	31/03/2019	100	Green	The Planning Guide was translated and published in Welsh to improve improved access to services and information for those who have chosen Welsh as a preferred language. The Welsh document is available at http://planningguide.co.uk/bromorgannwg/
SL/A033: Implement changes to the Welsh in Education Strategic Plan (WESP) in line with forthcoming legislation from Welsh Government.	31/03/2019	100	Green	Welsh Government approved the Vale WESP Action Tracker - Autumn 2018 on the 31 January 2019 which outlines progress made against the actions in the plan over the last 12 months.

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Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
				Welsh Government are currently reviewing the existing WESP regulations with a view to publishing new regulations by December 2019.
SRS/A014: Ensure service delivery complies with Welsh language standards.	31/03/2019	100	Green	The Shared Regulatory Service (SRS) continues to offer a bilingual service through C1V and the SRS website. The SRS has a robust set of policies in place and will undertake a “dip sampling” exercise in quarter 2 and quarter 4 to monitor adherence to those policies.
AC013				
SL/A026: Work with community partners to deliver a vibrant and diverse library service.	31/03/2019	100	Green	Libraries continued to organise and run a diverse and vibrant range of activities during the winter months, all of which brought in library members and non-members. These included a variety of clubs which brought different people together such as: lego clubs, code clubs and Dungeon and Dragon clubs for children and teenagers; jigsaw, puzzle, scrabble and colouring clubs for adults; a quiz night for adults; author events including a lecture in Welsh by Geraint Jenkins and an evening with Maria Leijerstam who cycled to the South Pole, plus a printing press workshop from children’s author Francesca Kay. There were also activities as varied as a visit to libraries by Puppet Theatre Wales, garden birdwatching at Cowbridge, a drop-in with a PCSO at Llantwit Major for Knife Crime Week and a Goldies singalong at Cowbridge. In addition there were many information stalls and displays including an LGTB stall at Barry and a veteran’s information stall at Cowbridge. The season also saw two of the most popular dates in the calendar which most libraries celebrate with a range of creative activities, namely World Book Day and Harry Potter Book Night. The variety of activities being run in libraries.
AC014				

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Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
SL/A034: Continue to develop a wide range of learning opportunities and increase usage and engagement.	31/03/2019	100	Green	The on-line learning programme 'Learn Direct' (a franchise from CAVC) has been installed in Barry Library and will be piloted over the next 3 months. This will complement and extend the programme of engagement, Digital inclusion and employability classes already on offer.
AC015				
SL/A035: Launch and implement the new Arts Strategy for the Vale.	31/03/2019	100	Green	<p>Reflecting the Welsh Government's Future Generations Act and the Council's Corporate Strategy, the Vale of Glamorgan's Arts and Cultural Strategy, has set out a number of actions against the key principals of the Council's Corporate Plan including being; creatively active and healthy; addressing wellbeing; safe environment, being responsible prosperous and culturally vibrant. The arts development service works in partnership with the Arts Council of Wales - Night Out Theatre Scheme, to support groups of volunteers across the Vale to bring the arts to the heart of their communities. Community groups, 'Promoters' can choose from a huge range of professional performers and create a night out theatre or other performance production in their local community in village halls and other non-traditional venues. This year we have supported ten Night Out theatre events across the Vale of Glamorgan.</p> <p>To address arts and health benefits the Council's Arts Development Service works with partner organisations, groups, individual artist to develop opportunities in creative, cultural arts programmes for the health and wellbeing agendas. This includes talks, participatory workshops and visitor experiences at exhibitions. These opportunities target specific issue such as mental health, dementia awareness, older people's agendas, children and young</p>

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Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
				people and the health and wellbeing agendas. These interactive opportunities help to address social isolation and inclusion, familiarisation, creative development, learning, reminiscing, uplifting positive human interaction and more that deliver and contribute to the health and wellbeing of participants.
SL/A036: Establish a new strategy for the space currently housing the Arts Central Gallery.	31/03/2019	75	Red	The strategy was launched and implementation is under way. The policy of recovering costs from the gallery space has been introduced where appropriate and charges for exhibiting organisations and commission on sales has increase. Sustainable options and models are currently being identified for further investigation and an assessment of their financial viability. This will be completed in Quarter 1, 2019/20.
AC016				
RP/A038: Protect and enhance the built, natural and cultural heritage of the Vale of Glamorgan through development management decisions.	31/03/2019	100	Green	All planning decisions protect the built, natural and cultural heritage of the Vale of Glamorgan in accordance with LDP Policies; SP10, MG19, 20, 21 & 27, MD 1 & 2. During quarter 4; 364 planning applications were determined including, 11 LBC's (Listed Building Consent) a further 43 Tree applications were also determined; 21 TCA's (Work to trees in a conservation area) and 22 TPO's (Work to trees covered by a Tree Preservation Order).
RP/A080: Continue to promote excellence in construction through the LABC awards.	31/03/2019	100	Green	Award ceremony took place in January 2019 in the Vale Hotel.

