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| Meeting of: | Cabinet |
| Date of Meeting: | Thursday, 30 March 2023 |
| Relevant Scrutiny Committee: | All Scrutiny Committees |
| Report Title: | Service Level Activities and Performance Targets to Deliver the Vale of Glamorgan Council's Annual Delivery Plan 2023/2024 |
| Purpose of Report: | To seek Cabinet's approval of the priority actions as reflected in Service Plans and proposed service performance targets for the period 2023/2024 that will deliver the Council's Annual Delivery Plan (ADP) |
| Report Owner: | Executive Leader and Cabinet Member for Performance & Resources |
| Responsible Officer: | Rob Thomas, Chief Executive |
| Elected Member and Officer Consultation: | The Council's Annual Delivery Plan 2023/2024 is relevant to all wards. In line with the requirement to consult on our Well-being Objectives each year, we have sought input from Members via Scrutiny Committees, key partners, residents and staff on the development of the Annual Delivery Plan and our Well-being Objectives. This report provides an opportunity for scrutinising planned service level activities (as outlined in Service Plans) and performance targets to deliver the Annual Delivery Plan 2023/24. |
| Policy Framework: | This is a matter for Executive decision by Cabinet. |
| Executive Summary: | <ul style="list-style-type: none"> • The report presents the planned service activities (as outlined in Service Plans) and associated performance targets within the remit of this Scrutiny Committee. These set out the specific areas of focus associated with the delivery of the Council's Annual Delivery Plan for 2023/2024 as aligned to our four Corporate Plan Well-being Objectives. • Progressing the Annual Delivery Plan will help meet our statutory obligations under the Local Government & Elections (Wales) Act 2021 and the Well-being of Future Generations (Wales) Act 2015 (WCFG). Both pieces of legislation place specific duties on the Council in relation to reviewing and setting objectives, keeping performance under review and reporting on performance, with a focus on improving the social, economic, environmental and cultural well-being of Vale citizens. • In line with our statutory duties we continually review the relevance of our Well-being Objectives. As a result, going forward into 2023/2024, we are assured that our Corporate Plan Well-being Objectives and the associated commitments outlined in the Annual |

Delivery Plan 2023/2024 are relevant in delivering improved outcomes for Vale of Glamorgan citizens and contribute to the national Well-being Goals.

- All Scrutiny Committees considered a draft Annual Delivery Plan in December 2022 and their views alongside that of other key stakeholders have informed the final Plan, endorsed by Cabinet on 16th February, 2023 and referred on to Full Council on 6th March, 2023 for final approval.
- The commitments in the Annual Delivery Plan 2023/24 are reflected in 15 Service Plans which are provided, for information in the background papers to this report. These plans show how individual service areas will contribute to achievement and overall delivery of our four Well-being Objectives and how resources will be deployed to do so.
- Informed by the views and recommendations from Scrutiny Committees (para 2.22-2.27, page 8), Cabinet are asked to review and approve the contributions from services (through the planned activities and proposed performance measures and associated targets) that will support achievement of our Annual Delivery Plan commitments for the period 2023/24. These are set out in Appendix A and B.
- Approving service level activities and service performance targets for 2023/2024 alongside the recently approved Annual Delivery Plan (6th March, 2023, minute C226 refers), will enable the Council to fully discharge its statutory duty to set and publish its Well-being Objectives and outline how it proposes to meet these objectives in-year.
- Progress against our commitments for 2023/2024 contained within the Annual Delivery Plan, Service Plans and service performance targets will be monitored and reported quarterly in line with Corporate performance monitoring arrangements and will inform our Annual Self-Assessment findings.

Recommendations

1. That Cabinet review and approve the planned service activities for 2023/24 as contained in Service Plans attached [at Appendix A](#).
2. That Cabinet review and approve the proposed measures and service performance targets aligned to the Corporate Plan Performance Measures Framework for 2023/24 attached at [Appendix B](#).
3. That use of the urgent decision procedure as set out in Section 15.14 of the Council's Constitution be approved to ensure monitoring of planned service activities and associated performance targets aligned to the Annual Delivery Plan 2023/24 commences from 1st April, 2023 at the start of the Financial Year.

Reasons for Recommendations

1. To ensure that service contributions through the planned activities contained in Service Plans and associated performance targets reflect the commitments in the Annual Delivery Plan 2023/2024 and will enable the Council to demonstrate progress towards achieving its in-year commitments.
2. To ensure the Council's Corporate Plan Performance Measurement Framework identifies a relevant set of performance measures and targets against which the Annual Delivery Plan can be monitored and measured during 2023/2024 in line with the performance requirements of the Local Government & Elections (Wales) Act 2021 and the Well-being of Future Generations (Wales) Act 2015.
3. Cabinet approval of service level activities and service performance targets for 2023/2024 alongside the recently approved Annual Delivery Plan (6th March 2023, minute C226 refers), will also enable the Council to fully discharge its statutory duty to set and publish its Well-being Objectives and outline how it proposes to meet these objectives in-year.

1. Background

Vale of Glamorgan Council Annual Delivery Plan (ADP) 2023/2024

- 1.1 The Annual Delivery Plan (**contained in the background papers to this report**) is published in the Spring of each year after approval by Council and sets out the actions to be taken in the year ahead to deliver the Well-being Objectives and the overarching five-year Corporate Plan.
- 1.2 The ADP is a key means of meeting our statutory obligations under the Local Government & Elections (Wales) Act 2021, the Well-being of Future Generations (Wales) Act 2015 and directly informs individual Service Plans, our corporate framework of performance measures and service performance targets which are also produced annually. The ADP for 2023/24 was endorsed by Cabinet on 16th February, 2023 and approved by Full Council on 6th March 2023 (Council min C226 refers).

Service Plans 2023/2024

- 1.3** Service Plans are the primary planning documents of the Council and a key building block in its Performance Management Framework. The Plans outline how each service will contribute towards achieving our Corporate Plan Well-being Objectives and are the key means by which performance for the Corporate Plan is monitored and measured. Consequently, an annual review of planning arrangements is undertaken to ensure that the Council's plans continue to meet statutory requirements and to continuously improve our approach to performance planning and monitoring. Each year, Service Plans are further streamlined to reflect our integrated approach to corporate planning cognisant of new statutory requirements. Progress is, and will continue to be, regularly scrutinised by all five of the Council's Scrutiny Committees and Cabinet.
- 1.4** Through our regulatory work programme, Audit Wales undertakes work throughout the year to ensure that the Council is delivering on the commitments within the Corporate Plan and effectively monitoring and reporting progress. The Annual Delivery Plan is an essential part of this work.

Service Performance Targets (Corporate Performance Measures Framework) 2023/2024

- 1.5** The Council's Performance Management Framework is the mechanism through which our key priorities and performance targets are monitored and realised.
- 1.6** All Scrutiny Committees receive performance information aligned with the Council's Well-being Objectives and the terms of reference of each respective Committee. This has enabled Members to focus on scrutinising the progress being made towards achieving each of the Council's Well-being Objectives in an integrated way.
- 1.7** Each year we review our Corporate Performance Measures Framework to ensure the framework provides the best representation of the wide range of activities being undertaken by the Council and reflects the Well-being Objectives and our commitments in the Corporate Plan. This work has involved officers and Members and the proposed framework for 2023/24 includes all relevant performance indicators which will enable the Council to holistically demonstrate progress towards achieving its Well-being Objectives. Service performance targets will be set for existing performance indicators that are continuing into 2023/2024 where appropriate to do so.

Annual Performance Calendar

- 1.8** In July 2022 Cabinet approved the Council's Annual Performance Calendar (minute C37 refers) which sets out the key Corporate Performance related activity and reports that will be produced, considered, scrutinised and approved throughout the year.
- 1.9** As part of these proposals, and in response to feedback from elected members, a series of workshop discussions have been timetabled throughout the year to provide Councillors with the opportunity to discuss and influence the way in which activity in this area is presented to Scrutiny Committee for consideration. In January 2023, the Director of Corporate Resources facilitated the latest of these sessions. The feedback from the session (relating to the Committee specific

presentation of service plan and target setting information) has been reflected in the approach adopted this year as described in this report.

2. Key Issues for Consideration

Vale of Glamorgan Annual Delivery Plan 2023/2024

- 2.1** In line with our statutory duties we continually review the relevance of our Well-being Objectives. The current objectives agreed in 2020 as part of the development of the Corporate Plan 2020-25 have been reviewed as part of end of year performance work to produce the Council's self-assessment and annual review of performance in line with the requirements of the Local Government & Elections (Wales) Act 2021. We have also consulted on our Well-being Objectives as part of the engagement work on developing our Annual Delivery Plan for 2023/24. Overall, a majority of respondents agreed with our Well-being Objectives. As a result, going forward into 2023/2024, we are assured that our Corporate Plan Well-being Objectives and the associated commitments outlined in the Annual Delivery Plan 2023/2024 are relevant in delivering improved outcomes for Vale of Glamorgan citizens and contribute to the national Well-being Goals
- 2.2** The final Annual Delivery Plan 2023/24 which has incorporated the views of residents, partners and staff has been endorsed by Cabinet (16th February 2023) and is to be presented for approval by Full Council on 6th March 2023.
- 2.3** In order to ensure the Council continues to discharge its duties to publish and regularly review its Well-being Objectives, keep performance under review and report on performance, Scrutiny Committees will receive quarterly reports on progress against the delivery of the ADP throughout 2023/24. This approach will also, enable us at end of year, to make summary judgements on our performance that will inform our annual self-assessment for the period.
- 2.4** Due to the integrated nature of the Annual Delivery Plan (i.e. services contribute to a variety of different ADP commitments across all four well-being objectives), Scrutiny Committees are provided presentations which summarise overall progress against the ADP's delivery, but importantly also use the terms of reference for different committees as a lens through which performance can be scrutinised against the cross-cutting plan.

Service Plans 2023/2024

- 2.5** The Service Plans include service level activities that will contribute to both the ADP and our five-year Corporate Plan commitments. The activities in each Service Plan will also contribute to multiple commitments and objectives reflecting the cross-cutting and integrated nature of our Corporate Plan Well-being Objectives. Using this more integrated approach recognises that an ADP action can contribute to multiple aspects of Corporate Plan delivery. By embedding a more interactive relationship between ADP and Service Plan activity, this also enables the Council to demonstrate how Service Plan actions from a range of services can contribute to Annual Delivery Plan actions.

- 2.6** Our 15 Service Plans for 2023/2024 specifically identify how each Head of Service
- "Which Well-being Objectives does the service contribute to and what actions will we take this year to achieve these?"

- "How will we manage our resources to achieve these actions and support our service?"

will contribute towards achievement of our commitments and Well-being Objectives as outlined in the Annual Delivery Plan by asking two questions:

- 2.7** In addition, informed by a service self-assessment undertaken through the service planning process, the Plans identify a series of mitigating actions that reflect the key challenges facing the service in the coming year including risks, resources, workforce, finance, ICT and assets.
- 2.8** Given the cross-cutting and integrated nature of the Corporate Plan Well-being Objectives and multiple service contributions to each of these commitments by service areas, at [Appendix A](#) we have identified all service level contributions as aligned to the remit of the Council's five Scrutiny Committees to assist Cabinet Members to consider all planned activities for 2023/24 against which progress will be monitored and reported quarterly. This is as a direct result of feedback from elected members who have requested that information from Service Plans aligned with each Committee would be the most useful way to scrutinise how all Services will contribute to the performance of the ADP within the remit of each Committee.
- 2.9** Throughout the year, all Scrutiny Committees will be presented with a single quarterly performance report with each also receiving an overview (in the form of a presentation) of progress made in the period as aligned to their respective terms of reference. Cabinet will receive an overview of progress informed by the outputs of the Scrutiny Committees when considering quarterly performance.
- 2.10** All 15 service areas will now develop Team Plans for 2023/2024 to underpin and deliver their Service Plan priorities. The actions contained in the Service and Team plans will then be translated to individual staff actions via the #itsaboutme staff appraisal process.
- 2.11** Draft service priorities (including associated planned activities and proposed performance targets for 2023/2024 for the Shared Regulatory Services have been appended, however, members will note that these will be finalised as part of the joint business planning process for the Shared Regulatory Services in conjunction with our partners in Cardiff and Bridgend Councils. The final Business Plan for the Shared Regulatory Services will be reported to the Regulatory Services Joint Committee and relevant Scrutiny Committee(s) and Cabinet by the end of June 2023 in line with the delegations set out in the Joint Working Agreement.
- 2.12** Cabinet are asked to review and approve the planned service level activities for 2023/2024 (detailed in [Appendix A](#)) in terms of their contributions to our Corporate Plan commitments and Well-being Objectives. These will act as the primary means by which performance for the Annual Delivery Plan 2023/24 will be monitored and measured.
- 2.13** For completeness, a link to all Service Plans is provided in full in the background papers to this report.

Service Performance Targets (Corporate Performance Measures Framework) 2023/2024

- 2.14** The Council has a long-standing commitment to continuously improve the services it provides to citizens of the Vale of Glamorgan and despite significant ongoing resource challenges, continues to establish challenging but realistic service performance targets that are commensurate with the available level of resource.¹⁴²
- 2.15** The Council's challenging approach to target setting emphasises this by ensuring that there is an assessment of performance trend data, our performance against previous targets and making best use of external benchmarking data (where this available). This is balanced against how much of a priority the indicator is to the Council and whether there is capacity to improve performance. All proposed targets must have an accompanying rationale that clearly explains the reasons for setting the targets at that level.
- 2.16** Each year, a review is undertaken of the existing Corporate Performance Measures Framework as aligned to the Corporate Plan Well-being Objectives and commitments. The Council's Framework of Corporate Performance Measures comprises locally derived Performance Indicators (PIs), locally adopted previous Public Accountability Measures (PAMs) which are no longer benchmarked nationally, and a suite of performance indicators from the Social Services national dataset. This ensures that the measures in place provide the best representation of the activities/outcomes required and that data will be available on either a quarterly or annual basis for a set of key measures for each of the four Well-being Objectives thus enabling a balanced assessment of performance.
- 2.17** Whilst the Council's Corporate Performance Measures will collect and report on our performance in relation to our key priorities or commitments, there is limited opportunity to benchmark this information with others. Since the cessation of the requirement to report on Public Accountability Measures in 2019/20, we have continued to work with Data Cymru to develop a national self-assessment dataset which will enable us to compare our performance in a range of services with Welsh local authorities. Having access to this data and other insights will enhance internal performance assessment and challenge, and further strengthen our evidence base to support our annual self-assessment judgements thus enabling the Council to meet its performance requirements under the Local Government & Elections (Wales) Act 2021. There is no statutory requirement to be part of or submit data on the national self-assessment database, and we are participating in this work on a voluntary basis. The Council will continue to contribute to this work to ensure we are able to access the data needed to continue to review, challenge and continuously improve our performance.
- 2.18** [Appendix B](#) outlines the proposed performance measures and associated service performance targets that make up the Corporate Plan Performance Measures Framework, structured by the four Corporate Plan Well-being Objectives and Annual Delivery Plan commitments. Cabinet members will note that more than one Scrutiny Committee may be identified for each measure, reflecting the cross-cutting and integrated nature of service contributions to multiple Corporate Plan Well-being Objectives and ADP commitments. Targets have been set for performance measures that are continuing into 2023/2024 where appropriate.

- 2.19** Throughout the year, the Corporate Performance Measures Framework will be considered by Cabinet alongside quarterly updates on planned service activities to demonstrate progress in achieving our Annual Delivery Plan commitments and the Corporate Plan Well-being Objectives.
- 2.20** Cabinet are asked to review and approve the proposed performance measures and associated targets aligned to the Corporate Plan Performance Measures Framework 2023/24.
- 2.21** The consideration of the proposed service performance targets by Cabinet is a key feature of the internal challenge process.

Summary of Scrutiny Committee comments and Recommendations

- 2.22** Planned service level activities, proposed performance measures and associated targets for 2023/2024 as aligned to the Annual Delivery Plan have been discussed at all Scrutiny Committees between 7th and 15th March 2023 and are now being presented to Cabinet for final approval. The outcomes of Scrutiny Committees discussions are detailed below.
- 2.23** The Healthy Living and Social Care Scrutiny Committee (7th March 2023) noted and endorsed the planned activities and proposed performance measures and associated targets as they relate to the remit of the Committee as the primary documents against which performance for the Annual Delivery Plan 2023/2024 will be monitored and measured.
- 2.24** The Homes and Safe Communities Scrutiny Committee (8th March 2023) noted and endorsed the planned activities and proposed performance measures and associated targets as they relate to the remit of the Committee as the primary documents against which performance for the Annual Delivery Plan 2023/2024 will be monitored and measured.
- 2.25** The Learning and Culture Scrutiny Committee (9th March 2023) noted and endorsed the planned activities and proposed performance measures and associated targets as they relate to the remit of the Committee as the primary documents against which performance for the Annual Delivery Plan 2023/2024 will be monitored and measured.
- 2.26** The Environment and Regeneration Scrutiny Committee (14th March 2023) noted and endorsed the planned activities and proposed performance measures and associated targets as they relate to the remit of the Committee as the primary documents against which performance for the Annual Delivery Plan 2023/2024 will be monitored and measured.
- 2.27** The Corporate Performance and Resources Scrutiny Committee (15th March 2023) noted and endorsed the planned activities and proposed performance measures and associated targets as they relate to the remit of the Committee as the primary documents against which performance for the Annual Delivery Plan 2023/2024 will be monitored and measured.

3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?

- 3.1** The Annual Delivery Plan 2023/24 details how the Council will contribute to the national Well-being Goals through delivery of its year 4 commitments in the Corporate Plan 2020-2025.
- 3.2** The Corporate Plan also details how the Council will contribute to the national Well-being Goals as required by the Well-being of Future Generations Act through the delivery of the Well-being Objectives contained in the plan.
- 3.3** The Corporate Plan emphasises the Council's commitment to promoting the five ways of working and duties under the Well-being of Future Generations (Wales) Act. The ways of working are reflected in our approach to integrated business planning which underpins the delivery of the Council's Corporate Plan and its Well-being Objectives. There is a strong emphasis on collaboration as the Council recognises the need to work with partners to deliver services and improve local well-being. The plan reflects the importance of prevention, and this has been a strong theme in much of the engagement to date. The plan is a five-year plan but recognises that many of the issues are even longer term e.g. deprivation, climate change, an ageing population and physical and mental well-being.
- 3.4** The Service Plans, through planned activities for 2023/24 reflect this integrated approach, demonstrating the way in which the Service areas will work congruently with the "five ways of working" as introduced by the Act.
- 3.5** By setting consistently challenging yet realistic steps and service performance targets, the Council is able to clearly demonstrate progress towards achieving its Well-being Objectives and contribute to the national goals.

4. Climate Change and Nature Implications

- 4.1** The Corporate Plan and Annual Delivery Plan incorporate our key commitments which aim to have a positive impact on climate change and nature overall.
- 4.2** The climate change and nature implications related to the Council's activities are outlined in Project Zero and identifies the mitigating actions required to minimise the adverse consequences of our activities. These actions are reflected in the planned activities outlined in Service Plans for 2023/24.
- 4.3** Failure of services to deliver on these commitments will impact negatively on achieving our Project Zero priorities and overall progress against our Corporate Plan Well-being Objectives and on external regulatory assessments of the Council.

5. Resources and Legal Considerations

Financial

- 5.1** In determining its commitments in the Annual Delivery Plan 2023/2024, the Council has been mindful of the economic situation locally and nationally and taken into account legislation changes and government policy. The Well-being Objectives set out in the Corporate Plan 2020-2025, Service Plans and associated service performance targets either have resources committed to their

achievement (Medium Term Financial Plan and annual budget review) or will be sought through the annual budget setting process during the period of the Plan.

- 5.2 Service Plans include information relating to the use of financial, asset, ICT and people resources and how these are being deployed to support the delivery of the Council's Well-being Objectives.

Employment

- 5.3 There are no direct employment implications associated with this report. However, there are a number of challenges and risks associated with the delivery of our Well-being Objectives, reflected in the Annual Delivery Plan 2023/2024, Service Plans and our performance targets, that if not effectively managed have the potential to impact on our staff establishment and performance overall. This may in turn impact adversely on achievement of the Corporate Plan Well-being Objectives.

Legal (Including Equalities)

- 5.4 The Well-being of Future Generations (Wales) Act 2015 requires the Council to set and publish annual Well-being Objectives that maximise its contribution to achieving the Well-being goals for Wales and report its progress in meeting these.
- 5.5 Part Six of the Local Government & Elections (Wales) Act 2021 places duties on Local Authorities to keep performance under review through self-assessment and to report on performance.
- 5.6 An Equalities Impact Assessment has been completed for the Annual Delivery Plan (**contained in the background papers to this report**). The Annual Delivery Plan identifies four Well-being Objectives and a series of commitments which the Council intends to focus its attention on during 2023/2024 in order to improve the well-being of Vale of Glamorgan citizens.
- 5.7 Identification of our Well-being Objectives and associated commitments in the Annual Delivery Plan has been informed by a wide range of performance data, research and statistics including community and economic impact assessments, with planned actions detailing specific activities to be undertaken to deliver services differently or targeted to meet the needs of diverse groups. Successful completion of these commitments within the relevant service areas should lead to a reduction in service inequalities where they do exist.
- 5.8 Our commitments in the Annual Delivery Plan, Service Plans and service performance targets for 2023/2024 will impact on; everyone who receives a service from the council; Vale of Glamorgan residents; unemployed adults; Young people who are not in employment, education or training (NEET); Looked After Children; vulnerable young people; adults in receipt of care; older people; children and adults with a disability, school children, housing tenants.
- 5.9 Individual commitments and planned service activities within the Annual Delivery Plan will give due consideration to the impact, directly or indirectly on Vale citizens overall. In line with Council policy, any changes to services and policies

across all Council services will be the subject of more detailed equality impact assessments which will need to explore any potential impact.

6. Background Papers

[Annual Performance Calendar 2022/23, Cabinet, 7 July 2022](#)

[Annual Delivery Plan 2023/24](#)

[Service Plans 2023/24](#)

[Corporate Performance Measures Framework 2023/24](#)

[Equalities Impact Assessment – Annual Delivery Plan 2023/24](#)

Service Plan contributions to the Annual Delivery Plan (2023-24) commitments and Corporate Plan (2020-25) Well-being Objectives as aligned to the remit of Corporate Performance & Resources Scrutiny Committee

In relation to **Well-being Objective 1, 'Work with and for our communities'**, there are 12 Annual Delivery Plan actions for 2023/24 aligned to 7 Corporate Plan commitments. The Service Plan activities identified below will contribute towards achieving these commitments.

| Our Corporate Plan commitments: |
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| <ul style="list-style-type: none"> • Improve how we involve, engage and communicate with others about our work and decisions • Work innovatively, using technology, resources and our assets to transform our services so they are sustainable for the future • Develop our strong culture of good customer service aligned to the Council's values of being ambitious, open, together and proud • Promote equality of opportunity and work with the community to ensure we are responsive to the diverse needs of our customers • Promote the use of the Welsh Language and contribute to the Welsh Government target of 1 million Welsh speakers by 2050 • Support the development and well-being of our staff and recognise their contribution to the work of the Council • Ensure we have robust governance and scrutiny arrangements in place and support our elected members to fulfil their roles |

The cross-cutting and integrated nature of the Annual Delivery Plan means that actions from multiple service areas contribute to the delivery of an ADP action that falls within the remit of a Scrutiny Committee. The tables below reflect this by highlighting all service contributions to our ADP actions.

| ADP1: Adopt a new digital strategy, improve how we communicate and develop more responsive online services, including improvements for housing services and the customer contact centre and enhancements to the website. | |
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| Service Plan | Service Plan Action 2023/24 |
| Adult Services | Develop our digital capability to enable our citizens to exercise greater choice and control over the services they receive. |
| Adult Services | Maximise our use of digital technology to enhance citizen's access/entry points to Adult Services and to enhance quality of life of our citizens. |
| Adult Services | Enhance Telecare services and develop our options for service delivery. |
| Adult Services | Continue to improve our recording on WCCIS to provide evidence to support our decisions regarding resourcing and responsiveness to manage anticipated increased demand and complexity. |
| Children and Young People Services | Continue to focus on the development of WCCIS in relation to ensuring timely and proportionate recording to inform and improve service delivery. |

ADP1: Adopt a new digital strategy, improve how we communicate and develop more responsive online services, including improvements for housing services and the customer contact centre and enhancements to the website.

| Service Plan | Service Plan Action 2023/24 |
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| Policy & Business Transformation Service | Commence work to develop a Data Strategy in terms of how we utilise, manage and safeguard data consistently across the organisation to ensure it is fit for purpose. |
| Policy & Business Transformation Service | Complete the replacement CRM (including the use of GOV service platform) to enhance all services. |
| Policy & Business Transformation Service | Focus on transformation and user centred design using the principles of content design to develop the council website to improve user experience and drive take up of digital customer contact channels. |
| Policy & Business Transformation Service | Explore opportunities with partners to support digital inclusion with a focus on data poverty and cost of living. (Also aligns to ADP25) |
| Policy & Business Transformation Service | Explore enabling technologies to improve service delivery and operational efficiency. |
| Policy & Business Transformation Service | Review the Council's Contact Strategy in line with the development of the Digital Strategy to ensure that our services are accessible to all our citizens. |
| Policy & Business Transformation Service | Work with services to deliver a new Corporate Digital Strategy, focusing on expanding online services and the range of digital methods used to engage and communicate with Vale of Glamorgan citizens, whilst reducing office space and travel. |
| Strategy, Community Learning and Resources | Review and refresh how financial information about schools is published to improve clarity and accessibility for parents, the public and other key stakeholders. |
| Strategy, Community Learning and Resources | Continue to support the digital infrastructure within schools to reflect requirements of the new National Curriculum and the Council's implementation of the Hwb programme. |
| Strategy, Community Learning and Resources | Work with schools with developing their own digital strategies which is in line with our own corporate approach. |
| Shared Regulatory Services | Improve engagement and consultation with stakeholders including service users and residents and review the effectiveness of current mechanisms used to access Shared Regulatory Services. |
| Standards & Provision | Work with L&S colleagues and Improvement partners to ensure schools embrace the new curriculum requirements using the Hwb platform. |
| Shared Regulatory Services | Work with officers and ICT to explore options for exploiting newer technologies that ensure officers can continue to operate as efficiently as possible, for example, consolidating the ICT interface between the partner authorities, agile working, mobile devices for inspections and improved communication mechanisms |

| ADP1: Adopt a new digital strategy, improve how we communicate and develop more responsive online services, including improvements for housing services and the customer contact centre and enhancements to the website. | |
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| Service Plan | Service Plan Action 2023/24 |
| Sustainable Development | Continue to focus on developing the digital delivery of services focusing on productivity and customer experience, with reference to Development management, Development Plan, Building control and Countryside functions. |
| Regeneration | Identify and maximise opportunities to streamline processes and make better use of digital technology to deliver efficiencies across the service. (Also aligns to ADP/03) |
| Housing & Building Services | Undertake market testing of digital aspects of the Tenant Engagement Strategy to ensure that service developments continue to reflect how customers want to interact with and access Housing services. |
| Housing & Building Services | Implement the new Northgate Housing Software solution and deliver a Digital Transformation Strategy for Housing and Building Services. |
| Housing & Building Services | Ensure the next iteration of the Council's Community Investment Strategy to be developed in 2023, reflects a digital approach in line with the Digital Vale Strategy, with continued focus on promoting opportunities (including health opportunities) to empower people to enable them to influence the development, design, planning and delivery of local services and their physical environment. (Also aligns to ADP/06, ADP/08, ADP/29) |
| Neighbourhood Services & Transport | Develop and implement a phased approach to expand on-line services such as parking permits, waste and leisure services as well as automated systems for fleet and public transport and an asset management system for parks and other neighbourhood assets. |
| Neighbourhood Services & Transport | Close the Alps reception and deliver more services online. |

| ADP2: Make efficient and effective use of assets by reviewing the council's estate including office accommodation and key sites | |
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| Service Plan | Service Plan Action 2023/24 |
| Adult Services | Contribute to the development and implementation of proposals for our new operating model that includes the rationalisation of our physical office use. To maximise our use of resources to best meet the needs of our citizens. |
| Adult Services | Work with our health partners to develop proposals for using our spaces/assets more innovatively in the context of the integrating services. |
| Adult Services | Work with colleagues and partners to identify capital improvement and development projects to respond to the requirements of the market stability report. |
| Children and Young People Services | Develop and implement proposals for our new operating model that includes the rationalisation of our physical office use. |
| Children and Young People Services | Work with colleagues and partners to identify capital improvement and development projects to respond to the requirements of the market stability report. |
| Policy & Business Transformation Service | Contribute to the Your Space project in terms of project planning, delivery and communications. |
| Strategy, Community Learning and Resources | Further rationalise our use of space/physical assets with a view to maximising opportunities for integration and service sustainability. |

| ADP2: Make efficient and effective use of assets by reviewing the council's estate including office accommodation and key sites | |
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| Service Plan | Service Plan Action 2023/24 |
| Strategy, Community Learning and Resources | Work with our schools to become more community focused in using their physical and digital assets to support our vision of schools being at the heart of their communities and offering wider community services. (Also aligns to ADP19) |
| Finance | Report the Annual Corporate Asset Management Plan update to Cabinet by February 2024. |
| Finance | Report the recommendations in respect of rationalisation of the Council's primary office estate to SLT and Cabinet and to action the agreed recommendations. |
| Finance | Further embed the sustainable development principle in the management of our physical assets through the new CAMP and our asset management processes. |
| Sustainable Development | Continue to explore opportunities to expand shared working space and make better use of the Council's property portfolio in a more efficient way especially for co-working/co-location. |
| Sustainable Development | Further rationalise our use of space/physical assets with a view to maximising opportunities for integration and service sustainability. |
| Regeneration | Support the development process relating to the future use of surplus Council assets. |
| Regeneration | Provide Project Management support across the Council in respect of the delivery of regeneration and land development projects, including the reuse of existing Council assets. |
| Housing & Building Services | Explore options for the future of Cadoxton House, including developing and submitting a planning application that supports the future use of the building. |
| Housing & Building Services | Review the Housing & Building Services portfolio of land, buildings including garages and other assets to make effective use of these assets. |
| Neighbourhood Services & Transport | Review, update and implement the Neighbourhood Services asset investment plans with a focus on long term sustainability. |
| Neighbourhood Services & Transport | Develop the Confirm and AMX Asset Management system. |
| Neighbourhood Services & Transport | Maximise opportunities for expanding and sharing the use of outdoor sporting space and indoor halls in our schools estate, informed by the pilot work with two schools. |

| ADP3: Review the viability and sustainability of services in response to ongoing significant financial challenges and uncertainty | |
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| Service Plan | Service Plan Action 2023/24 |
| Adult Services | Enhance proactive recruitment to Adult Placement Service hosts. |
| Adult Services | Develop a Day Opportunities Board to review and shape our future delivery model in partnership with our members. |
| Adult Services | Continue to develop capital opportunities which could provide better more local services while reducing ongoing revenue costs. |
| Children and Young People Services | Work in collaboration with our Third Sector partners to maximise and further develop the use of children's residential provision across the Vale to ensure sufficiency of placements and achieve financial savings. |
| Children and Young People Services | Continue to maintain oversight of our referrals at the front door to ensure we respond effectively to manage demand. |

| ADP3: Review the viability and sustainability of services in response to ongoing significant financial challenges and uncertainty | |
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| Service Plan | Service Plan Action 2023/24 |
| Children and Young People Services | Continue to strengthen Early Help pathway from South Wales Police for all early intervention notifications to support families in need of early support and prevent escalation to Children's Services 'front door.' |
| Children and Young People Services | Continue to work in partnership with Cardiff & Vale University Health Board to promote early help for families through ongoing development of the Emotional Health and Wellbeing Single Point of Access (SPOA) for children and young people and access to services through outreach opportunities in communities including schools and GP practices. |
| Children and Young People Services | Lead on the Division's response to managing increased levels of demand and complexity across the remit of family support. |
| Children and Young People Services | Work in partnership with health and our legal services colleagues to ensure the application of continuing care guidance meets the needs of children and young people with continuing care needs. |
| Children and Young People Services | Review the process and application of legal gateway to ensure it effectively supports decision making. |
| Children and Young People Services | In partnership with Foster Wales, increase the number and diversity of foster carers in the Vale of Glamorgan. |
| Resource Management and Safeguarding Services | Implement capacity improvements across the commissioning and contracting teams. |
| Resource Management and Safeguarding Services | Review the quality assurance tool to monitor delivery of the joint regional contract for residential care. |
| Resource Management and Safeguarding Services | Develop a mechanism to be used by commissioning team based on information from providers and national forums to support the early settlement of uplift fees to encourage confidence in the market in partnership with Cardiff and Vale UHB. |
| Resource Management and Safeguarding Services | Monitor all packages awaiting domiciliary care agency availability to actively manage the position to enable flow and support hospital discharge and VCRS capacity. |
| Resource Management and Safeguarding Services | Implement our quality assurance framework to support the Reshaping programme for Social Services. |
| Resource Management and Safeguarding Services | Develop a performance management framework and data sets that will enable us to streamline our approach to managing and monitoring performance management. |

| ADP3: Review the viability and sustainability of services in response to ongoing significant financial challenges and uncertainty | |
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| Service Plan | Service Plan Action 2023/24 |
| Policy & Business Transformation Service | Explore opportunities to collaborate with other Welsh Public Sector organisations to meet the skills gaps and reduce costs of service delivery. |
| Policy & Business Transformation Service | Explore options on budget arrangements to support the regular ICT hardware refresh programme and support reduction of costs. |
| Policy & Business Transformation Service | Implement the recommendations from Audit Wales review of the Council's Reshaping Services Programme. |
| Policy & Business Transformation Service | Work collaboratively across sectors to address the long-term challenges of meeting the ongoing financial challenges. |
| Policy & Business Transformation Service | Develop opportunities for service held data to be shared across the organisation alongside corporate data sets to encourage data driven decision making, as part of a new Insight way of working. |
| Policy & Business Transformation Service | Work with Social Services to review Telecare services. (Also aligns to ADP1) |
| Policy & Business Transformation Service | Work with Adult Services to develop a customer facing service to enable self-referral to universal services available via the Third Sector. |
| Strategy, Community Learning and Resources | Continue to work in collaboration with schools, the School Budget Forum and governing bodies to support the management of the challenging financial position in terms of planned spend. |
| Strategy, Community Learning and Resources | Identify and maximise opportunities to use grant funding to achieve both short term benefits and as part of a longer-term approach to addressing resource challenges. |
| Strategy, Community Learning and Resources | Review services and service delivery models to reflect the current financial climate, changes in need and an evolving landscape across education arts and culture. |
| Strategy, Community Learning and Resources | Work more innovatively with colleagues across the Learning & Skills Directorate, the Central South Consortium Joint Education Service (CSC JES), and with partners at the local and regional level to integrate services to build resilience, enable early identification and ensure a timely and targeted response to learners of all ages. |
| Strategy, Community Learning and Resources | Further enhance and develop business intelligence analytics and information held across the Council to streamline our interventions. |
| Strategy, Community Learning and Resources | Embed and further develop the Makerspaces sites established Barry and Penarth with a focus building community capacity, income generation opportunities and sustainability and opportunities for the Arts. |

| ADP3: Review the viability and sustainability of services in response to ongoing significant financial challenges and uncertainty | |
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| Service Plan | Service Plan Action 2023/24 |
| Strategy, Community Learning and Resources | Undertake a review of the operation and sustainability of the Arts Service in line with required savings targets.(Also aligns to ADP30) |
| Additional Learning Needs & Wellbeing | Implement the new Shared Prosperity Funded projects, developing services that complement Welsh Governments Employability and Skills Plan and build on the previously ESF funded projects. |
| Additional Learning Needs & Wellbeing | Develop processes to keep under review the additional learning provision (ALP) available in the LA and in schools in order to support strategic decision making on whether the LA has the correct types, quantity and quality of provision to meet the current and future needs of children and young people with ALN and establish the steps that should be taken to remedy insufficiencies. |
| Additional Learning Needs & Wellbeing | Maximise opportunities to use grant funding to achieve both short term benefits and as part of a longer-term approach to addressing resource challenges. |
| Additional Learning Needs & Wellbeing | Support the development and sustainability of the childcare market by building on the findings of the Childcare Sufficiency Assessment. |
| Additional Learning Needs & Wellbeing | Work with colleagues in Finance to support a review of the Special School Funding model. |
| Additional Learning Needs & Wellbeing | Further develop ALN Panels to ensure they interact with each other effectively to determine provision and enable timely intervention. |
| Additional Learning Needs & Wellbeing | Review models of service delivery for Educational Psychology and Literacy. |
| Standards & Provision | Maximise opportunities to use grant funding to achieve both short term benefits and as part of a longer term approach to addressing resource challenges, particularly in relation to additional learning provision. |
| Standards & Provision | Work more innovatively with colleagues across the Learning & Skills Directorate, the Central South Consortium Joint Education Service (CSC), and with partners at the local and regional level to integrate services to build resilience, enable early identification and ensure a timely and targeted response to learners needing support. |
| Standards & Provision | Review service delivery models to reflect changes in need and an evolving landscape across education, particularly within Social Inclusion and Well-being, including supporting a review of the Special School Funding model. |
| Finance | Continue to put a thorough framework in place to ensure delivery of the savings programme agreed in the 2023/24 Budget. |
| Finance | Strengthen management of the Council's reserves following the comprehensive work to streamline and align with the Council's key risks. |
| Finance | Continue to monitor the impact of inflationary pressures on the affordability of construction schemes as part of Capital Monitoring and the Capital Strategy. |
| Finance | Continue to deliver the budget and savings programme as part of wider Budget Strategy to 2026/27 and undertake engagement around the budget with Vale of Glamorgan citizens. |
| Finance | Continue to lobby Welsh Government for genuine multi-year settlement to enable effective financial planning for the long term. |
| Finance | Develop and publish a rolling five-year medium term financial plan (revenue and capital). |

| ADP3: Review the viability and sustainability of services in response to ongoing significant financial challenges and uncertainty | |
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| Service Plan | Service Plan Action 2023/24 |
| Shared Regulatory Services | Review all available options for cost recovery and income generation to ensure this approach underpins sustainable service delivery. |
| Sustainable Development | Consider engagement practices within the planning system to ensure public involvement activities are fit for purpose. (Also aligns to ADP/08) |
| Sustainable Development | Review building control fee regimes to ensure fees reflect the actual cost of providing the service and make the service self-funding. |
| Sustainable Development | Review the scheme of delegation to ensure planning committees are focussed on the most important strategic issues. |
| Sustainable Development | Continue to lobby Welsh Government for regular planning fee updates that reflect the actual cost of providing and support the service. |
| Regeneration | Move towards a long term planning approach for capital and revenue expenditure in response to UK and Welsh Government funding cycles to improve overall financial sustainability. |
| Regeneration | Implement the proposals arising from Audit Wales', 'Local Government Services to Rural Communities' with a focus on ensuring a more integrated approach to service delivery in rural areas. |
| Housing & Building Services | Contribute to the Corporate Landlord Approach review and utilise the findings to inform future service delivery models for Housing & Building Services. (Also aligns to ADP/20) |
| Housing & Building Services | Undertake a review of the community safety function in light of new statutory duties and short term funding challenges, especially the over-reliance on grant finding streams, which limit service growth and planning for the long term. |
| Housing & Building Services | Develop a new Housing Solutions Delivery model considering the impact of the pandemic, cost of living challenges and changing homelessness legislation. |
| Housing & Building Services | Identify and maximise further opportunities for integration in the use of Environment & Housing Directorate resources and finances through the business support function, including streamlining and joining up functions across the Directorate and with partners and key stakeholders to ensure we deliver improved outcomes for our citizens. |
| Housing & Building Services | Implement the recommendations arising from the Audit Wales 'Welsh Housing Quality Standard' review with a specific focus on reviewing our approach to assisting people experiencing problems with condensation and damp and the effectiveness of reporting housing repairs via the Customer Contact Centre. (This work includes our response to the Housing Ombudsman for England's recommendations on dealing with damp and condensation following the high profile death of a child and the exponential increase in casework related to damp living conditions). |
| Neighbourhood Services & Transport | Identify and implement innovative solutions to mitigate supply and cost pressures associated with construction materials, vehicle parts, skills shortages in HGV drivers and technical engineers. |
| Neighbourhood Services & Transport | Secure income from enforcement, highway inspections and fleet sponsorship as part of a strategy to support service sustainability over the long term. |
| Neighbourhood Services & Transport | Produce a revised Leisure Strategy to update the aims of the service post covid, better reflect the WBFG Act and to embrace the new leisure centre contract. (Also aligns to ADP/29, ADP/30) |
| Neighbourhood Services & Transport | Identify and maximise opportunities to integrate our use of resources and finances, through the business support function including streamlining and joining up functions across the Directorate and with partners and key stakeholders to ensure we deliver improved outcomes for our citizens. |
| Neighbourhood Services & Transport | Strengthen application of the sustainable development principle through services delivered by Legacy Leisure and gain assurance that the leisure contract is providing value for money in line with the Audit Wales review recommendation. |

| ADP3: Review the viability and sustainability of services in response to ongoing significant financial challenges and uncertainty | |
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| Service Plan | Service Plan Action 2023/24 |
| Neighbourhood Services & Transport | Introduce a subscription charge for green waste collection. |
| Neighbourhood Services & Transport | Move from the current cycle to a three-bags-every-week collection cycle for black bag refuse collection. |
| Neighbourhood Services & Transport | Review sustainability of the Street Cleansing Service and the Parks service in response to the financial challenges. |
| Neighbourhood Services & Transport | Develop a business case for the enforcement of moving traffic offences. |
| Neighbourhood Services & Transport | Promote public MOTs to generate income as part of a strategy to support service sustainability over the long term. |
| Neighbourhood Services & Transport | Undertake a consultation charging for Post-16 learners transport to schools and colleges. |
| Neighbourhood Services & Transport | Implement a charging policy for public use of electric vehicle charging points based at the Civic Offices and the Alps. |
| Neighbourhood Services & Transport | Review all parking charging and parking provision across the Vale of Glamorgan. |
| Neighbourhood Services & Transport | Stop the provision of sandbags. |
| Neighbourhood Services & Transport | Expand the Construction and Design teams within NS&T to enable delivery of service and Council priorities. |
| Legal and Democratic Services | Continue to increase performance in service delivery through the Lexcel standard and achieve the Lexcel accreditation. |
| Legal and Democratic Services | Review existing structures, service delivery processes and continue to explore income generating opportunities. |
| Human Resources & Organisational Development | Support organisational-wide change as part of the Council's new Reshaping Programme focusing on workforce engagement, recruitment and retention, attraction, digital transformation and rewards and benefits within the context of COVID recovery, Brexit, the climate and nature emergencies and the cost of living crisis. |
| Human Resources & Organisational Development | Provide accurate HR data and insights, that contributes to the development of an integrated approach to data, that allows services to make informed decision. |