APPENDIX 2: Performance Indicators

Objective 5: Raising overall standards of achievement

Performance Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
Population Indicator						
CPM/165 (WO3/M001): Percentage of adults with qualifications at the different levels of the National Qualifications Framework.	N/A	N/A	N/A	N/A	N/A	Annual well-being national indicator. National data not yet available.
CPM/167c (WO3/M003): Percentage of Young people leaving year 13 who are not in education, employment or training.	2.85%	1.56%	3%	Green	↑	Year 13 NEET young people has reduced from last year. This is owing to targeted resources to ensure accuracy of data recorded by Careers Wales, and that schools are providing correct data to Careers Wales for the annual destination. ESF Inspire to Work has also helped pick up drop outs to engage them towards employment. Post 16 programmes offers wide choice of engagement and subject areas, in training and apprenticeship routes.
What difference have we made?						
CPM/005: The percentage of FSM pupils at Key Stage 2 who achieved the expected standard in Maths.	85.29%	92.63%	93%	Amber	↑	While slightly below the aggregated target, this represents a 7pp increase from 2017-2018.
CPM/041: Percentage of FSM pupils in year 11, in schools maintained by the local authority who achieved the level 2 threshold including GCSE grades A* - C in English, Welsh First Language and Mathematics.	27.9%	26.47%	31.50%	Red	↓	This was below the aggregated target and a decrease of 0.4 percentage points from 2017. Even though the decrease is minimal, the gap widened as a result of significant improvement in the performance of other pupils.
CPM/042: Percentage of Year 11 non-FSM pupils, in schools maintained by the local authority who achieved the level 2 threshold including GCSE grades A* - C in	65.49%	71.86%	72.60%	Amber	↑	This was lower than the aggregated target by 0.7 percentage points but an increase of 6.3 percentage points from 2017. Unfortunately, the performance of nFSM pupils did not increase

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Performance Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
English, Welsh First Language and Mathematics.						which has resulted in a widening of the gap between pupils eligible for free school meals (eFSM) and pupils who are not eligible for free school meals (nFSM) in this measure.
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%).
CPM/044: The percentage of all pupils at Key Stage 2 who achieve the expected standard in English.	94.18%	95.60%	96%	Amber	↑	This was below target by 0.4pp, although an increase of 1.4pp from 2017.
CPM/045: The percentage of FSM pupils at Key Stage 2 who achieve the expected standard in English.	85.29%	90.53%	93%	Amber	↑	This was below the target, but an increase of 5pp from 2017-2018.
CPM/046: The percentage of non FSM pupils at Key Stage 2 who achieve the expected standard in English.	95.44%	96.35%	97%	Amber	↑	While slightly below the aggregated target, this is more or less in line with outcomes in mathematics.
CPM/047: The percentage of all pupils at Key Stage 2 who achieve the expected standard in maths.	94.78%	96.22%	94.40%	Green	↑	Very good outcomes and a 1.5pp increase from 2017-2018.
CPM/048: The percentage of non FSM pupils at Key Stage 2 who achieve the expected standard in Maths.	96.05%	96.77%	94.50%	Green	↑	Very good outcomes and a 0.7pp increase from 2017-2018
CPM/049: The percentage of all Year 11 pupils (including LAC) in any LA maintained school, who leave compulsory education, training or work based learning without an approved external qualification.	0.36%	0.07%	0%	Amber	↑	The figure represents 1 pupil.
CPM/050: The percentage of all Year 11 LAC pupils in any LA maintained school, who leave compulsory education, training	0.10%	0%	0%	Green	↑	Through working effectively in partnership, we have ensured all CLA left compulsory education with an approved qualification.