| ADP4: Revise our procurement practices to ensure value for money to ensure our activities contribute to the local economy, support work around climate change and deliver community benefits | |
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| Service Plan | Service Plan Action 2023/24 |
| Resource Management and Safeguarding Services | Develop future contracting arrangements that take account for climate change agenda and the need to achieve carbon reduction. (Also aligns to ADP43) |
| Resource Management and Safeguarding Services | Implement the requirements of the Council's new procurement policy in the context of social care commissioning. |
| Strategy, Community Learning and Resources | Implement the requirements of the Council's new procurement policy in the context of the Social Value Framework. |
| Strategy, Community Learning and Resources | Review future contracting arrangements that take account for climate change agenda and the need to achieve carbon reduction. (Also aligns to ADP43) |
| Finance | Develop and deliver a sustainable ethical procurement policy that incorporates the Council's expectations on decarbonisation, supply chain sustainability and employee recruitment and retention. |
| Finance | Strengthen capacity and streamline processes within the procurement function and promote a proactive approach to procurement. |
| Neighbourhood Services & Transport | Continue to refresh supply chain mapping for all priority one service areas requiring a Business Continuity Plan, reflecting the lessons learnt over the past two years and cognisant of the WCFG Act's sustainable development principle. |
| Legal and Democratic Services | Support the development of a social value framework that outlines the Council's approach for embedding social value through its integrated planning processes to achieve maximum benefits for citizens. |
| Human Resources & Organisational Development | Contribute to the review of the Council's procurement practices including our approach to agency worker procurement to ensure value for money, ethical and sustainable practices and delivery of community benefits. |

| ADP5: Implement a new People Strategy with a particular focus on improving diversity across the workforce, recruitment and retention, planning for the future and staff well-being. | |
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| Service Plan | Service Plan Action 2023/24 |
| Adult Services | Implement the next phase of leadership development and succession planning to ensure that we develop the skillsets of our workforce to be resourceful and resilient to changing policy landscape. |
| Adult Services | Ensure Adult Services inform the local training team of their training needs to develop their workforce skills so they are 'fit for the future' |
| Adult Services | Develop the digital skills of our workforce to ensure that we can operate services in more efficient and cost-effective ways. |

| ADP5: Implement a new People Strategy with a particular focus on improving diversity across the workforce, recruitment and retention, planning for the future and staff well-being. | |
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| Service Plan | Service Plan Action 2023/24 |
| Adult Services | Progress our capacity planning workstream to progress new/innovative ways of addressing recruitment/retention challenges across the service. |
| Adult Services | Further develop 'Grow our own' Social Work schemes within Adult Services and enhance Approved Mental Health Practitioner course recruitment to support retention and succession planning. |
| Children and Young People Services | Contribute to the capacity planning workstream of the Reshaping Programme to further our approaches to increase the recruitment and retention of critical posts within Children and Young People Services. |
| Resource Management and Safeguarding Services | Continue to progress and implement capacity planning workstream priorities with new and innovative ways of addressing recruitment/retention challenges across the Division. (Also aligns to ADP3) |
| Resource Management and Safeguarding Services | Develop and deliver a series of digital literacy sessions with residential care staff to enhance their digital skills. (Also aligns to ADP1) |
| Resource Management and Safeguarding Services | Implement the next phase of leadership development and succession planning to ensure that we develop the skillsets of our workforce to be resourceful and resilient to changing policy landscape. |
| Resource Management and Safeguarding Services | Further develop the role and function of the local training team to enable RMS to develop their workforce skills so they are 'fit for the future' |
| Resource Management and Safeguarding Services | Review and embed the effectiveness of the 'Fast Track to Care' programme. |
| Resource Management and Safeguarding Services | Continue to keep under review capacity and resource challenges within safeguarding teams. |
| Policy & Business Transformation Service | Undertake a review of the Policy & Business Transformation structure in the context of the creation of a new Director of Resources. |
| Policy & Business Transformation Service | Work with HR and OD colleagues to develop and support the implementation of the new People Strategy. |

| ADP5: Implement a new People Strategy with a particular focus on improving diversity across the workforce, recruitment and retention, planning for the future and staff well-being. | |
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| Service Plan | Service Plan Action 2023/24 |
| Policy & Business Transformation Service | Implement actions arising from review of the Digital Strategy in relation to upskilling the digital skills of our workforce. |
| Policy & Business Transformation Service | Explore opportunities to share digital data and technology (DDaT) skill set resources with other local authorities. |
| Strategy, Community Learning and Resources | Contribute to the implementation of a Council-wide Well-being Strategy which supports employees to achieve their full potential and keep staff well-being under review. |
| Finance | Promote and encourage staff involvement in directorate and corporate staff engagement and well-being initiatives and proactively support staff to work at home and in different ways. |
| Finance | Focus on up-skilling and developing flexibility in skill sets across all teams within the Finance Division and encourage take up of self-development opportunities. |
| Finance | Address the recruitment and retention challenges within the Financial Services Division. |
| Shared Regulatory Services | Further develop a recruitment strategy together with a range of initiatives that address recruitment and retention pressures within the service such as apprenticeships and other HR related approaches. |
| Shared Regulatory Services | Promote and encourage involvement in staff engagement and well-being initiatives and proactively support staff development. |
| Sustainable Development | Consider ways to work regionally to address specialism gaps, develop SDP and regional evidence with other Local Authorities. |
| Sustainable Development | Promote and encourage staff involvement in directorate and corporate staff engagement and well-being initiatives and proactively support staff to work at home and in different ways. |
| Sustainable Development | Further develop succession planning arrangements by exploring options within hard to recruit areas in Planning, Building Control and Countryside Services through the development of career pathways and continuing to recruit and retain year-out students in Planning services. |
| Sustainable Development | Continue to enhance the Management Development Programme in Planning, Building Control and Countryside Services so that current and future managers are equipped with the skills required to manage services of the future. |
| Regeneration | Continue to support succession planning arrangements by ensuring that current and future managers are equipped with the skills required to manage services of the future. |
| Regeneration | Promote and encourage staff involvement in directorate and corporate staff engagement and well-being initiatives and proactively support staff to work in a hybrid way. |
| Standards & Provision | Work in partnership with EOTAS providers to further strengthen arrangements to ensure our most vulnerable learners not in education settings are able to access a curriculum that meets their needs and allows them to progress at a rate appropriate with their age and ability. |
| Additional Learning Needs & Wellbeing | Work with the Division's workforce and HR partners to further embed processes that support healthy workplaces and support employee well-being. |

| ADP5: Implement a new People Strategy with a particular focus on improving diversity across the workforce, recruitment and retention, planning for the future and staff well-being. | |
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| Service Plan | Service Plan Action 2023/24 |
| Additional Learning Needs & Wellbeing | Work with EOTAS providers to further develop and strengthen their Additional Learning Needs and Safeguarding procedures in line with the ALNET Act. |
| Strategy, Community Learning and Resources | Contribute to the implementation of a Council-wide Well-being Strategy which supports employees to achieve their full potential and keep staff well-being under review. |
| Housing & Building Services | Deliver the Housing & Building Services Big Conversation Staff Engagement Strategy promoting staff engagement and well-being. |
| Housing & Building Services | Undertake a review of resources and capacity within Housing & Building Services and the Community Safety Service to deliver programmes. |
| Housing & Building Services | Work with Human Resources & Organisational Development partners to review key policies such as Single Status and implement a succession planning programme that supports workforce upskilling, increases workforce diversity and provides competitive opportunities to attract talent into roles for the long term with a specific focus on the business-critical areas of Housing & Building Services. |
| Housing & Building Services | Work with the Division's workforce and HR partners to further embed processes that support healthy workplaces and employee well-being. |
| Neighbourhood Services & Transport | Work collaboratively with HR & OD Business Partners to implement a programme for succession planning to improve workforce diversity, increase young workforce numbers and to support the retention of expertise and skills, especially in business-critical areas for the long term. |
| Neighbourhood Services & Transport | Promote and encourage staff involvement in directorate and corporate staff engagement and well-being initiatives and proactively support staff to work at home and in different ways. |
| Neighbourhood Services & Transport | Deliver a programme of in-house training so that current and future officers are equipped with the skills required to manage services of the future (specifically technical engineers and HGV drivers). |
| Neighbourhood Services & Transport | Develop our workforce's digital skillsets aligned to new ways of working and emerging technologies. |
| Neighbourhood Services & Transport | In partnership with HR & OD Partners, review existing pay structures, considering market forces to ensure that our salaries/employment packages are competitive and attract the right candidate for the role. As part of this work, review key policies such as single status which is no longer fit for purpose. |
| Neighbourhood Services & Transport | Build capacity to work with our volunteers so that collectively we are able to deliver sustainable services to our communities. |
| Legal and Democratic Services | Promote and encourage staff involvement in directorate and corporate staff engagement and well-being initiatives and proactively support staff to work at home and in different ways. |
| Legal and Democratic Services | Build on our collaborative approach with the Division's workforce and HR colleagues to strengthen processes to support employee well-being and mental health and address the barriers associated with maintaining a remote workplace culture. |
| Legal and Democratic Services | Continue to develop the division's skillsets including digital capacity to support the Reshaping Programme within the new digital work environment. |

| ADP5: Implement a new People Strategy with a particular focus on improving diversity across the workforce, recruitment and retention, planning for the future and staff well-being. | |
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| Service Plan | Service Plan Action 2023/24 |
| Legal and Democratic Services | Deliver workforce planning with a focus on alternative service delivery and workforce implications ensuring reliance on small numbers of key staff is managed effectively. |
| Legal and Democratic Services | Work with colleagues in HR and OD to further develop succession planning arrangements in Legal and Democratic Services in order to retain expertise and skills especially in business-critical areas for the long term. |
| Human Resources & Organisational Development | Work collaboratively to implement a new People Strategy with a focus on workforce planning, engagement and well-being, recruitment, retention and attraction, digital transformation, rewards and benefits and diversity. (Also aligns to ADP/11) |

| ADP6: Work with voluntary and community organisations to deliver and shape local services, encourage people to get more involved in their local communities and support them to seek funding. | |
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| Service Plan | Service Plan Action 2023/24 |
| Resource Management and Safeguarding Services | Explore the options for developing micro and community enterprises. |
| Policy & Business Transformation Service | Consider the Council's role and relationship with the Third Sector in parallel with work to implement the recommendations from Audit Wales' review of Third Sector. |
| Policy & Business Transformation Service | Strengthen our understanding of the drivers of demand and engage with service users and our communities to redesign and co-produce services. |
| Strategy, Community Learning and Resources | Continue to work collaboratively to deliver and shape local services and to encourage people to get more involved in their local communities. |
| Regeneration | Ensure local people are involved in developing strategies and projects, using resources in the area to address local challenges. |
| Neighbourhood Services & Transport | Work with not for private-profit, voluntary and community organisations including Greenlinks volunteers, Tidy Towns voluntary litter pick groups, tree forums and groups and the probation service to deliver and shape local services and to encourage people to get more involved in their local communities. |
| Human Resources & Organisational Development | Support council services on any HR &OD related issues arising from work with voluntary and community organisations and other key stakeholders to deliver and shape local services. |

| ADP7: Work with partners in the private sector to help deliver service innovation and new sources of investment and expertise | |
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| Service Plan | Service Plan Action 2023/24 |
| Strategy, Community Learning and Resources | Work with private sector to pilot an innovative learning environment for pupils. |
| Finance | Develop a non-treasury Investment Strategy which outlines more commercial approaches to bringing in income, including risk appetite. |
| Regeneration | Support businesses through projects, advice and grant funding. |
| Housing & Building Services | Progress a Housing Partnership with Cardiff Council and a private sector partner to deliver Council housing developments. |
| Housing & Building Services | Identify and progress joint ventures with the private sector to invest in social housing, such as Package Deals, S106 affordable housing opportunities. |
| Housing & Building Services | Undertake a review of the Affordable Housing Partnership to ensure we maximise opportunities to increase affordable housing provision in the Vale of Glamorgan. |
| Housing & Building Services | Work with private housing landlords on arrangements to increase lease based temporary accommodation units in the Vale of Glamorgan. |
| Neighbourhood Services & Transport | Progress work to implement contract arrangements for the delivery of sustainable Leisure Services. |
| Neighbourhood Services & Transport | Establish management arrangements for Belle Vue Pavilion and Play area in Penarth. |
| Neighbourhood Services & Transport | Work with Project Gwyrdd partners and Viridor to help deliver the Council's commitment to achieve statutory recycling targets and contribute to Welsh Government's 'Towards Zero' agenda. (Also aligns to ADP/43, ADP/56) |
| Neighbourhood Services & Transport | Work in partnership with Cardiff Council and Dwr Cymru to deliver organic waste treatment services that support the Council's sustainable waste management commitments. (also aligns to ADP/56) |
| Neighbourhood Services & Transport | Establish an Agreement with FCC Environment for the management of household waste recycling centres (HWRC). (Also aligns to ADP/56) |
| Neighbourhood Services & Transport | Work collaboratively to sustainably reduce waste by increasing our provision of recycling material to be reused in the private sector. (Also aligns to ADP/56) |
| Neighbourhood Services & Transport | Work with Term Contractors for highway resurfacing and maintenance to encourage sustainable and innovative management systems. Also aligns to ADP/51) |

| ADP8: Deliver our Public Participation Strategy to encourage and enable greater involvement for residents and other stakeholders in decision making, with a particular focus on improving engagement with seldom heard voices. | |
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| Service Plan | Service Plan Action 2023/24 |
| Adult Services | Strengthen our approach to service user involvement and the 'lived experience' through our engagement work to inform how we plan, develop and deliver services. |
| Children and Young People Services | Continue to embed the 'Developing Services Together' under the 'Building on Strengths' approach to enhance engagement with children, young people and families. (Also aligns to ADP35) |

| ADP8: Deliver our Public Participation Strategy to encourage and enable greater involvement for residents and other stakeholders in decision making, with a particular focus on improving engagement with seldom heard voices. | |
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| Service Plan | Service Plan Action 2023/24 |
| Resource Management and Safeguarding Services | Enhance our mechanisms for identifying and monitoring areas of improvement arising from engagement work. |
| Resource Management and Safeguarding Services | Explore and implement methodologies for enhancing service user engagement and participation in shaping service design/delivery. |
| Resource Management and Safeguarding Services | Strengthen our approach to service user involvement and the 'lived experience' through our engagement work to inform how we plan, develop and deliver services. |
| Policy & Business Transformation Service | Increase the voice of the customer by focusing on data insight, causes of and learning from complaints to support service development. |
| Policy & Business Transformation Service | Deliver the Public Participation Strategy Action Plan. |
| Policy & Business Transformation Service | Develop the use of online social media community mapping techniques to allow the Council to better reach a wider range of citizens online. |
| Policy & Business Transformation Service | Increase participation in the internal practitioner's network, linking with the Equalities Consultative Forum and Member Champions to ensure a more co-ordinated approach to public participation across the Council. |
| Policy & Business Transformation Service | Establish the 'Participate Vale' as a platform for the Council's as a foremost participation tool as a shared source of insight into public perceptions. |
| Policy & Business Transformation Service | Work through the PSB to undertake engagement in our more deprived communities to inform future activities. |
| Strategy, Community Learning and Resources | Maximise work the Council is doing in relation to the implementation of the Public Participation Strategy and utilise customer insights in aspects of service development and delivery. (Also aligns to ADP3) |
| Finance | Continue to improve public awareness and understanding of the Council and its finances as part of implementing the Public Participation Strategy. |
| Sustainable Development | Implement the RLDP Community Involvement Scheme to ensure maximum consultation and engagement 'reach'. (Also aligns to ADP/09) |

| ADP8: Deliver our Public Participation Strategy to encourage and enable greater involvement for residents and other stakeholders in decision making, with a particular focus on improving engagement with seldom heard voices. | |
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| Service Plan | Service Plan Action 2023/24 |
| Regeneration | Invest in the resources required to enable us to engage effectively with more diverse groups including young people to inform our work and Council decisions via digital, social media and in-person methods. |
| Housing & Building Services | Continue to listen to and act upon the views of our tenants and keep them informed of consultation findings and actions taken in response and our services. |
| Housing & Building Services | Maintain the Community Cohesion group (cognisant of funding pressures) to ensure their critical friend role on issues impacting on Vale communities inform future council developments. |
| Neighbourhood Services & Transport | Involve, engage and consult residents and other stakeholders including the voluntary sector and town and community councils in redesigning waste, flood risk management, trees, transport and active travel services, ensuring that those who are seldom heard have the opportunity to be involved. This will include the development of school Active Travel Plans, active travel consultations and a public transport opinion survey (2023). |
| Neighbourhood Services & Transport | Strengthen our knowledge and understanding of community needs by increasing opportunities for our engagement activities to capture the views of diverse and 'hard to reach' groups and residents that that are not digitally accessible. |
| Legal and Democratic Services | Support the implementation of the Public Participation Strategy to increase public participation in the decision-making process and improve public awareness and understanding of the Council and its finances. |
| Legal and Democratic Services | Deliver the annual Canvass for 2023. |

| ADP9: Support increasing numbers and a greater diversity of young people to be engaged in a wider range of participation opportunities to enable equity and diversity in decision making within the Council. | |
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| Service Plan | Service Plan Action 2023/24 |
| Strategy, Community Learning and Resources | Strengthen our approach to service user involvement (including Learner Voice) and the 'lived experience' through our engagement work to inform how we plan, develop and shape services. (Also aligns to ADP8 and ADP11) |
| Standards & Provision | Expand the range of participation opportunities to enable a greater number and diversity of young people engaged and involved in decision making within and across the Council, thus gaining a better understanding of their concerns and aspirations for the future in order that service development is reflective of their views and needs. |
| Legal and Democratic Services | Support relevant officers to ensure the Council's compliance with legislative requirements. |

| ADP10: Hold climate and nature emergency community conversations involving different stakeholder groups to shape our plans and activities and encourage positive behaviour change | |
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| Service Plan | Service Plan Action 2023/24 |
| Policy & Business Transformation Service | Develop and deliver our Communications Strategy, community engagement approaches (including young people, protected groups and those socially disadvantaged groups) and our website content to encourage behaviour change and shape our work as part of Project Zero. |
| Strategy, Community Learning and Resources | Support the co-ordination of climate change conversations with key partners regarding the use of our schools and buildings to identify areas of improvement that will promote positive behaviour change. |
| Sustainable Development | Work with businesses, stakeholders and the community to encourage behaviour change having regard to climate and nature emergencies. |
| Sustainable Development | Progress RLDP strategy that responds to climate and nature emergencies. Design RLDP policies that facilitate and require behavioural change. |
| Regeneration | Work with businesses, stakeholders and the community to encourage behaviour change having regard to climate and nature emergencies and support the decarbonisation of businesses through advice and possible grant funding. |
| Housing & Building Services | Engage in community conversations to shape our plans and activities to enable us to meet the requirements of the Welsh Housing Quality Standard (WHQS) 2023. |
| Housing & Building Services | As part of Community Safety Anti-Social Behaviour work, continue to engage with and involve communities in the design of local environmental improvements, maintenance of open spaces and parks in order to discourage and prevent anti-social behaviour. |
| Neighbourhood Services & Transport | Build momentum around the Climate Change Community Conversation and the nature emergency involving different stakeholders with a focus on waste service change proposals for Penarth and flats and apartments, with Fields in Trust to protect open space. (Also aligns to ADP/56) |
| Human Resources & Organisational Development | Build in climate and nature emergency conversations with our workforce as part of the People Strategy's engagement workstream to shape our plans and activities and encourage positive behaviour change. (Also aligns to ADP/43) |
| Human Resources & Organisational Development | Undertake work to encourage more sustainable transport options for our workforce as part of the People Strategy's rewards and benefits workstream with a focus on the Healthy Travel Charter. Further exploring Electric Vehicle scheme and greening of pension investments. (Also aligns to ADP/43) |

| ADP11: Deliver year four of the Council's Strategic Equality Plan, achieve Age Friendly status for the Vale and progress work as part of national action around disability, race and sexual orientation and gender identity | |
|--|--|
| Service Plan | Service Plan Action 2023/24 |
| Policy & Business Transformation Service | Take action to implement the Anti-racist Wales Action Plan and continue to promote race awareness and inclusivity across the organisation and externally. |
| Policy & Business Transformation Service | Continue to progress the work programme in relation to the LGBTQ+ inclusion agenda including supporting the implementation of the Welsh Government's LGBTQ+ Action Plan. |

| ADP11: Deliver year four of the Council's Strategic Equality Plan, achieve Age Friendly status for the Vale and progress work as part of national action around disability, race and sexual orientation and gender identity | |
|--|---|
| Service Plan | Service Plan Action 2023/24 |
| Policy & Business Transformation Service | Continue to support and develop staff networks to support colleagues to improve inclusivity in the workplace and explore how they can inform future service design and delivery. |
| Policy & Business Transformation Service | Progress work in partnership with the PSB to achieve Age Friendly status for the Vale. (Also aligns to ADP34) |
| Policy & Business Transformation Service | Support the review of building/ street names and monuments. |
| Sustainable Development | Consider the needs of protected groups when developing and implementing the RLDP community involvement scheme and the integrated sustainability appraisal (incorporating the EQIA). |
| Legal and Democratic Services | Provide advice as required on equality matters to ensure the Council's compliance with legislative requirements. |

| ADP12: Increase the use of the Welsh Language through the delivery of the Council's Welsh Language Promotion Strategy and the Welsh in Education Strategic Plan (WESP) | |
|---|--|
| Service Plan | Service Plan Action 2023/24 |
| Policy & Business Transformation Service | Implement the Welsh Language Promotion Strategy Action Plan. |

| ADP13: Work in partnership as part of the Armed Forces Covenant to support members of the armed forces, veterans, family members and widow or widowers. | |
|--|--|
| Service Plan | Service Plan Action 2023/24 |
| Finance | Continue to promote the support available under the Armed Forces Covenant with specific focus on housing and council tax benefits. |
| Policy & Business Transformation Service | Work with partners to develop and promote the support available under the Armed Forces Covenant. |

ADP14: Deliver a programme to further develop and support elected members to be effective in their roles reflecting the commitment to increase diversity.

| Service Plan | Service Plan Action 2023/24 |
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| Legal and Democratic Services | Provide support and development to elected members on equality issues. |

In relation to **Well-being Objective 2, 'Support learning, employment and sustainable economic growth'**, there are 10 Annual Delivery Plan actions for 2023/24 aligned to 8 Corporate Plan commitments. The Service Plan activities identified below will contribute towards achieving these commitments.