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Performance Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
or work based learning without an approved external qualification.						
CPM/092: Percentage of year 11 pupils achieving the Level 2 threshold including a GCSE grade A*-C in English or Welsh first language and Mathematics in schools maintained by the local authority.	60.40%	66.33%	66.72%	Amber	↑	At 66.3%, this was the highest of all local authorities in Wales and represents a 5.9pp improvement from 2017.
CPM/104: Percentage of Flying Start children achieving at least the expected outcomes (outcome 5+) for Foundation Phase.	85.04%	82.96%	88%	Amber	↓	No commentary provided.
CPM/167a (PAM/009 now PAM/046): Percentage of Year 11 leavers known not be in education, training or employment (NEET).	1%	0.51%	1.50%	Green	↑	Q4 represents the annual destination data for NEET young people. Year 11 leavers NEETs has been reduced from last year due to better identification of young people, targeted support through: ESF Inspire to Achieve programme, and Educated Other Than At School (EOTAS) Provision. This is carried out through panels and a robust referral system, and strong collaborative work.
CPM/167b: Percentage of Young people leaving Year 12 who are not in education employment or training.	1.3%	0.39%	1.40%	Green	↑	Year 12 NEET young people has reduced from last year. This is owing to targeted resources to ensure accuracy of data recorded by Careers Wales, and that schools are providing correct data to Careers Wales for the annual destination.
CPM/168a: Percentage of Year 11 pupils achieving 5 or more GCSE at grades A* to A for all pupils.	24.79%	27.65%	23.60%	Green	↑	This was the highest in Wales and a 3pp increase from 2017.
CPM/168b: Percentage of Year 11FSM pupils achieving 5 or more GCSE at grades A* to A.	3.16%	2.35%	2.50%	Amber	↓	A decrease of 0.8pp from 2017. This remains a key focus.

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Performance Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
CPM/168c: Percentage of Year 11 Non FSM pupils achieving 5 or more GCSE at grades A* to A	28.17%	31.16%	27%	Green	↑	Performance in this measure increased by 3pp from 2017 and was exceptional at Cowbridge Comprehensive.
CPM/250: Percentage of pupils assessed at the end of the Foundation Phase, in schools maintained by the local authority, achieving Outcome 5, as determined by Teacher Assessment.	91.39%	87.48%	88%	Amber	↓	Due to the change in measure this was expected to drop but much work was done with Vale schools to ensure consistency in teacher assessment against the new outcomes.
How well have we performed?						
CPM/034: The percentage of school days lost due to fixed-term exclusions during the academic year in primary schools.	0.01%	0.02%	0.01%	Red	↓	The Exclusion Forum scrutinises data every half term and supports and challenges schools as appropriate. Youth Service interventions reduce likelihood of exclusion. BIT reviews IBPs immediately following exclusion.
CPM/035: The percentage of school days lost due to fixed-term exclusions during the academic year in secondary schools.	0.26%	0.02%	0.03%	Green	↑	The Exclusion Forum scrutinises data every half term and supports and challenges schools as appropriate. Youth Service interventions reduce likelihood of exclusion.
CPM/036 (PAM/007): Percentage of pupil attendance in Primary schools.	95.18%	94.73%	95.33%	Amber	↓	EWS scrutinises persistent absence every term and provide advice to schools about actions to improve attendance. The EWS reacts promptly to referrals.
CPM/037 (PAM/008): Percentage of pupil attendance in Secondary schools.	95.07%	94.64%	95.05%	Amber	↓	EWS scrutinises persistent absence every term and provide advice to schools about actions to improve attendance. The EWS reacts promptly to referrals.
CPM/038: Percentage of final statements of Special Educational Needs issued within 26 weeks including exceptions.	100%	100%	100%	Green	↔	Maintained 100% completion rate within required timescales

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Performance Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
CPM/039: Percentage of final statements of Special Educational Needs issued within 26 weeks excluding exceptions.	100%	100%	100%	Green	↔	Maintained 100% completion rate within required timescales
CPM/052: Number of accredited outcomes achieved by learners through the Youth Service.	3,015	2942	2,284	Green	↓	<p>Following the youth service restructuring the number of accredited outcomes will be difficult to achieve this year. The service in effect stopped in June due to redundancies of part time staff. The new team of full time staff did not get into post until Oct of 2018, therefore no accredited work was done in the universal part of the service whilst we bedded in new staff.</p> <p>Our DofE Awards programme continues and our Targeted work via YEP I2A and I2W have over achieved and have increased the growth in this area. Three of our school are in the top ten of highest achieving schools for enrolments into the Duke of Edinburgh award. The youth team held several high profile half terms events and have increased local qualification. (AB)</p>
CPM/091: Percentage of schools judged good or better by Estyn (in all 5 judgements).	N/A	100%	100%	Green	N/A	All schools inspected between April 2018 and March 2019 and/or whose inspection reports were published during this period were judged as good or better by Estyn in all 5 judgements. There were 7 school inspections plus Y Daith during this time.
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.
How much have we done?						
There are currently no local measures reported under this section.						

Objective 6: Valuing culture and diversity

Performance Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
Population Indicator						
CPM/171 (WO3/M004): Percentage of people agreeing that they belong to the area; that people from different backgrounds get on well together; and that people treat each other with respect. (Percentage of adults 16+ agreeing to the above three statements).	N/A	N/A	N/A	N/A	N/A	Annual well-being national indicator. National data not yet available.
CPM/172 (WO3/M005): Percentage of people who can speak Welsh.	N/A	N/A	N/A	N/A	N/A	Annual well-being national indicator. National data not yet available.
CPM/173 (WO3/M006): Percentage of designated historic environment assets that are in stable or improved conditions.	N/A	N/A	N/A	N/A	N/A	Annual well-being national indicator. National data not yet available.
What difference have we made?						
CPM/174: Percentage of people attending or participating in arts, culture or heritage activities at least 3 times a year.	N/A	N/A	N/A	N/A	N/A	Annual well-being national indicator. National data not yet available.
CPM/175: Percentage of people who speak Welsh daily and can speak more than just a few words of Welsh.	N/A	N/A	N/A	N/A	N/A	Annual well-being national indicator. National data not yet available.
How well have we performed?						
CPM/072: The average speed of answer for calls on the Welsh language line (seconds).	77 seconds	141	60 seconds	Red	↓	Although average speed of answer for Welsh language calls was shorter than the overall departmental performance (194 seconds) and showed gradual improvement over the year it remained below the target of 60 seconds. Average speed of answer in Q4 was 89 seconds. A total of 759 Welsh language calls were answered during the year. Performance has been impacted by staff turnover driven by high demand for Welsh language skills, increasing

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Performance Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
						work intensification in C1V (97% agent utilisation) and reductions in staffing levels to meet savings targets while not achieving increased take up of online self-service options for customers.
CPM/077: Percentage of black, minority and ethnic respondents to corporate consultations and engagement exercises.	N/A	3.36%	3%	Green	N/A	We continue to encourage all groups to respond to corporate consultations and engagement.
CPM/080: Percentage of customers satisfied with country parks.	99.76%	99.60%	98%	Green	↓	An exceptional outcome against an already challenging target
CPM/088: Percentage visitor satisfaction with Heritage Coast Project as determined via satisfaction survey.	100%	99.32%	98%	Green	↓	An exceptional outcome against an already challenging target
How much have we done?						
CPM/051: Number of visits to public libraries during the year per 1,000 population.	4,901	4,638	4,971	Amber	↓	We have not reached our target this year despite the fact that we increased our physical visitors by a modest 9,000 visits over the year. This happened despite severe weather in Q1 and a very good summer in Q2 which kept many customers away. During Q4 we estimate that we lost around 2,000 visitors at Dinas Powys due to their temporary relocation for building works. This usually happens and is to be expected. It is also expected that the library will have a boost in visitor numbers once the library re-opens. Against the improvement in physical visitors is the decline in online website visitors over the previous year. These figures have declined sharply over a single year and we will look closely at whether this is an actual decline or a technical error in the google analytic statistics. More work needs to be done on this review of online visitor

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Performance Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
						figures which will also look at the attractiveness and engagement of our online offer.
CPM/180: Percentage of Council staff completing Welsh language awareness training to increase understanding of the Council's duties under the Welsh Language Standards.	2.4%	2%	N/A	N/A	↓	There has been no Welsh language awareness training this year and we have not proceeded with the purchase of an online system due to costs. We have delivered several welsh language taster sessions to interest staff in learning Welsh. There will be a new campaign in 2019/20.
CPM/181: Number of adult Welsh learners.	380	380	300	Green	↔	There are currently 380 Learn Welsh in the Vale enrolments however this is not the final figure and will undoubtedly increase before the end of the academic year.