Our Corporate Plan commitments:

- **Ensure there is appropriate access to quality early years, nursery and education provision enabling people to achieve their best possible outcomes whatever their age**
- **Invest in our schools to provide the right learning environment for the 21st century and facilities which benefit the wider community**
- **Work with schools, families and others to improve the services and support for those with additional learning needs**
- **Work with education, training providers, businesses and other agencies to provide a range of advice, support and training opportunities which improve people's skills and readiness for work**
- **Work with partners to ensure people can access appropriate money advice, information and debt support relating to housing, benefits, education, training and employment**
- **Support and promote volunteering and community learning recognising the range of benefits to individuals and the community**
- **Work as part of the Cardiff Capital Region to progress strategic planning and transport initiatives and promote sustainable economic growth and employment**
- **Support economic growth through regeneration, improved infrastructure and support for town centres, tourism and industry**

The cross-cutting and integrated nature of the Annual Delivery Plan means that actions from multiple service areas contribute to the delivery of an ADP action that falls within the remit of a Scrutiny Committee. The tables below reflect this by highlighting all service contributions to our ADP actions.

ADP15: Work in partnership with the Central South Consortium Joint Education Service to ensure schools are effectively supported to maximise outcomes for all learners.

| Service Plan | Service Plan Action 2023/24 |
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| No actions | |

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| ADP16: Work with our schools and partners to implement the whole-school approach to mental health and well-being and ensure appropriate support and guidance is provided in order to meet the differing needs of children and young people. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

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| ADP17: Support our schools to facilitate the phased implementation of Additional Learning Needs (ALN) reform including work around self-evaluation. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

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| ADP18: Support our schools to minimise exclusions and enhance attendance recognising the long-term impacts of COVID-19 and the cost of living crisis. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

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| ADP19: Progress school investment schemes including the expansion of Ysgol Y Deri, a new school building at St Nicholas, expansion of primary school capacity in Cowbridge and design work for St Richard Gwyn as part of the Sustainable Communities for Learning Programme. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

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| ADP20: Review and revise our core support service offer to schools, including IT, HR, cleaning, building services and waste services. | |
| Service Plan | Service Plan Action 2023/24 |
| Human Resources & Organisational Development | Review and revise our core HR support service offer to schools, with a focus on provision that builds capacity in schools, provides value for money and enables schools to focus on their core business. |

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| ADP21: Work with others including key businesses, not for private profit organisations and charities to support employment and the development of skills for the future including the delivery of initiatives and paid opportunities within the Council for apprenticeships, training and employment. | |
| Service Plan | Service Plan Action 2023/24 |
| Strategy, Community Learning and Resources | Work with our corporate colleagues to create opportunities for recruitment via the Council's approach to Apprenticeship programmes. (Also aligns to ADP/05) |
| Housing & Building Services | Contribute to the expansion of the Council's apprenticeship scheme by increasing the number of Housing & Building Services apprenticeship opportunities. (Also aligns to ADP/05) |
| Housing & Building Services | Enhance people's skills and readiness for work through community investment opportunities including the Council housebuilding programme and Supporting People Scheme. |

ADP21: Work with others including key businesses, not for private profit organisations and charities to support employment and the development of skills for the future including the delivery of initiatives and paid opportunities within the Council for apprenticeships, training and employment.

| Service Plan | Service Plan Action 2023/24 |
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| Human Resources & Organisational Development | Build on good relationships with local education establishments (such as Cardiff University & Cardiff and Vale College) as well as independent Apprenticeship providers to expand the use of Council's Apprenticeship scheme , with a particular focus on providing opportunities to under-represented groups and 16-24 year olds. (Also aligns to ADP/05) |

ADP22: Work with the Cardiff Capital Region, Welsh and UK Governments to develop regional and local strategies for transport, planning and economic development including the transport interchange for Barry and major projects like the energy park at Aberthaw, the Barry Gateway and the continued growth of the Bro Tathan and Cardiff Airport Enterprise Zone.

| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|
| No actions | |

ADP23: Take a place making approach to regeneration and maximise the use of external funding such as Welsh Government Transforming Towns and UK Government Shared Prosperity funding to support sustainable economic growth and communities across the Vale.

| Service Plan | Service Plan Action 2023/24 |
|---------------------|---|
| Regeneration | Work with UK and Welsh Governments and Cardiff Capital Region to secure funding to deliver regeneration and business support projects and programmes. |

ADP24: Work collaboratively to develop and implement Vale wide strategies that promote new employment space and support local businesses, tourism, social enterprises and communities and support environmental and economic priorities.

| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|
| No actions | |

In relation to **Well-being Objective 3, 'Support people at home and in their community'**, there are 18 Annual Delivery Plan actions for 2023/24 aligned to 12 Corporate Plan commitments. The Service Plan activities identified below will contribute towards achieving these commitments.

| Our Corporate Plan commitments: | |
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| <ul style="list-style-type: none"> • Encourage people of all ages to have active and healthy lifestyles to promote better physical and mental well-being • Provide more opportunities for cycling and walking and develop a range of travel options to encourage people out of their cars • Promote leisure, art and cultural activities which meet a diverse range of needs • Work in partnership to provide more seamless health and social care services • Provide care and support to children and families in need which reflects their individual strengths and circumstances • Provide person-centred care and support to adults in need • Work with our partners to ensure timely and appropriate mental health and emotional well-being support • Undertake our safeguarding duties to protect people from harm • Work in partnership to develop cohesive communities and promote community safety • Keep people safe through strong and resilient emergency planning and regulatory services which protect the public, consumers and business • Increase the supply of good quality, accessible and affordable housing by working in partnership to address housing need • Provide housing advice and support to prevent homelessness | |

The cross-cutting and integrated nature of the Annual Delivery Plan means that actions from multiple service areas contribute to the delivery of an ADP action that falls within the remit of a Scrutiny Committee. The tables below reflect this by highlighting all service contributions to our ADP actions.

| ADP25: Co-ordinate a response that supports our residents, business, the third sector and council staff with the impact of the cost of living crisis including addressing food, fuel and period poverty through work with schools, a range of community initiatives and administration of funding schemes. | |
|---|--|
| Service Plan | Service Plan Action 2023/24 |
| Adult Services | Continue to passport funding to our Third Sector partners to support citizens impacted by the cost-of-living crisis. (Also aligns to (ADP6) |
| Adult Services | Embed our approach to signposting and how we undertake assessments being mindful of the impact of Cost of Living on our citizens. |
| Adult Services | Work with GVS to maximise our use of grant funding to target support at areas of need within identified areas of deprivation. (Also aligns to ADP29) |
| Children and Young People Services | Continue to support delivery of the cost-of-living/poverty response across the Council. |
| Resource Management and Safeguarding Services | Continue to support delivery of key cost-of-living/poverty initiatives across the council to address food/period poverty. |

ADP25: Co-ordinate a response that supports our residents, business, the third sector and council staff with the impact of the cost of living crisis including addressing food, fuel and period poverty through work with schools, a range of community initiatives and administration of funding schemes.

| Service Plan | Service Plan Action 2023/24 |
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| Strategy, Community Learning and Resources | Continue to address poverty through effective targeting of grant funding via schools and communities. |
| Standards & Provision | Work in partnership to develop Community Focused Schools as part of an inclusive approach to tackling the impact of poverty and the cost of living crisis on children and young people's educational attainment and well-being. |
| Finance | Work collaboratively across sectors to address the long-term challenge of meeting the legacy costs of the pandemic and cost of living crisis. |
| Finance | Continue to work across the Council and with partners to support residents and the impact of the cost-of-living crisis. |
| Sustainable Development | Work with the Learning and Skills directorate to support the delivery of a range of education and employment facilities/land that meets local need, in accessible locations. |
| Policy & Business Transformation Service | Co-ordinate a response to the cost-of-living crisis involving services across the Council and the administration of funding schemes including those focusing on food poverty and warm spaces and respond to the Audit Wales findings on Poverty in Wales (Time for Change) report. |
| Legal and Democratic Services | Continue to provide advice on policy developments and legal implications. |

ADP26: Provide residents with advice, support, signposting and information on a range of issues including housing, debt, fuel poverty and energy costs, benefits, employment, and training through a number of services including the one stop shop, Money Advice Team and the Benefits Team.

| Service Plan | Service Plan Action 2023/24 |
|---|---|
| Adult Services | Implement a sustainable and integrated model for single point of access to Well-being Matters services (via the Contact Centre). |
| Resource Management and Safeguarding Services | Review and enhance current information on Staffnet, DEWIS and public facing website. |
| Policy & Business Transformation Service | Implement new processes to improve referrals to and from Citizen's Advice Service and/or other agencies. |
| Finance | Continue to work across the Council and with partners to support residents and the impact of the cost-of-living crisis. |
| Human Resources & Organisational Development | Identify new opportunities internally to support Council staff experiencing difficulties due to the cost of living crisis and implement interventions as appropriate. |

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| ADP27: Take action to protect the vulnerable from illegal money lending activities and ensure appropriate arrangements are in place to protect consumers from food hygiene risks recognising the potential impact of the cost of living crisis. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

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| ADP28: Work in partnership with Government, third sector partners and support providers to resettle vulnerable households into the Vale of Glamorgan and provide the services and support they require. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

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| ADP29: Work in partnership with the Public Services Board to address health inequities, promote vaccination and screening and to implement the Move More, Eat Well Plan with a particular focus on reaching people in our more deprived communities. | |
| Service Plan | Service Plan Action 2023/24 |
| Children and Young People Services | Continue to promote key health messages to parents/carers on uptake of childhood vaccinations and healthy lifestyle choices through all interactions, setting and one to one interventions with a particular focus in our Flying Start areas (including expansion areas). |
| Policy & Business Transformation Service | Work with relevant council services and partners via the Amplifying Prevention Board to assist in the delivery of the Cardiff and Vale Move More, Eat Well Plan and ensure linkages are made with Project Zero and work to tackle deprivation. |
| Strategy, Community Learning and Resources | Continue to engage with partners at the national level on public health related issues and support schools with changing risk assessments arising from Public Health Wales. |
| Additional Learning Needs & Wellbeing | Work in partnership with health and other stakeholders to implement the Move More Eat Well Plan. |
| Human Resources & Organisational Development | Incorporate opportunities for workplace and other volunteering within key corporate strategies that support the implementation of the Volunteering Policy and future Engagement Strategy. (Also aligns to ADP/25) |
| Human Resources & Organisational Development | Further advance the employee wellbeing strategy and Health and Safety Policies to drive a Safety Culture whilst supporting the implementation of Time to Change Action Plan, the Move More, Eat Well Plan, etc. (Also aligns to ADP/25) |

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| ADP30: Work in partnership to facilitate and promote inclusive opportunities for leisure, play and sports development and arts and cultural services with a focus on tackling inequalities, the promotion of health and well-being and areas where there have previously been low participation rates. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| ADP31: Continue to diversify the offer from our libraries in their role as hubs within the community. | |
|--|---|
| Service Plan | Service Plan Action 2023/24 |
| Strategy, Community Learning and Resources | Collaborate with partners to continue to diversify the offer of our libraries as community venues and warm spaces. (Also aligns to ADP25) |

| ADP32: Strengthen existing partnership arrangements with the Cardiff and Vale University Health Board in particular through the Regional Partnership Board and by working through the Vale Alliance to develop and implement more integrated models of care including meeting accommodation needs. | |
|---|---|
| Service Plan | Service Plan Action 2023/24 |
| Policy & Business Transformation Service | Contribute to development of the Vale Alliance and Wellbeing Matters Service. |

| ADP33: Refocus the way domiciliary care is provided to enhance the individual's voice and control over their care arrangements through the expansion of 'Your Choice'. | |
|---|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| ADP34: Work with community leaders/ partners and use the experience gained through the work in Llantwit Major to review and transform the range of support available to older people within their community. | |
|---|---|
| Service Plan | Service Plan Action 2023/24 |
| Adult Services | Work with our partners to take forward actions arising from the Dementia listening project. |
| Adult Services | Work with our partners to contribute to the development of Dementia/age Friendly Communities. |
| Resource Management and Safeguarding Services | Support project work in partnership with corporate services, that focuses on reducing social isolation and loneliness to develop an age friendly community in the Western Vale. |

| ADP35: Work co-productively with children and their families through a strengths-based model to improve outcomes and enhance well-being. | |
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| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| ADP36: Deliver the priorities of the Regional Safeguarding Board, ensuring effective arrangements are in place to protect children and adults at risk of neglect, abuse and exploitation. | |
|--|--|
| Service Plan | Service Plan Action 2023/24 |
| Policy & Business Transformation Service | Contribute to the work of the Corporate Safeguarding group and its associated work plan. |

| ADP36: Deliver the priorities of the Regional Safeguarding Board, ensuring effective arrangements are in place to protect children and adults at risk of neglect, abuse and exploitation. | |
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| Service Plan | Service Plan Action 2023/24 |
| Human Resources & Organisational Development | Support the Corporate Safeguarding Group to monitor and challenge compliance with the Council's Safeguarding Policy in line with our responsibilities and contribute to implementation of the Corporate Safeguarding Work Plan. |

| ADP37: Work with partners to promote and enhance community safety including priorities for positive social cohesion and community protection ensuring that we safeguard and support those who are most vulnerable including work on domestic violence, sexual violence and serious violence. | |
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| Service Plan | Service Plan Action 2023/24 |
| Legal and Democratic Services | Report on the number of 'covert surveillance' undertaken by the Council pursuant to the Regulation of Investigatory Powers Act 2000. |

| ADP38: Work with partners to implement the Youth Offending Service Post Inspection Action Plan to enhance young people's outcomes. | |
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| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| ADP39: Maximise Council house building and acquisition opportunities including 138 new Council homes on six sites throughout the Vale. | |
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| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| ADP40: Implement a Local Housing strategy to address current and projected housing need and to increase the supply of good quality, accessible and affordable housing. | |
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| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| ADP41: Produce an Older Persons Housing Strategy to secure the best quality of life for older people living in the Vale and to enable older people to live as independently as possible in later life. | |
|---|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| ADP42: Work with partners to prevent and reduce homelessness and provide housing and associated support including maximising the use of the homelessness prevention grant to sustain tenancies, expanding the supply of temporary accommodation and minimising the use of bed and breakfast accommodation. | |
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| Service Plan | Service Plan Action 2023/24 |
| No actions | |

In relation to **Well-being Objective 4, 'Respect, enhance and enjoy our environment'**, there are 17 Annual Delivery Plan actions for 2023/24 aligned to 8 Corporate Plan commitments. The Service Plan activities identified below will contribute towards achieving these commitments.

| Our Corporate Plan commitments: | |
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| <ul style="list-style-type: none"> • Work to reduce the organisation's carbon emissions to net zero before 2030 and encourage others to follow our lead as part of minimising the negative impact of our activities on the environment • Work with and empower community groups and other partners to sustain local facilities including public toilets, libraries, parks, play areas and community centres • Protect, preserve and where possible enhance our natural and built environment and cultural heritage • Work with the community and partners to ensure the local environment is clean, attractive and well managed • Work with the community, developers and others to ensure that new developments are sustainable and that developers mitigate their impacts, integrate with local communities and provide necessary infrastructure • Provide effective waste management services and work with our residents, partners and businesses to minimise waste and its impact on the environment • Minimise pollution recognising the detrimental impact it may have on the environment and people's well-being • Work to reduce the impact of erosion, flooding and pollution on our coastal areas and watercourses | |

The cross-cutting and integrated nature of the Annual Delivery Plan means that actions from multiple service areas contribute to the delivery of an ADP action that falls within the remit of a Scrutiny Committee. The tables below reflect this by highlighting all service contributions to our ADP actions.

| ADP43: Implement Project Zero, our Climate Change Challenge Plan and work with the community and other stakeholders to reduce carbon emissions, focusing work on energy use, transport, land and food, ensuring that our response to the climate and nature emergencies is integral to all decisions. | |
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| Service Plan | Service Plan Action 2023/24 |
| Adult Services | Explore opportunities for developing the energy efficiency of our buildings to reduce our carbon footprint. |
| Children and Young People Services | Maintain the benefits of hybrid working by reducing unnecessary journeys, maximising our use of technologies and ensuring more effective use of our assets. |
| Resource Management and Safeguarding Services | Explore opportunities for developing the energy efficiency of our buildings to reduce our carbon footprint. (Also aligns to ADP2) |
| Resource Management and Safeguarding Services | Explore options for utilising electric vehicles/bikes for use by care staff. |
| Policy & Business Transformation Service | Develop and co-ordinate the delivery of the Project Zero Challenge Plan including regular and enhanced progress reports. |

ADP43: Implement Project Zero, our Climate Change Challenge Plan and work with the community and other stakeholders to reduce carbon emissions, focusing work on energy use, transport, land and food, ensuring that our response to the climate and nature emergencies is integral to all decisions.

| Service Plan | Service Plan Action 2023/24 |
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| Policy & Business Transformation Service | Work with our PSB partners to take action in response to the climate emergency and encourage behaviour change within our organisations and the local community in line with commitments outlined in the PSB Wellbeing Plan.(Also aligns to ADP44) |
| Policy & Business Transformation Service | Lead on the engagement, communications, evidence, food systems and digital challenges in the Climate Challenge Plan. |
| Strategy, Community Learning and Resources | Work with schools and community partners to develop and implement innovative practice/initiatives that effectively respond to the climate and nature emergencies including increasing opportunities for active travel/green travel. |
| Strategy, Community Learning and Resources | Continue to utilise and invest in new technologies and digital practices to reduce electricity usage and carbon emissions across the Council. |
| Standards & Provision | Maintain the benefits of the hybrid model of working by reducing unnecessary journeys, maximising our use of technologies and ensuring more effective use of our assets. |
| Additional Learning Needs & Wellbeing | Further develop the hybrid model of working and maximise our use of technologies to ensure the most effective service operating and delivery model for the future. |
| Finance | Gather, review and submit data information required for annual net zero carbon footprint submission to Welsh Government |
| Finance | Revise our Contract Management and Procurement policies and practices to ensure they support our ambition to reduce waste and carbon emissions. |
| Finance | Prepare an updated Carbon Management Plan with appropriate recommendations and actions for 2023-2030. |
| Sustainable Development | Implement and lead upon the relevant commitments (focussing on planning, regeneration, community economic growth, green infrastructure and transport) of the Project Zero Action Plan to mitigate the effects of climate change and reduce the negative impact on the environment. |
| Legal and Democratic Services | Support the Council's work to take collective action to tackle climate and nature emergencies and implement our Climate Change Challenge Plan. |

ADP44: Work with our partners to respond to the nature emergency including implementing a new Green Infrastructure Strategy, a tree management strategy and delivery of the Biodiversity Forward Plan.

| Service Plan | Service Plan Action 2023/24 |
|-------------------------|--|
| Sustainable Development | Publish a Green Infrastructure Strategy and work with our partners including the Local Nature Partnership to respond to the nature emergency and implement an ambitious tree planting programme. |
| Sustainable Development | Deliver the Biodiversity Forward Plan with an emphasis on increasing staff awareness about the importance of embedding biodiversity across the work of the Council. |

| ADP45: Engage with local communities and explore the potential for community energy schemes as part of the Local Area Energy Plan including the potential to use council assets. | |
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| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| ADP46: Improve existing school buildings and deliver new buildings in line with the Sustainable Communities for Learning Programme making them low carbon and ideally zero carbon buildings to operate whenever possible. | |
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| Service Plan | Service Plan Action 2023/24 |
| Strategy, Community Learning and Resources | Operationalise opportunities for carbon reduction of our existing Learning & Skills building estate. |
| Strategy, Community Learning and Resources | Continue to enhance the biodiversity of school grounds to support decarbonisation and to map natural carbon sinks. |

| ADP47: Deliver near zero carbon, or at a minimum A rated, new Council homes and develop Optimised Retrofit Programmes to meet carbon reduction targets for the existing Council housing stock and to help tackle fuel poverty also ensuring that the Council's housing stock continues to meet relevant standards for safety and construction. | |
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| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| ADP48: Encourage and support sustainable changes to how people travel by increasing opportunities for active travel (walking and cycling) including Rhoose and Eglwys Brewis Active Routes. | |
|--|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| ADP49: Work with our partners to improve access to public transport through support for socially necessary bus services and the transport infrastructure including delivery of bus stop e-timetable displays and the provision of new bus shelters in Rhoose, Eglwys Brewis, Cogan, Dinas Powys and Barry. | |
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| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| ADP50: In conjunction with the Cardiff Capital Region increase the network of locally accessible electric vehicle charging points including in Council car parks. | |
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| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP51: Implement the Road Surfacing Plan (2022 to 2025) to improve the condition of the highway for all users including buses, pedestrians and cyclists and implement the Welsh Government’s proposals for 20 mph default speed limit on restricted roads within the Vale’s local highway network.