APPENDIX 3 – Additional Performance Indicators (Well-being Outcome 3)

Objective 5: Raising overall standards of achievement

Performance Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
Population Indicator						
There are currently no additional national measures reported under this section.						
What difference have we made?						
PAM/032: Average Capped 9 score for pupils in year 11.	N/A	377.14	N/A	N/A	N/A	There is no target for the capped 9 score. Capped 9 score increased in 2018 and is ranked 1st in Wales.
PAM/033: Percentage of pupils who received a language, literacy and communication skills teacher's assessment in Welsh at the end of the Foundation Phase.	N/A	13.88%	N/A	N/A	N/A	88.5% of pupils achieved outcome 5 or higher in language, literacy and communication (Welsh).
How well have we performed?						
There are currently no additional national measures reported under this section.						
How much have we done?						
PAM/034: Percentage of Year 11 pupils entered to sit a GCSE in Welsh (first language).	N/A	8.38%	N/A	N/A	N/A	No target set as new measure in 2018-19.

Objective 6: Valuing culture and diversity

Performance Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
Population Indicator						
There are currently no additional national measures reported under this section.						
What difference have we made?						
There are currently no additional national measures reported under this section.						
How well have we performed?						

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<p>PAM/040: Percentage of Welsh Public Library Standards Quality Indicators (with targets) achieved by the library service.</p>	<p>N/A</p>	<p>85%</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>This is a new national measure for 2018-19. This is reported once a year and taken from the Welsh Government Assessment of the Welsh Public Library Standards for the Vale. Some further information: The Library service met 7 of the targets in full and 2 in part, it failed 1. The one it failed was opening hours per capita. Opening hours have been set to reflect the needs of communities in the Vale and these are not projected to change in the near future. Open+ hours of opening are not currently accepted in the terms for this target by Library Standards but this may change in the future. The two partly met standards with targets were: support for individual development (failed to provide information literacy skills training at all libraries) and staffing levels (did not meet staff per capita). It is hoped that, with support, the target for individual development will be met in coming years as the library service will arrange minimum opportunities at community libraries. The library service considers the current staffing level to reflect the optimum level of staffing for the opening hours of the 4 Council run libraries. Library Standards do not accept volunteer hours in this calculation at present.</p>
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How much have we done?

There are currently no additional national measures reported under this section.



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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	
		Total	28	19	9	

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>(National report recommendations 2016/17)</p> <p>Vale of Glamorgan Annual Improvement Report 2016/17: Local Authority Funding of Third Sector Services</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"> self-evaluate current third sector engagement, management, performance and practice; identify where improvements in joint working is required; and jointly draft and implement an action plan to address the gaps and weaknesses identified through the self-evaluation. 	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"> • self-evaluate current third sector engagement, management, performance and practice; • identify where improvements in joint working is required; and • jointly draft and implement an action plan to address the gaps and weaknesses identified through the self-evaluation. 							
Partnership & Collaboration	<p>Vale of Glamorgan Annual Improvement Report 2016/17: Local Authority Funding of Third Sector Services</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>(National Report recommendations 2017/18)</p> <p>How Local Government Manages Demand: Homelessness</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"> testing the usability and effectiveness of current website information using 	<p>Make better use of Vale website to help manage demand by:</p> <ol style="list-style-type: none"> Testing the usability and effectiveness of current website information using our lines of enquiry set out in Appendix 5; Increasing and improving the range, quality and coverage of web based information; making better use of online applications; and Linking more effectively to information from specialist providers' and advice specialists, such as Citizens Advice. 	Mike Ingram	Mar-19	Amber	<ol style="list-style-type: none"> 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'. Work is also ongoing to update the Council's Housing Solutions website page now that staff training has been completed. 	Mar-19	Homes & Safe Communities

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"> increasing and improving the range, quality and coverage of web based information; making better use of online applications; and linking more effectively to information from specialist providers and advice specialists, such as Citizens Advice. 					<p>3. Homes4U applications now available on line (in addition to paper applications for those that require them).</p>		
	<p>Welsh Housing Quality Standard review including Council housing tenants</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>Welsh Housing Quality Standard review including Council housing tenants</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>R1: Delivering with Less – Leisure Services</p> <p>Improve strategic planning in leisure services by:</p> <ul style="list-style-type: none"> • Setting an agreed council vision for leisure services; • Agreeing priorities for leisure services; • Focussing on the Council’s position within the wider community sport and leisure provision within the area; and <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



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						strategy will be considered at the earliest opportunity.		
Member Relations and Governance	<p>Overview and Scrutiny Fit for Future</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
<p>Asset Management</p>	<p>Corporate Assessment Report 2016</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>	<p>Andrew Treweek</p>	<p>Apr-17</p>	<p>Complete</p>	<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>	<p>Corporate Performance & Resources</p>