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| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP52: Undertake work to ensure more sustainable transport options for the Council’s vehicle fleet and staff including cycle to work schemes and the use of e-bikes, electric, hybrid and alternatively fuelled vehicles and implementation of the Healthy Travel Charter.

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| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP53: Progress the review of the Council’s Local Development Plan with a focus on the assessment of candidate sites, and the preparation of a preferred strategy and deposit draft of the future plan following consultation.

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| Service Plan | Service Plan Action 2023/24 |
| Sustainable Development | Progress the review of the Council’s Local Development Plan with a focus on the assessment of candidate sites, and the preparation of a preferred strategy and deposit draft of the future plan following consultation. |

ADP54: Invest in education, sustainable transport, community facilities and assets and arts and culture as a result of negotiating Section 106 payments from developers in areas where development has occurred as detailed in the annual Section 106 report.

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| Service Plan | Service Plan Action 2023/24 |
| Sustainable Development | Invest in education, sustainable transport, community facilities, affordable housing and green infrastructure as a result of negotiating Section 106 payments from developers in areas where development has occurred (as detailed in the annual Section 106 report). |

ADP55: Continue to ensure the sustainability of local facilities and assets such as certain sports grounds, parks, open spaces, allotments and public conveniences by working with and transferring to community organisations.

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| Service Plan | Service Plan Action 2023/24 |
| Sustainable Development | Ensure that planning permissions deliver open space to support new developments and address existing need. |
| Sustainable Development | Develop a dialogue with developers to ensure opportunities to transfer space/ facilities to community organisations are maximised. |

ADP56: Deliver improvements to waste management with a greater focus on the circular economy, operation of the new Resource Recovery Facility in Barry and the final roll out of the new recycling arrangements to Penarth and surrounding areas including kerbside collection of more items for recycling Vale wide, in line with the new 10 year Waste Management Strategy.

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| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP57: Work with community groups to develop the 'adopt a street/area' concept and promote a litter and enforcement strategy recognising the role of the community in improving our local environment.

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| Service Plan | Service Plan Action 2023/24 |
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| No actions | |
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ADP58: Implement the Shoreline Management Plan and the revised Local Flood Risk Management Strategy and work with communities at risk from flooding to develop local solutions.

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| Service Plan | Service Plan Action 2023/24 |
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| No actions | |
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ADP59: Undertake local air quality assessments and take necessary action to ensure that national air quality objectives continue to be achieved.

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| Service Plan | Service Plan Action 2023/24 |
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| No actions | |
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Service Plan contributions to the Annual Delivery Plan (2023-24) commitments and Corporate Plan (2020-25) Well-being Objectives as aligned to the remit of Environment & Regeneration Scrutiny Committee

In relation to **Well-being Objective 1, 'Work with and for our communities'**, there are 12 Annual Delivery Plan actions for 2023/24 aligned to 7 Corporate Plan commitments . The Service Plan activities identified below will contribute towards achieving these commitments.

| Our Corporate Plan commitments: |
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| <ul style="list-style-type: none"> • Improve how we involve, engage and communicate with others about our work and decisions • Work innovatively, using technology, resources and our assets to transform our services so they are sustainable for the future • Develop our strong culture of good customer service aligned to the Council's values of being ambitious, open, together and proud • Promote equality of opportunity and work with the community to ensure we are responsive to the diverse needs of our customers • Promote the use of the Welsh Language and contribute to the Welsh Government target of 1 million Welsh speakers by 2050 • Support the development and well-being of our staff and recognise their contribution to the work of the Council • Ensure we have robust governance and scrutiny arrangements in place and support our elected members to fulfil their roles |

The cross-cutting and integrated nature of the Annual Delivery Plan means that actions from multiple service areas contribute to the delivery of an ADP action that falls within the remit of a Scrutiny Committee. The tables below reflect this by highlighting all service contributions to our ADP actions.

| ADP1: Adopt a new digital strategy, improve how we communicate and develop more responsive online services, including improvements for housing services and the customer contact centre and enhancements to the website. | |
|--|---|
| Service Plan | Service Plan Action 2023/24 |
| Sustainable Development | Continue to focus on developing the digital delivery of services focusing on productivity and customer experience, with reference to Development management, Development Plan, Building control and Countryside functions. |
| Regeneration | Identify and maximise opportunities to streamline processes and make better use of digital technology to deliver efficiencies across the service. (Also aligns to ADP/03) |
| Neighbourhood Services & Transport | Develop and implement a phased approach to expand on-line services such as parking permits, waste and leisure services as well as automated systems for fleet and public transport and an asset management system for parks and other neighbourhood assets. |
| Neighbourhood Services & Transport | Close the Alps reception and deliver more services online. |

| ADP2: Make efficient and effective use of assets by reviewing the council's estate including office accommodation and key sites | |
|--|---|
| Service Plan | Service Plan Action 2023/24 |
| Sustainable Development | Continue to explore opportunities to expand shared working space and make better use of the Council's property portfolio in a more efficient way especially for co-working/co-location. |
| Sustainable Development | Further rationalise our use of space/physical assets with a view to maximising opportunities for integration and service sustainability. |
| Regeneration | Support the development process relating to the future use of surplus Council assets. |
| Regeneration | Provide Project Management support across the Council in respect of the delivery of regeneration and land development projects, including the reuse of existing Council assets. |
| Neighbourhood Services & Transport | Review, update and implement the Neighbourhood Services asset investment plans with a focus on long term sustainability. |
| Neighbourhood Services & Transport | Develop the Confirm and AMX Asset Management system. |
| Neighbourhood Services & Transport | Maximise opportunities for expanding and sharing the use of outdoor sporting space and indoor halls in our schools estate, informed by the pilot work with two schools. |

| ADP3: Review the viability and sustainability of services in response to ongoing significant financial challenges and uncertainty | |
|--|--|
| Service Plan | Service Plan Action 2023/24 |
| Sustainable Development | Consider engagement practices within the planning system to ensure public involvement activities are fit for purpose. (Also aligns to ADP/08) |
| Sustainable Development | Review building control fee regimes to ensure fees reflect the actual cost of providing the service and make the service self-funding. |
| Sustainable Development | Review the scheme of delegation to ensure planning committees are focussed on the most important strategic issues. |
| Sustainable Development | Continue to lobby Welsh Government for regular planning fee updates that reflect the actual cost of providing and support the service. |
| Regeneration | Move towards a long term planning approach for capital and revenue expenditure in response to UK and Welsh Government funding cycles to improve overall financial sustainability. |
| Regeneration | Implement the proposals arising from Audit Wales', 'Local Government Services to Rural Communities' with a focus on ensuring a more integrated approach to service delivery in rural areas. |
| Neighbourhood Services & Transport | Identify and implement innovative solutions to mitigate supply and cost pressures associated with construction materials, vehicle parts, skills shortages in HGV drivers and technical engineers. |
| Neighbourhood Services & Transport | Secure income from enforcement, highway inspections and fleet sponsorship as part of a strategy to support service sustainability over the long term. |
| Neighbourhood Services & Transport | Produce a revised Leisure Strategy to update the aims of the service post covid, better reflect the WBFG Act and to embrace the new leisure centre contract. (Also aligns to ADP/29, ADP/30) |
| Neighbourhood Services & Transport | Identify and maximise opportunities to integrate our use of resources and finances, through the business support function including streamlining and joining up functions across the Directorate and with partners and key stakeholders to ensure we deliver improved outcomes for our citizens. |

| ADP3: Review the viability and sustainability of services in response to ongoing significant financial challenges and uncertainty | |
|--|--|
| Service Plan | Service Plan Action 2023/24 |
| Neighbourhood Services & Transport | Strengthen application of the sustainable development principle through services delivered by Legacy Leisure and gain assurance that the leisure contract is providing value for money in line with the Audit Wales review recommendation. |
| Neighbourhood Services & Transport | Introduce a subscription charge for green waste collection. |
| Neighbourhood Services & Transport | Move from the current cycle to a three-bags-every-week collection cycle for black bag refuse collection. |
| Neighbourhood Services & Transport | Review sustainability of the Street Cleansing Service and the Parks service in response to the financial challenges. |
| Neighbourhood Services & Transport | Develop a business case for the enforcement of moving traffic offences. |
| Neighbourhood Services & Transport | Promote public MOTs to generate income as part of a strategy to support service sustainability over the long term. |
| Neighbourhood Services & Transport | Undertake a consultation charging for Post-16 learners transport to schools and colleges. |
| Neighbourhood Services & Transport | Implement a charging policy for public use of electric vehicle charging points based at the Civic Offices and the Alps. |
| Neighbourhood Services & Transport | Review all parking charging and parking provision across the Vale of Glamorgan. |
| Neighbourhood Services & Transport | Stop the provision of sandbags. |
| Neighbourhood Services & Transport | Expand the Construction and Design teams within NS&T to enable delivery of service and Council priorities. |

| ADP4: Revise our procurement practices to ensure value for money to ensure our activities contribute to the local economy, support work around climate change and deliver community benefits | |
|---|--|
| Service Plan | Service Plan Action 2023/24 |
| Neighbourhood Services & Transport | Continue to refresh supply chain mapping for all priority one service areas requiring a Business Continuity Plan, reflecting the lessons learnt over the past two years and cognisant of the WBFG Act's sustainable development principle. |

| ADP5: Implement a new People Strategy with a particular focus on improving diversity across the workforce, recruitment and retention, planning for the future and staff well-being. | |
|--|---|
| Service Plan | Service Plan Action 2023/24 |
| Sustainable Development | Consider ways to work regionally to address specialism gaps, develop SDP and regional evidence with other Local Authorities. |
| Sustainable Development | Promote and encourage staff involvement in directorate and corporate staff engagement and well-being initiatives and proactively support staff to work at home and in different ways. |

ADP5: Implement a new People Strategy with a particular focus on improving diversity across the workforce, recruitment and retention, planning for the future and staff well-being.

| Service Plan | Service Plan Action 2023/24 |
|------------------------------------|---|
| Sustainable Development | Further develop succession planning arrangements by exploring options within hard to recruit areas in Planning, Building Control and Countryside Services through the development of career pathways and continuing to recruit and retain year-out students in Planning services. |
| Sustainable Development | Continue to enhance the Management Development Programme in Planning, Building Control and Countryside Services so that current and future managers are equipped with the skills required to manage services of the future. |
| Neighbourhood Services & Transport | Work collaboratively with HR & OD Business Partners to implement a programme for succession planning to improve workforce diversity, increase young workforce numbers and to support the retention of expertise and skills, especially in business-critical areas for the long term. |
| Neighbourhood Services & Transport | Promote and encourage staff involvement in directorate and corporate staff engagement and well-being initiatives and proactively support staff to work at home and in different ways. |
| Neighbourhood Services & Transport | Deliver a programme of in-house training so that current and future officers are equipped with the skills required to manage services of the future (specifically technical engineers and HGV drivers). |
| Neighbourhood Services & Transport | Develop our workforce's digital skillsets aligned to new ways of working and emerging technologies. |
| Neighbourhood Services & Transport | In partnership with HR & OD Partners, review existing pay structures, considering market forces to ensure that our salaries/employment packages are competitive and attract the right candidate for the role. As part of this work, review key policies such as single status which is no longer fit for purpose. |
| Neighbourhood Services & Transport | Build capacity to work with our volunteers so that collectively we are able to deliver sustainable services to our communities. |

ADP6: Work with voluntary and community organisations to deliver and shape local services, encourage people to get more involved in their local communities and support them to seek funding.

| Service Plan | Service Plan Action 2023/24 |
|------------------------------------|---|
| Regeneration | Ensure local people are involved in developing strategies and projects, using resources in the area to address local challenges. |
| Neighbourhood Services & Transport | Work with not for private-profit, voluntary and community organisations including Greenlinks volunteers, Tidy Towns voluntary litter pick groups, tree forums and groups and the probation service to deliver and shape local services and to encourage people to get more involved in their local communities. |

ADP7: Work with partners in the private sector to help deliver service innovation and new sources of investment and expertise

| Service Plan | Service Plan Action 2023/24 |
|-------------------------|---|
| Sustainable Development | Procure effective support from private sector consultants to support RLDP evidence base, and to deliver Council Education and Housing projects. |
| Regeneration | Continue to support succession planning arrangements by ensuring that current and future managers are equipped with the skills required to manage services of the future. |

| ADP7: Work with partners in the private sector to help deliver service innovation and new sources of investment and expertise | |
|--|---|
| Service Plan | Service Plan Action 2023/24 |
| Regeneration | Promote and encourage staff involvement in directorate and corporate staff engagement and well-being initiatives and proactively support staff to work in a hybrid way. |
| Regeneration | Support businesses through projects, advice and grant funding. |
| Neighbourhood Services & Transport | Progress work to implement contract arrangements for the delivery of sustainable Leisure Services. |
| Neighbourhood Services & Transport | Establish management arrangements for Belle Vue Pavilion and Play area in Penarth. |
| Neighbourhood Services & Transport | Work with Project Gwyrdd partners and Viridor to help deliver the Council's commitment to achieve statutory recycling targets and contribute to Welsh Government's 'Towards Zero' agenda. (Also aligns to ADP/43, ADP/56) |
| Neighbourhood Services & Transport | Work in partnership with Cardiff Council and Dwr Cymru to deliver organic waste treatment services that support the Council's sustainable waste management commitments. (also aligns to ADP/56) |
| Neighbourhood Services & Transport | Establish an Agreement with FCC Environment for the management of household waste recycling centres (HWRC). (Also aligns to ADP/56) |
| Neighbourhood Services & Transport | Work collaboratively to sustainably reduce waste by increasing our provision of recycling material to be reused in the private sector. (Also aligns to ADP/56) |
| Neighbourhood Services & Transport | Work with Term Contractors for highway resurfacing and maintenance to encourage sustainable and innovative management systems. Also aligns to ADP/51) |

| ADP8: Deliver our Public Participation Strategy to encourage and enable greater involvement for residents and other stakeholders in decision making, with a particular focus on improving engagement with seldom heard voices. | |
|---|--|
| Service Plan | Service Plan Action 2023/24 |
| Sustainable Development | Implement the RLDP Community Involvement Scheme to ensure maximum consultation and engagement 'reach'. (Also aligns to ADP/09) |
| Regeneration | Invest in the resources required to enable us to engage effectively with more diverse groups including young people to inform our work and Council decisions via digital, social media and in-person methods. |
| Neighbourhood Services & Transport | Involve, engage and consult residents and other stakeholders including the voluntary sector and town and community councils in redesigning waste, flood risk management, trees, transport and active travel services, ensuring that those who are seldom heard have the opportunity to be involved. This will include the development of school Active Travel Plans, active travel consultations and a public transport opinion survey (2023). |
| Neighbourhood Services & Transport | Strengthen our knowledge and understanding of community needs by increasing opportunities for our engagement activities to capture the views of diverse and 'hard to reach' groups and residents that that are not digitally accessible. |

| ADP9: Support increasing numbers and a greater diversity of young people to be engaged in a wider range of participation opportunities to enable equity and diversity in decision making within the Council. | |
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| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| ADP10: Hold climate and nature emergency community conversations involving different stakeholder groups to shape our plans and activities and encourage positive behaviour change | |
|--|--|
| Service Plan | Service Plan Action 2023/24 |
| Sustainable Development | Work with businesses, stakeholders and the community to encourage behaviour change having regard to climate and nature emergencies. |
| Sustainable Development | Progress RLDP strategy that responds to climate and nature emergencies. Design RLDP policies that facilitate and require behavioural change. |
| Regeneration | Work with businesses, stakeholders and the community to encourage behaviour change having regard to climate and nature emergencies and support the decarbonisation of businesses through advice and possible grant funding. |
| Neighbourhood Services & Transport | Build momentum around the Climate Change Community Conversation and the nature emergency involving different stakeholders with a focus on waste service change proposals for Penarth and flats and apartments, with Fields in Trust to protect open space. (Also aligns to ADP/56) |

| ADP11: Deliver year four of the Council's Strategic Equality Plan, achieve Age Friendly status for the Vale and progress work as part of national action around disability, race and sexual orientation and gender identity | |
|--|--|
| Service Plan | Service Plan Action 2023/24 |
| Sustainable Development | Consider the needs of protected groups when developing and implementing the RLDP community involvement scheme and the integrated sustainability appraisal (incorporating the EQIA). |
| Regeneration | Invest in the resources required to enable us to effectively engage with protected groups to ensure their needs are considered when developing and implementing Regeneration projects and grant schemes. |
| Neighbourhood Services & Transport | Improve accessibility for disabled residents by continuing to operate a Greenlinks adapted service for those with mobility issues, ensuring drivers are fully trained to transport disabled passengers, and by working collaboratively with the over 50s forum, Youth Cabinet, Schools and all public transport buses to meet the Public Services Vehicle Accessibility Regulations. |
| Neighbourhood Services & Transport | Develop and implement plans to promote our natural and built environment and cultural heritage, including accessibility to protected groups including raised bus shelter kerbs, new changing facilities, provision of beach buggies and interpretation boards. |

| ADP12: Increase the use of the Welsh Language through the delivery of the Council's Welsh Language Promotion Strategy and the Welsh in Education Strategic Plan (WESP) | |
|---|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| ADP13: Work in partnership as part of the Armed Forces Covenant to support members of the armed forces, veterans, family members and widow or widowers. | |
|--|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| ADP14: Deliver a programme to further develop and support elected members to be effective in their roles reflecting the commitment to increase diversity. | |
|--|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

In relation to **Well-being Objective 2, 'Support learning, employment and sustainable economic growth'**, there are 10 Annual Delivery Plan actions for 2023/24 aligned to 8 Corporate Plan commitments. The Service Plan activities identified below will contribute towards achieving these commitments.

| Our Corporate Plan commitments: |
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| <ul style="list-style-type: none"> • Ensure there is appropriate access to quality early years, nursery and education provision enabling people to achieve their best possible outcomes whatever their age • Invest in our schools to provide the right learning environment for the 21st century and facilities which benefit the wider community • Work with schools, families and others to improve the services and support for those with additional learning needs • Work with education, training providers, businesses and other agencies to provide a range of advice, support and training opportunities which improve people's skills and readiness for work • Work with partners to ensure people can access appropriate money advice, information and debt support relating to housing, benefits, education, training and employment • Support and promote volunteering and community learning recognising the range of benefits to individuals and the community • Work as part of the Cardiff Capital Region to progress strategic planning and transport initiatives and promote sustainable economic growth and employment • Support economic growth through regeneration, improved infrastructure and support for town centres, tourism and industry |

The cross-cutting and integrated nature of the Annual Delivery Plan means that actions from multiple service areas contribute to the delivery of an ADP action that falls within the remit of a Scrutiny Committee. The tables below reflect this by highlighting all service contributions to our ADP actions.

| | |
|--|------------------------------------|
| ADP15: Work in partnership with the Central South Consortium Joint Education Service to ensure schools are effectively supported to maximise outcomes for all learners. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

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|--|------------------------------------|
| ADP16: Work with our schools and partners to implement the whole-school approach to mental health and well-being and ensure appropriate support and guidance is provided in order to meet the differing needs of children and young people. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

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|--|------------------------------------|
| ADP17: Support our schools to facilitate the phased implementation of Additional Learning Needs (ALN) reform including work around self-evaluation. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

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|--|------------------------------------|
| ADP18: Support our schools to minimise exclusions and enhance attendance recognising the long-term impacts of COVID-19 and the cost of living crisis. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

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|--|------------------------------------|
| ADP19: Progress school investment schemes including the expansion of Ysgol Y Deri, a new school building at St Nicholas, expansion of primary school capacity in Cowbridge and design work for St Richard Gwyn as part of the Sustainable Communities for Learning Programme. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

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|--|------------------------------------|
| ADP20: Review and revise our core support service offer to schools, including IT, HR, cleaning, building services and waste services. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

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| ADP21: Work with others including key businesses, not for private profit organisations and charities to support employment and the development of skills for the future including the delivery of initiatives and paid opportunities within the Council for apprenticeships, training and employment. | |
| Service Plan | Service Plan Action 2023/24 |
| Strategy, Community Learning and Resources | Work in collaboration to enhance training, employment and skills development for the future through the Sustainable Communities for Learning programme with a focus on enhanced diversity. |
| Standards & Provision | Work with others to support young people develop skills for the future including the delivery of initiatives such as Strive, with a focus on prevention (i.e., those at risk of becoming NEET/ those classed as NEETs). |