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>Corporate Assessment Report 2016</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>Corporate Assessment Report 2016</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"> 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"> • Website Design • Digital Communication Tools • Online Resource Booking • E-form Integration • Digital Marketing • Contact Centre Infrastructure • Digital Recruitment • HR Self Service including Sickness Reporting • Office 365 Implementation • Auto-VPN and Wireless Connectivity 	

Theme	Regulatory Recommendation	Local Action	Responsible Officer	Target Date for completion	Status	Update	Scrutiny Committee
						<ul style="list-style-type: none"> Agile Project Management Digital Training Digital Payment Infrastructure Hybrid Mail Digital Staff communication 	
External Communication, consultation, Engagement and Customer Relations	<p>Annual Improvement Report 2016/17</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>Annual Improvement Report 2016/17</p> <p>P1: Strengthen financial planning arrangements by:</p> <ul style="list-style-type: none"> Developing indicative savings plans to cover the period of the Medium Term Financial Plan (MTFP); Developing a strategic approach to income generation; and 	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"> Ensuring all savings plans included in the annual budget are fully developed when the budget is agreed 						
Financial Planning	<p>Annual Improvement Report 2016/17</p> <p>P1: Strengthen financial planning arrangements by:</p> <ul style="list-style-type: none"> Developing indicative savings plans to cover the period of the Medium Term Financial Plan (MTFP); Developing a strategic approach to income generation; and Ensuring all savings plans included in the annual budget are fully developed when the budget is agreed 	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>Annual Improvement Report 2016/17</p> <p>P1: Strengthen financial planning arrangements by:</p> <ul style="list-style-type: none"> Developing indicative savings plans to cover the period of the Medium Term Financial Plan (MTFP); Developing a strategic approach to income generation; and Ensuring all savings plans included in the annual budget are fully developed when the budget is agreed 	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>(National Report recommendations 2017/18)</p> <p>How Local Government Manages Demand: Homelessness</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"> Ensure that the Homelessness Prevention Funding received from Welsh Government within the Revenue Support Grant is maximised and targeted at homelessness prevention Set up a Gateway for all Supporting People funded services to ensure clients coming through the homelessness service 	Mike Ingram	Mar-19	Complete	<p>New Homelessness Prevention Grant Delivery Plan submitted to Welsh Government by 28th 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"> • Monitor the outcomes of the support services provided to those clients who are homeless or threatened with homelessness • Identify any gaps in services for homelessness clients funded by supporting people and report the findings in the annual Local Commissioning Plan • 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 • Monitor the support services in place for homelessness clients to ensure they are meeting the client's needs and expectations i.e. collect 				<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>How Local Government Manages Demand: Homelessness</p> <p>R4: That local authorities:</p> <ul style="list-style-type: none"> • 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 <p>Service Standards should :</p> <ul style="list-style-type: none"> • Be written in plain accessible language; • Be precise about what applicants can and cannot expect, and when they can expect resolution; • clearly set out the applicant’s role in the process and how they can 	<ol style="list-style-type: none"> 1. Implement the National Service User Standard for Welsh Homelessness Services developed by Shelter Cymru. 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 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 	<p>Mike Ingram</p>	<p>Mar-19</p>	<p>Complete</p>	<ol style="list-style-type: none"> 1. National service user standard implemented. 2. Information packs developed and issued to all clients of the service on first presentation which includes internal and external contact details. 3. Up to date and ongoing. All case officers update client’s case notes with details of all contact, advice given and actions taken. 4. External support funded by the Supporting People Programme and commissioned from Gwalia and Gofal now 	<p>Homes & Safe Communities</p>

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	<p>help the process go more smoothly and quickly;</p> <ul style="list-style-type: none"> • Be produced collaboratively with subject experts and include the involvement of people who use the service (s); • Effectively integrate with the single assessment process; • 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. 	<ol style="list-style-type: none"> 4. Provide external support funded by Supporting People at first point of contact for clients if required 5. Provide all clients with an information pack at first point of contact 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 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. 				<p>available at first point of contact to all clients accessing the Housing Solutions Service.</p> <ol style="list-style-type: none"> 5. All clients now issued with a Personal Housing Plan. 6. All standard letters issued by the Housing Solutions Team now include information on the review/appeal procedure. 7. Standard letters updated to contain all relevant information. 8. The Council’s complaints process information is made available to all applicants on request and is provided in their required format. 	

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		8. Provide a copy of the Council's Complaints process to all clients on request and in their preferred format.					