ADP21: Work with others including key businesses, not for private profit organisations and charities to support employment and the development of skills for the future including the delivery of initiatives and paid opportunities within the Council for apprenticeships, training and employment.

| Service Plan | Service Plan Action 2023/24 |
|---------------------------------------|--|
| Additional Learning Needs & Wellbeing | Implement the new Welsh Government Employability Strategy to ensure that employability provision meets the future needs of young people and adults in the Vale of Glamorgan. |

ADP22: Work with the Cardiff Capital Region, Welsh and UK Governments to develop regional and local strategies for transport, planning and economic development including the transport interchange for Barry and major projects like the energy park at Aberthaw, the Barry Gateway and the continued growth of the Bro Tathan and Cardiff Airport Enterprise Zone.

| Service Plan | Service Plan Action 2023/24 |
|------------------------------------|---|
| Sustainable Development | Work with the Cardiff Capital Region, Welsh and UK Governments to develop regional and local strategies for transport, planning and economic development including the transport interchange for Barry and major projects like the energy park at Aberthaw, the Barry Gateway and the continued growth of the Bro Tathan and Cardiff Airport Enterprise Zone. |
| Regeneration | Work with the Cardiff Capital Region, Welsh and UK Governments and colleagues across the Council to explore opportunities for transport, planning and regeneration improvements including the transport interchange for Barry and associated supporting development |
| Neighbourhood Services & Transport | Work with partners including the Cardiff Capital Region, Welsh Government and landowners to develop sustainable transport links to residential, employment and leisure areas including cycle, bus and rail links. (Also aligns to ADP/48) |
| Neighbourhood Services & Transport | Undertake development work on a transport interchange for Cogan and implement the Barry dock transport interchange. (Also aligns to ADP/48) |

ADP23: Take a place making approach to regeneration and maximise the use of external funding such as Welsh Government Transforming Towns and UK Government Shared Prosperity funding to support sustainable economic growth and communities across the Vale.

| Service Plan | Service Plan Action 2023/24 |
|---------------------|--|
| Regeneration | Work with UK and Welsh Governments and Cardiff Capital Region to secure funding to deliver regeneration and business support projects and programmes. |
| Regeneration | Work with colleagues in Financial Services to develop an investment strategy and plan for the Council with a focus on economic growth, regeneration and climate change. |
| Regeneration | Ensure local people are involved in developing projects, using resources in the area to address local challenges to enhance community safety and social cohesion. |
| Regeneration | Develop Place Making Plans for each of the Vale's town centres with a focus on identifying key priorities and proposals to improve their unique physical, cultural and social identities to enable them thrive for the long term, starting with Barry. (Also aligns to ADP/24) |
| Regeneration | Administer the Shared Prosperity Fund via a mix of grant schemes, commissioned projects and expressions of interest that promotes new employment space and supports local businesses, tourism, social enterprises and communities. (also aligns to ADP/24) |

| ADP24: Work collaboratively to develop and implement Vale wide strategies that promote new employment space and support local businesses, tourism, social enterprises and communities and support environmental and economic priorities. | |
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| Service Plan | Service Plan Action 2023/24 |
| Regeneration | Renew the Destination Management Plan with a focus on maximising visitor economy benefits. |
| Regeneration | Continue to develop the work of the Creative Communities Team. |
| Regeneration | Promote destinations and the development of community events and new cultural activities via the Tourism Team. |
| Neighbourhood Services & Transport | Support our town centres to recover and adapt following the effects of COVID-19, by improving green spaces, public areas and transport infrastructure. |
| Neighbourhood Services & Transport | Implement the Capital Programme and make use of the Council's assets to support recovery and economic growth including the consideration of an investment strategy and work to deliver the projects identified in the Council's Capital Programme for 2023/24. |

In relation to **Well-being Objective 3, 'Support people at home and in their community'**, there are 18 Annual Delivery Plan actions for 2023/24 aligned to 12 Corporate Plan commitments. The Service Plan activities identified below will contribute towards achieving these commitments.

| Our Corporate Plan commitments: |
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| <ul style="list-style-type: none"> • Encourage people of all ages to have active and healthy lifestyles to promote better physical and mental well-being • Provide more opportunities for cycling and walking and develop a range of travel options to encourage people out of their cars • Promote leisure, art and cultural activities which meet a diverse range of needs • Work in partnership to provide more seamless health and social care services • Provide care and support to children and families in need which reflects their individual strengths and circumstances • Provide person-centred care and support to adults in need • Work with our partners to ensure timely and appropriate mental health and emotional well-being support • Undertake our safeguarding duties to protect people from harm • Work in partnership to develop cohesive communities and promote community safety • Keep people safe through strong and resilient emergency planning and regulatory services which protect the public, consumers and business • Increase the supply of good quality, accessible and affordable housing by working in partnership to address housing need • Provide housing advice and support to prevent homelessness |

The cross-cutting and integrated nature of the Annual Delivery Plan means that actions from multiple service areas contribute to the delivery of an ADP action that falls within the remit of a Scrutiny Committee. The tables below reflect this by highlighting all service contributions to our ADP actions.

ADP25: Co-ordinate a response that supports our residents, business, the third sector and council staff with the impact of the cost of living crisis including addressing food, fuel and period poverty through work with schools, a range of community initiatives and administration of funding schemes.

| Service Plan | Service Plan Action 2023/24 |
|-------------------------|---|
| Sustainable Development | Use the RLDP to review, development management decisions to better equip communities to access services and facilities in a sustainable and economical way. |
| Sustainable Development | Work with the Learning and Skills directorate to support the delivery of a range of education and employment facilities/land that meets local need, in accessible locations. |
| Regeneration | Support our residents, businesses and the third sector with the impact of the cost of living crisis through administration of the Shared Prosperity Fund's mix of grant schemes, commissioned projects and expressions of interest. Also aligns to ADP/23 & ADP/24) |

ADP26: Provide residents with advice, support, signposting and information on a range of issues including housing, debt, fuel poverty and energy costs, benefits, employment, and training through a number of services including the one stop shop, Money Advice Team and the Benefits Team.

| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|
| No actions | |

ADP27: Take action to protect the vulnerable from illegal money lending activities and ensure appropriate arrangements are in place to protect consumers from food hygiene risks recognising the potential impact of the cost of living crisis.

| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|
| No actions | |

ADP28: Work in partnership with Government, third sector partners and support providers to resettle vulnerable households into the Vale of Glamorgan and provide the services and support they require.

| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|
| No actions | |

ADP29: Work in partnership with the Public Services Board to address health inequities, promote vaccination and screening and to implement the Move More, Eat Well Plan with a particular focus on reaching people in our more deprived communities.

| Service Plan | Service Plan Action 2023/24 |
|------------------------------------|--|
| Neighbourhood Services & Transport | Continue work in partnership with the Public Services Board to implement the Move More, Eat Well Plan, ensuring planned activities for 2023/24 reflect the impact of the cost of living challenges facing our residents. . (Also aligns to ADP/25) |

ADP30: Work in partnership to facilitate and promote inclusive opportunities for leisure, play and sports development and arts and cultural services with a focus on tackling inequalities, the promotion of health and well-being and areas where there have previously been low participation rates.

| Service Plan | Service Plan Action 2023/24 |
|------------------------------------|---|
| Neighbourhood Services & Transport | Work in partnership to facilitate and promote inclusive opportunities for leisure, play and sports development with a particular focus on tackling inequalities, working with groups in areas with low participation rates and reviewing the locations of activities so that residents facing cost of living challenges can better access these and our services. (Also aligns to ADP/25) |
| Neighbourhood Services & Transport | Work in partnership to deliver a comprehensive play programme that improves the well-being of children and their families with a particular focus on developing and promoting no and low cost activity schemes (which include food provision) and ensuring ease of access to these schemes for residents facing cost of living challenges. (Also aligns to ADP/25) |
| Neighbourhood Services & Transport | Deliver the “Review of Outsourced Leisure Services” action plan in response to the review of leisure services. (Also aligns to ADP/25) |
| Neighbourhood Services & Transport | Progress work with partners to evaluate the regionalisation of Sports Development services being implemented by Sport Wales. |
| Neighbourhood Services & Transport | Develop and promote the range of events, leisure, recreational and educational activities available across our venues and outdoor spaces with an ambition to deliver a number of carbon neutral public events. |

ADP31: Continue to diversify the offer from our libraries in their role as hubs within the community.

| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|
| No actions | |

ADP32: Strengthen existing partnership arrangements with the Cardiff and Vale University Health Board in particular through the Regional Partnership Board and by working through the Vale Alliance to develop and implement more integrated models of care including meeting accommodation needs.

| Service Plan | Service Plan Action 2023/24 |
|-------------------------|---|
| Sustainable Development | Work with colleagues in Social Services, Housing, the Health Board and PSB to establish existing areas of need and deliver an RLDP strategy that responds to those needs. |

ADP33: Refocus the way domiciliary care is provided to enhance the individual’s voice and control over their care arrangements through the expansion of ‘Your Choice’.

| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|
| No actions | |

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|---|------------------------------------|
| ADP34: Work with community leaders/ partners and use the experience gained through the work in Llantwit Major to review and transform the range of support available to older people within their community. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

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|---|------------------------------------|
| ADP35: Work co-productively with children and their families through a strengths-based model to improve outcomes and enhance well-being. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

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|--|---|
| ADP36: Deliver the priorities of the Regional Safeguarding Board, ensuring effective arrangements are in place to protect children and adults at risk of neglect, abuse and exploitation. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | (Note: No new actions although, existing service risk mitigating actions in place as part of Corporate Safeguarding Work Plan) |

| | |
|---|------------------------------------|
| ADP37: Work with partners to promote and enhance community safety including priorities for positive social cohesion and community protection ensuring that we safeguard and support those who are most vulnerable including work on domestic violence, sexual violence and serious violence. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

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|---|------------------------------------|
| ADP38: Work with partners to implement the Youth Offending Service Post Inspection Action Plan to enhance young people's outcomes. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

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|---|------------------------------------|
| ADP39: Maximise Council house building and acquisition opportunities including 138 new Council homes on six sites throughout the Vale. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

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| ADP40: Implement a Local Housing strategy to address current and projected housing need and to increase the supply of good quality, accessible and affordable housing. | |
| Service Plan | Service Plan Action 2023/24 |
| Regeneration | Deliver the Rights of Way Improvement Plan. |
| Regeneration | Contribute to the cross directorate review of adaptations to develop a new adaptations policy, remove means testing and establish a new joint team within social services. |

| ADP40: Implement a Local Housing strategy to address current and projected housing need and to increase the supply of good quality, accessible and affordable housing. | |
|---|---|
| Service Plan | Service Plan Action 2023/24 |
| Regeneration | Work with colleagues across the Council and Welsh Government to deliver the Empty Property Management Support Programme (Enforcement Action Plan) and ensure the Council continues to be pro-active in its approach to returning problematic, long-term empty private sector homes, derelict commercial properties, and land back into use. |
| Regeneration | Work with Cardiff Capital Region to develop an Eco Homes retrofit option for private sector properties. |

| ADP41: Produce an Older Persons Housing Strategy to secure the best quality of life for older people living in the Vale and to enable older people to live as independently as possible in later life. | |
|---|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| ADP42: Work with partners to prevent and reduce homelessness and provide housing and associated support including maximising the use of the homelessness prevention grant to sustain tenancies, expanding the supply of temporary accommodation and minimising the use of bed and breakfast accommodation. | |
|---|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

In relation to **Well-being Objective 4, 'Respect, enhance and enjoy our environment'**, there are 17 Annual Delivery Plan actions for 2023/24 aligned to 8 Corporate Plan commitments. The Service Plan activities identified below will contribute towards achieving these commitments.

| Our Corporate Plan commitments: |
|---|
| <ul style="list-style-type: none"> • Work to reduce the organisation's carbon emissions to net zero before 2030 and encourage others to follow our lead as part of minimising the negative impact of our activities on the environment • Work with and empower community groups and other partners to sustain local facilities including public toilets, libraries, parks, play areas and community centres • Protect, preserve and where possible enhance our natural and built environment and cultural heritage • Work with the community and partners to ensure the local environment is clean, attractive and well managed • Work with the community, developers and others to ensure that new developments are sustainable and that developers mitigate their impacts, integrate with local communities and provide necessary infrastructure • Provide effective waste management services and work with our residents, partners and businesses to minimise waste and its impact on the environment • Minimise pollution recognising the detrimental impact it may have on the environment and people's well-being • Work to reduce the impact of erosion, flooding and pollution on our coastal areas and watercourses |

The cross-cutting and integrated nature of the Annual Delivery Plan means that actions from multiple service areas contribute to the delivery of an ADP action that falls within the remit of a Scrutiny Committee. The tables below reflect this by highlighting all service contributions to our ADP actions.

| ADP43: Implement Project Zero, our Climate Change Challenge Plan and work with the community and other stakeholders to reduce carbon emissions, focusing work on energy use, transport, land and food, ensuring that our response to the climate and nature emergencies is integral to all decisions. | |
|--|---|
| Service Plan | Service Plan Action 2023/24 |
| Adult Services | Explore opportunities for developing the energy efficiency of our buildings to reduce our carbon footprint. |
| Adult Services | Evaluate and implement our hybrid working model across the division as part of the Your Space project. |
| Children and Young People Services | Maintain the benefits of hybrid working by reducing unnecessary journeys, maximising our use of technologies and ensuring more effective use of our assets. |
| Resource Management and Safeguarding Services | Explore opportunities for developing the energy efficiency of our buildings to reduce our carbon footprint. (Also aligns to ADP2) |
| Resource Management and | Explore options for utilising electric vehicles/bikes for use by care staff. |

ADP43: Implement Project Zero, our Climate Change Challenge Plan and work with the community and other stakeholders to reduce carbon emissions, focusing work on energy use, transport, land and food, ensuring that our response to the climate and nature emergencies is integral to all decisions.

| Service Plan | Service Plan Action 2023/24 |
|--|---|
| Safeguarding Services | |
| Policy & Business Transformation Service | Develop and co-ordinate the delivery of the Project Zero Challenge Plan including regular and enhanced progress reports. |
| Policy & Business Transformation Service | Work with our PSB partners to take action in response to the climate emergency and encourage behaviour change within our organisations and the local community in line with commitments outlined in the PSB Wellbeing Plan.(Also aligns to ADP44) |
| Policy & Business Transformation Service | Lead on the engagement, communications, evidence, food systems and digital challenges in the Climate Challenge Plan. |
| Strategy, Community Learning and Resources | Work with schools and community partners to develop and implement innovative practice/initiatives that effectively respond to the climate and nature emergencies including increasing opportunities for active travel/green travel. |
| Strategy, Community Learning and Resources | Continue to utilise and invest in new technologies and digital practices to reduce electricity usage and carbon emissions across the Council. |
| Standards & Provision | Maintain the benefits of the hybrid model of working by reducing unnecessary journeys, maximising our use of technologies and ensuring more effective use of our assets. |
| Additional Learning Needs & Wellbeing | Further develop the hybrid model of working and maximise our use of technologies to ensure the most effective service operating and delivery model for the future. |
| Finance | Gather, review and submit data information required for annual net zero carbon footprint submission to Welsh Government |
| Finance | Revise our Contract Management and Procurement policies and practices to ensure they support our ambition to reduce waste and carbon emissions. |
| Finance | Prepare an updated Carbon Management Plan with appropriate recommendations and actions for 2023-2030. |
| Shared Regulatory Services | Engage with landlords and lettings agents to improve the energy performance ratings of private rented properties under the Minimum Energy Efficiency Standard (MEES) Regulations. |
| Sustainable Development | Implement and lead upon the relevant commitments (focussing on planning, regeneration, community economic growth, green infrastructure and transport) of the Project Zero Action Plan to mitigate the effects of climate change and reduce the negative impact on the environment. |
| Regeneration | Implement and lead on the relevant commitments (focussing on planning, regeneration, community economic growth, green infrastructure and transport) of the Project Zero Action Plan to mitigate the effects of climate change and reduce the negative impact on the environment. (Also aligns to ADP/23 & ADP/24) |

ADP43: Implement Project Zero, our Climate Change Challenge Plan and work with the community and other stakeholders to reduce carbon emissions, focusing work on energy use, transport, land and food, ensuring that our response to the climate and nature emergencies is integral to all decisions.

| Service Plan | Service Plan Action 2023/24 |
|--|--|
| Regeneration | Work with communities, businesses and the third sector via administration of the Shared Prosperity Fund's mix of grant schemes, commissioned projects and expressions of interest to support achievement of the Project Zero Climate Change priorities. (Also aligns to ADP/24 & ADP/23) |
| Housing & Building services | Undertake preparatory work in readiness for implementing WHQS 2023, requirements including a move to more efficient green energy which has minimal environmental impact . |
| Housing & Building services | Deliver a sustainable alternative sewage arrangement for residents at Channel View, Marcross and Croft John, Penmark. |
| Neighbourhood Services & Transport | Implement the relevant Neighbourhood Services & Transport actions of Project Zero, focusing on using more sustainable forms of transport, reducing waste and flooding and increasing the use of electric/ reduced carbon vehicles by staff. |
| Neighbourhood Services & Transport | Complete the conversion of the remaining bespoke / ornamental street lanterns to LED. |
| Neighbourhood Services & Transport | Continue undertaking route optimisation of school transport services to ensure pupil safety, increase service efficiency and reduce carbon emissions. |
| Neighbourhood Services & Transport | Open the Reuse shop in Barry. |
| Neighbourhood Services & Transport | Work with key stakeholders across all sectors to achieve a sustainable market locally in Wales and in the UK for our recycled materials. |
| Legal and Democratic Services | Support the Council's work to take collective action to tackle climate and nature emergencies and implement our Climate Change Challenge Plan. |
| Human Resources & Organisational Development | Build in climate and nature emergency conversations with our workforce as part of the People Strategy's engagement workstream to shape our plans and activities and encourage positive behaviour change. (Also aligns to ADP/10) |

ADP44: Work with our partners to respond to the nature emergency including implementing a new Green Infrastructure Strategy, a tree management strategy and delivery of the Biodiversity Forward Plan.

| Service Plan | Service Plan Action 2023/24 |
|------------------------------------|---|
| Sustainable Development | Publish a Green Infrastructure Strategy and work with our partners including the Local Nature Partnership to respond to the nature emergency and implement an ambitious tree planting programme. |
| Sustainable Development | Deliver the Biodiversity Forward Plan with an emphasis on increasing staff awareness about the importance of embedding biodiversity across the work of the Council. |
| Regeneration | Adopt a place making approach to work with communities to develop strategies and projects. e.g., Barry Place board, interpretation, public realm. (Also aligns to ADP/23) |
| Neighbourhood Services & Transport | Progress work with colleagues in Regeneration Services to develop a Green Infrastructure Strategy to promote and develop green space, sustainable drainage, green travel routes, ecology and tree coverage. |

| ADP44: Work with our partners to respond to the nature emergency including implementing a new Green Infrastructure Strategy, a tree management strategy and delivery of the Biodiversity Forward Plan. | |
|---|---|
| Service Plan | Service Plan Action 2023/24 |
| Neighbourhood Services & Transport | Contribute to enhancing biodiversity and addressing climate change by implementing the relevant actions contained within the Biodiversity Forward Plan, including the drafting of an Interim Tree Management Plan and an action plan to manage Ash Dieback. |

| ADP45: Engage with local communities and explore the potential for community energy schemes as part of the Local Area Energy Plan including the potential to use council assets. | |
|---|---|
| Service Plan | Service Plan Action 2023/24 |
| Regeneration | Contribute to the Local Area Energy Plan report being developed on behalf of the Cardiff Capital Region and support colleagues in the Estates Division to take forward the recommendations of the final report. |

| ADP46: Improve existing school buildings and deliver new buildings in line with the Sustainable Communities for Learning Programme making them low carbon and ideally zero carbon buildings to operate whenever possible. | |
|--|--|
| Service Plan | Service Plan Action 2023/24 |
| Strategy, Community Learning and Resources | Operationalise opportunities for carbon reduction of our existing Learning & Skills building estate. |
| Strategy, Community Learning and Resources | Continue to enhance the biodiversity of school grounds to support decarbonisation and to map natural carbon sinks. |

| ADP47: Deliver near zero carbon, or at a minimum A rated, new Council homes and develop Optimised Retrofit Programmes to meet carbon reduction targets for the existing Council housing stock and to help tackle fuel poverty also ensuring that the Council's housing stock continues to meet relevant standards for safety and construction. | |
|---|--|
| Service Plan | Service Plan Action 2023/24 |
| Housing & Building services | Deliver near zero carbon, or at a minimum A rated new Council homes and utilise Optimised Retrofit Programmes that include Modern Methods of Construction and off-site manufacturing to meet carbon reduction targets. |

| ADP48: Encourage and support sustainable changes to how people travel by increasing opportunities for active travel (walking and cycling) including Rhoose and Eglwys Brewis Active Routes. | |
|--|--|
| Service Plan | Service Plan Action 2023/24 |
| Regeneration | Improve and promote access to rights of ways across the County for walking, cycling and bridleways. |
| Neighbourhood Services & Transport | Continue to implement cycle and pedestrian facilities in accordance with the Approved Active Travel Network Maps for the Vale of Glamorgan (2023) and ensure all transport improvement schemes include active travel measures. |
| Neighbourhood Services & Transport | Complete the Rhoose Active Travel scheme and develop the Eglwys Brewis scheme. |
| Neighbourhood Services & Transport | Continue scheme development on a number of Active Travel routes throughout the Vale. |

ADP48: Encourage and support sustainable changes to how people travel by increasing opportunities for active travel (walking and cycling) including Rhoose and Eglwys Brewis Active Routes.

| Service Plan | Service Plan Action 2023/24 |
|------------------------------------|---|
| Neighbourhood Services & Transport | Implement the school street closure pilot project at Fairfield school in Penarth. |
| Neighbourhood Services & Transport | Secure funding for extending the OVO electric bike programme in Barry. Implement the Brompton Bike scheme in Llantwit Major. |

ADP49: Work with our partners to improve access to public transport through support for socially necessary bus services and the transport infrastructure including delivery of bus stop e-timetable displays and the provision of new bus shelters in Rhoose, Eglwys Brewis, Cogan, Dinas Powys and Barry.

| Service Plan | Service Plan Action 2023/24 |
|------------------------------------|---|
| Neighbourhood Services & Transport | Work with Passenger Transport operators and the City Region to increase bus service provision to meet demand. |
| Neighbourhood Services & Transport | Continue the roll out of bus stop e-timetable displays throughout the Vale of Glamorgan. |
| Neighbourhood Services & Transport | Encourage sustainable public transport infrastructure and services through support for socially necessary bus services and upgrades to the transport infrastructure including the award of supported bus service contracts. |

ADP50: In conjunction with the Cardiff Capital Region increase the network of locally accessible electric vehicle charging points including in Council car parks.

| Service Plan | Service Plan Action 2023/24 |
|------------------------------------|---|
| Neighbourhood Services & Transport | Increase coverage of the network of locally accessible electric vehicle charging points including in Council car parks. |

ADP51: Implement the Road Surfacing Plan (2022 to 2025) to improve the condition of the highway for all users including buses, pedestrians and cyclists and implement the Welsh Government's proposals for 20 mph default speed limit on restricted roads within the Vale's local highway network.

| Service Plan | Service Plan Action 2023/24 |
|------------------------------------|--|
| Neighbourhood Services & Transport | Implement a reduced programme of Highway Resurfacing for 2023/2024 in line with reduced budgets. |
| Neighbourhood Services & Transport | Implement the Welsh Government's 20 mph default speed limit scheme. |

ADP52: Undertake work to ensure more sustainable transport options for the Council's vehicle fleet and staff including cycle to work schemes and the use of e-bikes, electric, hybrid and alternatively fuelled vehicles and implementation of the Healthy Travel Charter.

| Service Plan | Service Plan Action 2023/24 |
|------------------------------------|---|
| Sustainable Development | Consider replacement of our Planning and Country Parks fleet at end of life to ensure long term sustainability and a more environmentally friendly fleet. |
| Neighbourhood Services & Transport | Review the way journeys are undertaken by staff including the use of electric pool cars and continue to implement the Public Services Board's Staff Healthy Travel Charter, encouraging staff to use their cars less and to be more active. |

| ADP52: Undertake work to ensure more sustainable transport options for the Council's vehicle fleet and staff including cycle to work schemes and the use of e-bikes, electric, hybrid and alternatively fuelled vehicles and implementation of the Healthy Travel Charter. | |
|---|--|
| Service Plan | Service Plan Action 2023/24 |
| Neighbourhood Services & Transport | Undertake work to ensure a more sustainable Council vehicle fleet including the use of electric, hybrid and alternatively fuelled vehicles in line with current EU Environmental Standards. |
| Human Resources & Organisational Development | Undertake work to encourage more sustainable transport options for our workforce as part of the People Strategy's rewards and benefits workstream with a focus on the Healthy Travel Charter. Further exploring Electric Vehicle scheme and greening of pension investments. (Also aligns to ADP/10) |

| ADP53: Progress the review of the Council's Local Development Plan with a focus on the assessment of candidate sites, and the preparation of a preferred strategy and deposit draft of the future plan following consultation. | |
|---|---|
| Service Plan | Service Plan Action 2023/24 |
| Sustainable Development | Progress the review of the Council's Local Development Plan with a focus on the assessment of candidate sites, and the preparation of a preferred strategy and deposit draft of the future plan following consultation. |

| ADP54: Invest in education, sustainable transport, community facilities and assets and arts and culture as a result of negotiating Section 106 payments from developers in areas where development has occurred as detailed in the annual Section 106 report. | |
|--|---|
| Service Plan | Service Plan Action 2023/24 |
| Sustainable Development | Invest in education, sustainable transport, community facilities, affordable housing and green infrastructure as a result of negotiating Section 106 payments from developers in areas where development has occurred (as detailed in the annual Section 106 report). |
| Neighbourhood Services & Transport | Invest in sustainable transport including Green Links, community facilities and parks as a result of negotiating Section 106 payments from developers. |

| ADP55: Continue to ensure the sustainability of local facilities and assets such as certain sports grounds, parks, open spaces, allotments and public conveniences by working with and transferring to community organisations. | |
|--|---|
| Service Plan | Service Plan Action 2023/24 |
| Sustainable Development | Ensure that planning permissions deliver open space to support new developments and address existing need. |
| Sustainable Development | Develop a dialogue with developers to ensure opportunities to transfer space/ facilities to community organisations are maximised. |
| Neighbourhood Services & Transport | Review and implement options for community organisations to operate facilities such as sports grounds, parks, open spaces, allotments and public conveniences to ensure their sustainability. |

| ADP56: Deliver improvements to waste management with a greater focus on the circular economy, operation of the new Resource Recovery Facility in Barry and the final roll out of the new recycling arrangements to Penarth and surrounding areas including kerbside collection of more items for recycling Vale wide, in line with the new 10 year Waste Management Strategy. | |
|--|--|
| Service Plan | Service Plan Action 2023/24 |
| Neighbourhood Services & Transport | Implement the Vale of Glamorgan Waste Management Strategy 2022-2032 and supporting action plan in line with Welsh Government statutory guidance and the Well-Being of Future Generations (Wales) Act 2015. |

| ADP56: Deliver improvements to waste management with a greater focus on the circular economy, operation of the new Resource Recovery Facility in Barry and the final roll out of the new recycling arrangements to Penarth and surrounding areas including kerbside collection of more items for recycling Vale wide, in line with the new 10 year Waste Management Strategy. | |
|--|--|
| Service Plan | Service Plan Action 2023/24 |
| Neighbourhood Services & Transport | Deliver a range of improvements to waste management including the final roll out of the new recycling arrangements in Penarth and for Vale wide flats and apartments in line with the Vale of Glamorgan Waste Management Strategy 2022-2032. |
| Neighbourhood Services & Transport | Identify a new Household Waste Recycling Centre in the Western Vale near Llandow. |
| Neighbourhood Services & Transport | Monitor budgets to enable delivery of the National Waste agenda through effective use of grants and resources to exceed the National Domestic Waste Recycling Target for 2024 /2025. |
| Neighbourhood Services & Transport | Promote recycling and reuse across the Vale of Glamorgan through Recycling Officers and via social media campaigns. |

| ADP57: Work with community groups to develop the 'adopt a street/area' concept and promote a litter and enforcement strategy recognising the role of the community in improving our local environment. | |
|---|--|
| Service Plan | Service Plan Action 2023/24 |
| Housing & Building Services | Deliver a range of environmental projects through the Community Investment scheme to include communal space improvements to enhance the local area and improve neighbourhoods. |
| Housing & Building Services | Engage with communities to expand the Clean Slate project in other areas in the Vale to improve the local environment. |
| Neighbourhood Services & Transport | Work with partners and community groups including Keep Wales Tidy to develop a litter and enforcement strategy and deliver a variety of activities to improve Local Environmental Quality (LEQ) including litter prevention and awareness raising. |
| Neighbourhood Services & Transport | Complete and deliver the Environment and Parking Enforcement policy. |
| Neighbourhood Services & Transport | Maintain environmental standards by retaining our awards for Green and Blue flags for 2023. |

| ADP58: Implement the Shoreline Management Plan and the revised Local Flood Risk Management Strategy and work with communities at risk from flooding to develop local solutions. | |
|--|---|
| Service Plan | Service Plan Action 2023/24 |
| Neighbourhood Services & Transport | Implement the revised Local Flood Risk Management Strategy including specific schemes alongside the Shoreline Management Plan and coastal monitoring. |
| Neighbourhood Services & Transport | Complete the Llanmaes Flood Risk Management Scheme subject to achieving Welsh Government funding. |
| Neighbourhood Services & Transport | Monitor and assess changes in coastal morphology, including the beach and cliffs, in accordance with the appropriate Shoreline Management Plans. |
| Neighbourhood Services & Transport | Develop the Sustainable Drainage Approval Body (SAB) service to cover enforcement activities and ensure compliance with legislation. |

| ADP59: Undertake local air quality assessments and take necessary action to ensure that national air quality objectives continue to be achieved. | |
|---|---|
| Service Plan | Service Plan Action 2023/24 |
| Shared Regulatory Services | Undertake local air quality assessments and review the data to ensure that national air quality objectives continue to be achieved. |

Service Plan contributions to the Annual Delivery Plan (2023-24) commitments and Corporate Plan (2020-25) Well-being Objectives as aligned to the remit of Homes & Safe Communities Scrutiny Committee

In relation to **Well-being Objective 1, 'Work with and for our communities'**, there are 12 Annual Delivery Plan actions for 2023/24 aligned to 7 Corporate Plan commitments . The Service Plan activities identified below will contribute towards achieving these commitments.

| Our Corporate Plan commitments: | |
|--|--|
| <ul style="list-style-type: none"> • Improve how we involve, engage and communicate with others about our work and decisions • Work innovatively, using technology, resources and our assets to transform our services so they are sustainable for the future • Develop our strong culture of good customer service aligned to the Council's values of being ambitious, open, together and proud • Promote equality of opportunity and work with the community to ensure we are responsive to the diverse needs of our customers • Promote the use of the Welsh Language and contribute to the Welsh Government target of 1 million Welsh speakers by 2050 • Support the development and well-being of our staff and recognise their contribution to the work of the Council • Ensure we have robust governance and scrutiny arrangements in place and support our elected members to fulfil their roles | |

The cross-cutting and integrated nature of the Annual Delivery Plan means that actions from multiple service areas contribute to the delivery of an ADP action that falls within the remit of a Scrutiny Committee. The tables below reflect this by highlighting all service contributions to our ADP actions.

| ADP1: Adopt a new digital strategy, improve how we communicate and develop more responsive online services, including improvements for housing services and the customer contact centre and enhancements to the website. | |
|---|--|
| Service Plan | Service Plan Action 2023/24 |
| Shared Regulatory Services | Improve engagement and consultation with stakeholders including service users and residents and review the effectiveness of current mechanisms used to access Shared Regulatory Services. |
| Shared Regulatory Services | Work with officers and ICT to explore options for exploiting newer technologies that ensure officers can continue to operate as efficiently as possible, for example, consolidating the ICT interface between the partner authorities, agile working, mobile devices for inspections and improved communication mechanisms |
| Housing & Building Services | Undertake market testing of digital aspects of the Tenant Engagement Strategy to ensure that service developments continue to reflect how customers want to interact with and access Housing services. |
| Housing & Building Services | Implement the new Northgate Housing Software solution and deliver a Digital Transformation Strategy for Housing and Building Services. |
| Housing & Building Services | Ensure the next iteration of the Council's Community Investment Strategy to be developed in 2023, reflects a digital approach in line with the Digital Vale Strategy, with continued focus on promoting opportunities (including health |

| ADP1: Adopt a new digital strategy, improve how we communicate and develop more responsive online services, including improvements for housing services and the customer contact centre and enhancements to the website. | |
|---|---|
| Service Plan | Service Plan Action 2023/24 |
| | opportunities) to empower people to enable them to influence the development, design, planning and delivery of local services and their physical environment. (Also aligns to ADP/06, ADP/08, ADP/29) |

| ADP2: Make efficient and effective use of assets by reviewing the council's estate including office accommodation and key sites | |
|--|--|
| Service Plan | Service Plan Action 2023/24 |
| Housing & Building Services | Explore options for the future of Cadoxton House, including developing and submitting a planning application that supports the future use of the building. |
| Housing & Building Services | Review the Housing & Building Services portfolio of land, buildings including garages and other assets to make effective use of these assets. |
| | |

| ADP3: Review the viability and sustainability of services in response to ongoing significant financial challenges and uncertainty | |
|--|--|
| Service Plan | Service Plan Action 2023/24 |
| Shared Regulatory Services | Review all available options for cost recovery and income generation to ensure this approach underpins sustainable service delivery. |
| Housing & Building Services | Contribute to the Corporate Landlord Approach review and utilise the findings to inform future service delivery models for Housing & Building Services. (Also aligns to ADP/20) |
| Housing & Building Services | Undertake a review of the community safety function in light of new statutory duties and short term funding challenges, especially the over-reliance on grant finding streams, which limit service growth and planning for the long term. |
| Housing & Building Services | Develop a new Housing Solutions Delivery model considering the impact of the pandemic, cost of living challenges and changing homelessness legislation. |
| Housing & Building Services | Identify and maximise further opportunities for integration in the use of Environment & Housing Directorate resources and finances through the business support function, including streamlining and joining up functions across the Directorate and with partners and key stakeholders to ensure we deliver improved outcomes for our citizens. |
| Housing & Building Services | Implement the recommendations arising from the Audit Wales 'Welsh Housing Quality Standard' review with a specific focus on reviewing our approach to assisting people experiencing problems with condensation and damp and the effectiveness of reporting housing repairs via the Customer Contact Centre. (This work includes our response to the Housing Ombudsman for England's recommendations on dealing with damp and condensation following the high profile death of a child and the exponential increase in casework related to damp living conditions). |

ADP4: Revise our procurement practices to ensure value for money to ensure our activities contribute to the local economy, support work around climate change and deliver community benefits

| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|
| No actions | |

ADP5: Implement a new People Strategy with a particular focus on improving diversity across the workforce, recruitment and retention, planning for the future and staff well-being.

| Service Plan | Service Plan Action 2023/24 |
|-----------------------------|---|
| Shared Regulatory Services | Further develop a recruitment strategy together with a range of initiatives that address recruitment and retention pressures within the service such as apprenticeships and other HR related approaches. |
| Shared Regulatory Services | Promote and encourage involvement in staff engagement and well-being initiatives and proactively support staff development. |
| Housing & Building Services | Work with Human Resources & Organisational Development partners to review key policies such as Single Status and implement a succession planning programme that supports workforce upskilling, increases workforce diversity and provides competitive opportunities to attract talent into roles for the long term with a specific focus on the business-critical areas of Housing & Building Services. |
| Housing & Building Services | Work with the Division's workforce and HR partners to further embed processes that support healthy workplaces and employee well-being. |

ADP6: Work with voluntary and community organisations to deliver and shape local services, encourage people to get more involved in their local communities and support them to seek funding.

| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|
| No actions | |

ADP7: Work with partners in the private sector to help deliver service innovation and new sources of investment and expertise

| Service Plan | Service Plan Action 2023/24 |
|-----------------------------|---|
| Housing & Building Services | Progress a Housing Partnership with Cardiff Council and a private sector partner to deliver Council housing developments. |
| Housing & Building Services | Identify and progress joint ventures with the private sector to invest in social housing, such as Package Deals, S106 affordable housing opportunities. |
| Housing & Building Services | Undertake a review of the Affordable Housing Partnership to ensure we maximise opportunities to increase affordable housing provision in the Vale of Glamorgan. |
| Housing & Building Services | Work with private housing landlords on arrangements to increase lease based temporary accommodation units in the Vale of Glamorgan. |

ADP8: Deliver our Public Participation Strategy to encourage and enable greater involvement for residents and other stakeholders in decision making, with a particular focus on improving engagement with seldom heard voices.

| Service Plan | Service Plan Action 2023/24 |
|-----------------------------|---|
| Housing & Building Services | Continue to listen to and act upon the views of our tenants and keep them informed of consultation findings and actions taken in response and our services. |
| Housing & Building Services | Maintain the Community Cohesion group (cognisant of funding pressures) to ensure their critical friend role on issues impacting on Vale communities inform future council developments. |

ADP9: Support increasing numbers and a greater diversity of young people to be engaged in a wider range of participation opportunities to enable equity and diversity in decision making within the Council.

| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|
| No actions | |

ADP10: Hold climate and nature emergency community conversations involving different stakeholder groups to shape our plans and activities and encourage positive behaviour change

| Service Plan | Service Plan Action 2023/24 |
|-----------------------------|---|
| Housing & Building Services | Engage in community conversations to shape our plans and activities to enable us to meet the requirements of the Welsh Housing Quality Standard (WHQS) 2023. |
| Housing & Building Services | As part of Community Safety Anti-Social Behaviour work, continue to engage with and involve communities in the design of local environmental improvements, maintenance of open spaces and parks in order to discourage and prevent anti-social behaviour. |

ADP11: Deliver year four of the Council's Strategic Equality Plan, achieve Age Friendly status for the Vale and progress work as part of national action around disability, race and sexual orientation and gender identity

| Service Plan | Service Plan Action 2023/24 |
|-----------------------------|--|
| Housing & Building Services | Continue to evaluate the outcomes of the Tenant Profiling exercise to improve and better target services to meet individual needs. |

ADP12: Increase the use of the Welsh Language through the delivery of the Council's Welsh Language Promotion Strategy and the Welsh in Education Strategic Plan (WESP)

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|---------------------|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP13: Work in partnership as part of the Armed Forces Covenant to support members of the armed forces, veterans, family members and widow or widowers.

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|---------------------|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP14: Deliver a programme to further develop and support elected members to be effective in their roles reflecting the commitment to increase diversity.

| | |
|---------------------|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

In relation to **Well-being Objective 2, 'Support learning, employment and sustainable economic growth'**, there are 10 Annual Delivery Plan actions for 2023/24 aligned to 8 Corporate Plan commitments. The Service Plan activities identified below will contribute towards achieving these commitments.

| Our Corporate Plan commitments: | |
|--|---|
| • | Ensure there is appropriate access to quality early years, nursery and education provision enabling people to achieve their best possible outcomes whatever their age |
| • | Invest in our schools to provide the right learning environment for the 21st century and facilities which benefit the wider community |
| • | Work with schools, families and others to improve the services and support for those with additional learning needs |
| • | Work with education, training providers, businesses and other agencies to provide a range of advice, support and training opportunities which improve people's skills and readiness for work |
| • | Work with partners to ensure people can access appropriate money advice, information and debt support relating to housing, benefits, education, training and employment |
| • | Support and promote volunteering and community learning recognising the range of benefits to individuals and the community |
| • | Work as part of the Cardiff Capital Region to progress strategic planning and transport initiatives and promote sustainable economic growth and employment |
| • | Support economic growth through regeneration, improved infrastructure and support for town centres, tourism and industry |

The cross-cutting and integrated nature of the Annual Delivery Plan means that actions from multiple service areas contribute to the delivery of an ADP action that falls within the remit of a Scrutiny Committee. The tables below reflect this by highlighting all service contributions to our ADP actions.

| ADP15: Work in partnership with the Central South Consortium Joint Education Service to ensure schools are effectively supported to maximise outcomes for all learners. | |
|--|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| ADP16: Work with our schools and partners to implement the whole-school approach to mental health and well-being and ensure appropriate support and guidance is provided in order to meet the differing needs of children and young people. | |
|--|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| | |
|--|------------------------------------|
| ADP17: Support our schools to facilitate the phased implementation of Additional Learning Needs (ALN) reform including work around self-evaluation. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| | |
|--|------------------------------------|
| ADP18: Support our schools to minimise exclusions and enhance attendance recognising the long-term impacts of COVID-19 and the cost of living crisis. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| | |
|--|------------------------------------|
| ADP19: Progress school investment schemes including the expansion of Ysgol Y Deri, a new school building at St Nicholas, expansion of primary school capacity in Cowbridge and design work for St Richard Gwyn as part of the Sustainable Communities for Learning Programme. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| | |
|--|------------------------------------|
| ADP20: Review and revise our core support service offer to schools, including IT, HR, cleaning, building services and waste services. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

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|--|--|
| ADP21: Work with others including key businesses, not for private profit organisations and charities to support employment and the development of skills for the future including the delivery of initiatives and paid opportunities within the Council for apprenticeships, training and employment. | |
| Service Plan | Service Plan Action 2023/24 |
| Housing & Building Services | Contribute to the expansion of the Council's apprenticeship scheme by increasing the number of Housing & Building Services apprenticeship opportunities. (Also aligns to ADP/05) |
| Housing & Building Services | Enhance people's skills and readiness for work through community investment opportunities including the Council housebuilding programme and Supporting People Scheme. |

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| ADP22: Work with the Cardiff Capital Region, Welsh and UK Governments to develop regional and local strategies for transport, planning and economic development including the transport interchange for Barry and major projects like the energy park at Aberthaw, the Barry Gateway and the continued growth of the Bro Tathan and Cardiff Airport Enterprise Zone. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP23: Take a place making approach to regeneration and maximise the use of external funding such as Welsh Government Transforming Towns and UK Government Shared Prosperity funding to support sustainable economic growth and communities across the Vale.

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| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP24: Work collaboratively to develop and implement Vale wide strategies that promote new employment space and support local businesses, tourism, social enterprises and communities and support environmental and economic priorities.

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| Service Plan | Service Plan Action 2023/24 |
| No actions | |

In relation to **Well-being Objective 3, ‘Support people at home and in their community’**, there are 18 Annual Delivery Plan actions for 2023/24 aligned to 12 Corporate Plan commitments. The Service Plan activities identified below will contribute towards achieving these commitments.

Our Corporate Plan commitments:

- Encourage people of all ages to have active and healthy lifestyles to promote better physical and mental well-being
- Provide more opportunities for cycling and walking and develop a range of travel options to encourage people out of their cars
- Promote leisure, art and cultural activities which meet a diverse range of needs
- Work in partnership to provide more seamless health and social care services
- Provide care and support to children and families in need which reflects their individual strengths and circumstances
- Provide person-centred care and support to adults in need
- Work with our partners to ensure timely and appropriate mental health and emotional well-being support
- Undertake our safeguarding duties to protect people from harm
- Work in partnership to develop cohesive communities and promote community safety
- Keep people safe through strong and resilient emergency planning and regulatory services which protect the public, consumers and business
- Increase the supply of good quality, accessible and affordable housing by working in partnership to address housing need
- Provide housing advice and support to prevent homelessness

The cross-cutting and integrated nature of the Annual Delivery Plan means that actions from multiple service areas contribute to the delivery of an ADP action that falls within the remit of a Scrutiny Committee. The tables below reflect this by highlighting all service contributions to our ADP actions.

ADP25: Co-ordinate a response that supports our residents, business, the third sector and council staff with the impact of the cost of living crisis including addressing food, fuel and period poverty through work with schools, a range of community initiatives and administration of funding schemes.

| Service Plan | Service Plan Action 2023/24 |
|-----------------------------|--|
| Housing & building Services | Support our residents health and well-being, reduce social isolation and improve skills by promoting the Value in the Vale Volunteering Service and increasing the number of partner organisations and volunteering opportunities. |
| Housing & building Services | Support the Penarth Food Pod scheme to become self-sufficient, ensuring the scheme is sustainable over the long term. |
| Housing & building Services | Review our Rent Setting Affordability Policy to ensure they are affordable, represent value for money and are in line with the living rent model. |
| Housing & building Services | Develop a Financial Inclusion Strategy that sets out our commitment to ensure that tenants/ residents have access to a comprehensive range of appropriate financial and money advice services, as well as the knowledge, skills and confidence to maximise their own financial well-being. |

ADP26: Provide residents with advice, support, signposting and information on a range of issues including housing, debt, fuel poverty and energy costs, benefits, employment, and training through a number of services including the one stop shop, Money Advice Team and the Benefits Team.

| Service Plan | Service Plan Action 2023/24 |
|----------------------------|--|
| Shared Regulatory Services | Work in partnership to safeguard the vulnerable to ensure that children are protected from harmful substances and products, older people are protected from rogue traders and scams and vulnerable people are not subject to exploitation. (Links to ADP/36) |
| Shared Regulatory Services | Raise awareness of illegal money lending and support individuals to access responsible lenders and debt advice, rebuild their finances and make a sustainable transition to legal credit. |

ADP27: Take action to protect the vulnerable from illegal money lending activities and ensure appropriate arrangements are in place to protect consumers from food hygiene risks recognising the potential impact of the cost of living crisis.

| Service Plan | Service Plan Action 2023/24 |
|-----------------------------|---|
| Shared Regulatory Services | Encourage healthy lifestyles by delivering the actions set out within the Communicable Disease and Health Service Plan, Health and Safety Enforcement Service Plan and Food and Feed Law Service Plan. |
| Shared Regulatory Services | Continue to support the delivery of the Shared Regulatory Service in collaboration with Bridgend and Cardiff Councils in respect of the environmental health, trading standards and licensing functions of the Council. |
| Housing & Building Services | Provide residents with advice, support and information on a range of issues including housing, debt, fuel poverty, benefits, employment, and training through services including the One Stop Shop and money advice team. |

ADP28: Work in partnership with Government, third sector partners and support providers to resettle vulnerable households into the Vale of Glamorgan and provide the services and support they require.

| Service Plan | Service Plan Action 2023/24 |
|-----------------------------|---|
| Standards & Provision | Work collaboratively to support the resettlement of asylum-seeking families into appropriate educational settings. |
| Housing & Building Services | Work in partnership with Cardiff City Council to contribute to the regional Global Resettlement initiative ensuring that we are able to meet the needs of refugees that are resettled in the Vale of Glamorgan. |

ADP29: Work in partnership with the Public Services Board to address health inequities, promote vaccination and screening and to implement the Move More, Eat Well Plan with a particular focus on reaching people in our more deprived communities.

| Service Plan | Service Plan Action 2023/24 |
|------------------------------------|---|
| Children and Young People Services | Continue to promote key health messages to parents/carers on uptake of childhood vaccinations and healthy lifestyle choices through all interactions, setting and one to one interventions with a particular focus in our Flying Start areas (including expansion areas). |

ADP30: Work in partnership to facilitate and promote inclusive opportunities for leisure, play and sports development and arts and cultural services with a focus on tackling inequalities, the promotion of health and well-being and areas where there have previously been low participation rates.

| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|
| No actions | |

ADP31: Continue to diversify the offer from our libraries in their role as hubs within the community.

| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|
| No actions | |

ADP32: Strengthen existing partnership arrangements with the Cardiff and Vale University Health Board in particular through the Regional Partnership Board and by working through the Vale Alliance to develop and implement more integrated models of care including meeting accommodation needs.

| Service Plan | Service Plan Action 2023/24 |
|-------------------------|---|
| Sustainable Development | Work with colleagues in Social Services, Housing, the Health Board and PSB to establish existing areas of need and deliver an RLDP strategy that responds to those needs. |

ADP33: Refocus the way domiciliary care is provided to enhance the individual's voice and control over their care arrangements through the expansion of 'Your Choice'.

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| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP34: Work with community leaders/ partners and use the experience gained through the work in Llantwit Major to review and transform the range of support available to older people within their community.

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| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP35: Work co-productively with children and their families through a strengths-based model to improve outcomes and enhance well-being.

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| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP36: Deliver the priorities of the Regional Safeguarding Board, ensuring effective arrangements are in place to protect children and adults at risk of neglect, abuse and exploitation.

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| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP37: Work with partners to promote and enhance community safety including priorities for positive social cohesion and community protection ensuring that we safeguard and support those who are most vulnerable including work on domestic violence, sexual violence and serious violence.

| Service Plan | Service Plan Action 2023/24 |
|-----------------------------|---|
| Housing & Building Services | Work with partners to deliver the Safer Vale Action Plan including priorities for social cohesion and community protection and develop a new Safer Vale Strategy for 2023-2028. |
| Housing & Building Services | Work with partners to deliver pathways and provide advice and support to people who experience abuse, harassment and stalking, hate crime, including women from ethnic minorities, disabled women, women with complex needs, children and young people and men. |
| Housing & Building Services | Adopt and implement the Regional Violence against Women, Domestic Abuse and Sexual Violence Strategy (VAWDASV). |
| Housing & Building Services | Develop plans and establish appropriate service structures to enable the delivery of new legislative duties including the Serious Violence and the Protect duties. |
| Housing & Building Services | Implement the Regional CCTV solution with Cardiff City Council and the Police Crime Commissioner, with work informing a strategic regional approach and future provision and expansion of the service. |

| ADP38: Work with partners to implement the Youth Offending Service Post Inspection Action Plan to enhance young people's outcomes. | |
|---|---|
| Service Plan | Service Plan Action 2023/24 |
| Children and Young People Services | Work with partners to implement the Youth Offending Service Post Inspection Action Plan to enhance young people's outcomes. |

| ADP39: Maximise Council house building and acquisition opportunities including 138 new Council homes on six sites throughout the Vale. | |
|---|--|
| Service Plan | Service Plan Action 2023/24 |
| Housing & Building Services | Maximise the supply of Council rented accommodation by completing schemes at St Cyres Road, Penarth and commence development of over 144 new Council Homes at 6 sites across the Vale of Glamorgan including Barry, Penarth and the rural Vale. |
| Housing & Building Services | Work with Welsh Government, local authorities and Housing Associations to provide real time intelligence in relation to material cost increases and the effect of inflation on construction costs in order that WG can provide additional grant subsidy to mitigate the impact of COVID-19, BREXIT and ongoing inflationary cost pressures on progressing Council housing development; and maintenance work in line with WHQS standards. |

| ADP40: Implement a Local Housing strategy to address current and projected housing need and to increase the supply of good quality, accessible and affordable housing. | |
|---|---|
| Service Plan | Service Plan Action 2023/24 |
| Adult Services | Contribute to the Council's housing strategy and the capital programme to undertake an analysis of need to support future planning and development of suitable accommodation. |
| Adult Services | Expand the development of SMART houses and review the outcomes of them in terms of impact for citizens in supporting independent living and enhancing their wellbeing. (Also aligns to ADP39) |
| Adult Services | Contribute to a cross-Directorate review of the adaptations service to produce an Adaptations Policy and establish a joint team. |
| Sustainable Development | Increase the supply of good quality, accessible and affordable housing in the areas of need, by maximising opportunities through the planning system and by working in partnership with housing colleagues. |
| Sustainable Development | Facilitate effective delivery of affordable housing through a proactive and responsive checking regime and assisting with BR problem solving. |
| Housing & Building Services | Deliver the Local Housing Strategy action plan. |
| Housing & Building Services | Complete a Local Housing Market Assessment. |

ADP41: Produce an Older Persons Housing Strategy to secure the best quality of life for older people living in the Vale and to enable older people to live as independently as possible in later life.

| Service Plan | Service Plan Action 2023/24 |
|-----------------------------|--|
| Housing & Building Services | <p>Continue to implement the Older Person Accommodation with Care, Care Ready and Support Strategy to meet the needs of older people including:</p> <ul style="list-style-type: none"> • Undertaking a review of the Council’s Sheltered Housing Accommodation Service; • Collaborating with the Property Division to appoint a land agent to collate and assess new land opportunities for the provision of older persons housing in the Vale. • Progressing the Extra Care facility in Penarth. |

ADP42: Work with partners to prevent and reduce homelessness and provide housing and associated support including maximising the use of the homelessness prevention grant to sustain tenancies, expanding the supply of temporary accommodation and minimising the use of bed and breakfast accommodation.

| Service Plan | Service Plan Action 2023/24 |
|-----------------------------|--|
| Standards & Provision | Work with partners to identify and deliver effective interventions for young people at risk of homelessness. |
| Housing & Building Services | Implement the Rapid Rehousing Plan to help people exit homelessness and stabilise in housing as quickly and efficiently as possible. |
| Housing & Building Services | Work with partners to reduce homelessness and implement a Housing Support Programme Strategy and Homelessness Prevention Plan ensuring equality of access to services. (Also aligns to ADP/11) |
| Housing & Building Services | Continue to work with Planning colleagues to identify and deliver a potential Gypsy and Traveller site in line with the findings of the 2023 Gypsy and Traveller Accommodation Needs Assessment. (Also aligns to ADP/11) |

In relation to **Well-being Objective 4, 'Respect, enhance and enjoy our environment'**, there are 17 Annual Delivery Plan actions for 2023/24 aligned to 8 Corporate Plan commitments. The Service Plan activities identified below will contribute towards achieving these commitments.

| Our Corporate Plan commitments: | |
|---|--|
| <ul style="list-style-type: none"> • Work to reduce the organisation’s carbon emissions to net zero before 2030 and encourage others to follow our lead as part of minimising the negative impact of our activities on the environment • Work with and empower community groups and other partners to sustain local facilities including public toilets, libraries, parks, play areas and community centres • Protect, preserve and where possible enhance our natural and built environment and cultural heritage • Work with the community and partners to ensure the local environment is clean, attractive and well managed • Work with the community, developers and others to ensure that new developments are sustainable and that developers mitigate their impacts, integrate with local communities and provide necessary infrastructure • Provide effective waste management services and work with our residents, partners and businesses to minimise waste and its impact on the environment • Minimise pollution recognising the detrimental impact it may have on the environment and people’s well-being • Work to reduce the impact of erosion, flooding and pollution on our coastal areas and watercourses | |

The cross-cutting and integrated nature of the Annual Delivery Plan means that actions from multiple service areas contribute to the delivery of an ADP action that falls within the remit of a Scrutiny Committee. The tables below reflect this by highlighting all service contributions to our ADP actions.

| ADP43: Implement Project Zero, our Climate Change Challenge Plan and work with the community and other stakeholders to reduce carbon emissions, focusing work on energy use, transport, land and food, ensuring that our response to the climate and nature emergencies is integral to all decisions. | |
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| Service Plan | Service Plan Action 2023/24 |
| Housing & Building services | Undertake preparatory work in readiness for implementing WHQS 2023, requirements including a move to more efficient green energy which has minimal environmental impact . |
| Housing & Building services | Deliver a sustainable alternative sewage arrangement for residents at Channel View, Marcross and Croft John, Penmark. |

| ADP44: Work with our partners to respond to the nature emergency including implementing a new Green Infrastructure Strategy, a tree management strategy and delivery of the Biodiversity Forward Plan. | |
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| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP45: Engage with local communities and explore the potential for community energy schemes as part of the Local Area Energy Plan including the potential to use council assets.

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| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP46: Improve existing school buildings and deliver new buildings in line with the Sustainable Communities for Learning Programme making them low carbon and ideally zero carbon buildings to operate whenever possible.

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| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP47: Deliver near zero carbon, or at a minimum A rated, new Council homes and develop Optimised Retrofit Programmes to meet carbon reduction targets for the existing Council housing stock and to help tackle fuel poverty also ensuring that the Council's housing stock continues to meet relevant standards for safety and construction.

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| Service Plan | Service Plan Action 2023/24 |
| Housing & Building services | Deliver near zero carbon, or at a minimum A rated new Council homes and utilise Optimised Retrofit Programmes that include Modern Methods of Construction and off-site manufacturing to meet carbon reduction targets. |

ADP48: Encourage and support sustainable changes to how people travel by increasing opportunities for active travel (walking and cycling) including Rhoose and Eglwys Brewis Active Routes.

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| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP49: Work with our partners to improve access to public transport through support for socially necessary bus services and the transport infrastructure including delivery of bus stop e-timetable displays and the provision of new bus shelters in Rhoose, Eglwys Brewis, Cogan, Dinas Powys and Barry.

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| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP50: In conjunction with the Cardiff Capital Region increase the network of locally accessible electric vehicle charging points including in Council car parks.

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| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP51: Implement the Road Surfacing Plan (2022 to 2025) to improve the condition of the highway for all users including buses, pedestrians and cyclists and implement the Welsh Government's proposals for 20 mph default speed limit on restricted roads within the Vale's local highway network.

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| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP52: Undertake work to ensure more sustainable transport options for the Council's vehicle fleet and staff including cycle to work schemes and the use of e-bikes, electric, hybrid and alternatively fuelled vehicles and implementation of the Healthy Travel Charter.

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| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP53: Progress the review of the Council's Local Development Plan with a focus on the assessment of candidate sites, and the preparation of a preferred strategy and deposit draft of the future plan following consultation.

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| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP54: Invest in education, sustainable transport, community facilities and assets and arts and culture as a result of negotiating Section 106 payments from developers in areas where development has occurred as detailed in the annual Section 106 report.

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| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP55: Continue to ensure the sustainability of local facilities and assets such as certain sports grounds, parks, open spaces, allotments and public conveniences by working with and transferring to community organisations.

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| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP56: Deliver improvements to waste management with a greater focus on the circular economy, operation of the new Resource Recovery Facility in Barry and the final roll out of the new recycling arrangements to Penarth and surrounding areas including kerbside collection of more items for recycling Vale wide, in line with the new 10 year Waste Management Strategy.

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| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP57: Work with community groups to develop the ‘adopt a street/area’ concept and promote a litter and enforcement strategy recognising the role of the community in improving our local environment.

| Service Plan | Service Plan Action 2023/24 |
|-----------------------------|--|
| Housing & Building Services | Deliver a range of environmental projects through the Community Investment scheme to include communal space improvements to enhance the local area and improve neighbourhoods. |
| Housing & Building Services | Engage with communities to expand the Clean Slate project in other areas in the Vale to improve the local environment. |

ADP58: Implement the Shoreline Management Plan and the revised Local Flood Risk Management Strategy and work with communities at risk from flooding to develop local solutions.

| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|
| No actions | |

ADP59: Undertake local air quality assessments and take necessary action to ensure that national air quality objectives continue to be achieved.

| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|
| No actions | |

Service Plan contributions to the Annual Delivery Plan (2023-24) commitments and Corporate Plan (2020-25) Well-being Objectives as aligned to the remit of Healthy Living and Social Care Scrutiny Committee

In relation to **Well-being Objective 1, 'Work with and for our communities'**, there are 12 Annual Delivery Plan actions for 2023/24 aligned to 7 Corporate Plan commitments . The Service Plan activities identified below will contribute towards achieving these commitments.

| Our Corporate Plan commitments: |
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| <ul style="list-style-type: none"> • Improve how we involve, engage and communicate with others about our work and decisions • Work innovatively, using technology, resources and our assets to transform our services so they are sustainable for the future • Develop our strong culture of good customer service aligned to the Council's values of being ambitious, open, together and proud • Promote equality of opportunity and work with the community to ensure we are responsive to the diverse needs of our customers • Promote the use of the Welsh Language and contribute to the Welsh Government target of 1 million Welsh speakers by 2050 • Support the development and well-being of our staff and recognise their contribution to the work of the Council • Ensure we have robust governance and scrutiny arrangements in place and support our elected members to fulfil their roles |

The cross-cutting and integrated nature of the Annual Delivery Plan means that actions from multiple service areas contribute to the delivery of an ADP action that falls within the remit of a Scrutiny Committee. The tables below reflect this by highlighting all service contributions to our ADP actions.

| ADP1: Adopt a new digital strategy, improve how we communicate and develop more responsive online services, including improvements for housing services and the customer contact centre and enhancements to the website. | |
|--|--|
| Service Plan | Service Plan Action 2023/24 |
| Adult Services | Develop our digital capability to enable our citizens to exercise greater choice and control over the services they receive. |
| Adult Services | Maximise our use of digital technology to enhance citizen's access/entry points to Adult Services and to enhance quality of life of our citizens. |
| Adult Services | Enhance Telecare services and develop our options for service delivery. |
| Adult Services | Continue to improve our recording on WCCIS to provide evidence to support our decisions regarding resourcing and responsiveness to manage anticipated increased demand and complexity. |
| Children and Young People Services | Continue to focus on the development of WCCIS in relation to ensuring timely and proportionate recording to inform and improve service delivery. |

| ADP1: Adopt a new digital strategy, improve how we communicate and develop more responsive online services, including improvements for housing services and the customer contact centre and enhancements to the website. | |
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| Service Plan | Service Plan Action 2023/24 |
| Resource Management and Safeguarding Services | Develop WCCIS in line with our internal and national work programme to maximise benefits of the system for the purpose of performance, efficiency and management of resources. |

| ADP2: Make efficient and effective use of assets by reviewing the council's estate including office accommodation and key sites | |
|--|--|
| Service Plan | Service Plan Action 2023/24 |
| Adult Services | Contribute to the development and implementation of proposals for our new operating model that includes the rationalisation of our physical office use. To maximise our use of resources to best meet the needs of our citizens. |
| Adult Services | Work with our health partners to develop proposals for using our spaces/assets more innovatively in the context of the integrating services. |
| Adult Services | Work with colleagues and partners to identify capital improvement and development projects to respond to the requirements of the market stability report. |
| Children and Young People Services | Develop and implement proposals for our new operating model that includes the rationalisation of our physical office use. |
| Children and Young People Services | Work with colleagues and partners to identify capital improvement and development projects to respond to the requirements of the market stability report. |
| Resource Management and Safeguarding Services | Develop and implement proposals for our new operating model that includes the rationalisation of our physical office use. |
| Resource Management and Safeguarding Services | Work with colleagues and partners to identify capital improvement and development projects to respond to the requirements to grow services in line with market stability report. |
| Resource Management and Safeguarding Services | Work with colleagues, health partners and Third sector partners and private sector to maintain corporate compliance of property assets. |

| ADP3: Review the viability and sustainability of services in response to ongoing significant financial challenges and uncertainty | |
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| Service Plan | Service Plan Action 2023/24 |
| Adult Services | Enhance proactive recruitment to Adult Placement Service hosts. |
| Adult Services | Develop a Day Opportunities Board to review and shape our future delivery model in partnership with our members. |
| Adult Services | Continue to develop capital opportunities which could provide better more local services while reducing ongoing revenue costs. |
| Children and Young People Services | Work in collaboration with our Third Sector partners to maximise and further develop the use of children's residential provision across the Vale to ensure sufficiency of placements and achieve financial savings. |
| Children and Young People Services | Continue to maintain oversight of our referrals at the front door to ensure we respond effectively to manage demand. |
| Children and Young People Services | Continue to strengthen Early Help pathway from South Wales Police for all early intervention notifications to support families in need of early support and prevent escalation to Children's Services 'front door.' |
| Children and Young People Services | Continue to work in partnership with Cardiff & Vale University Health Board to promote early help for families through ongoing development of the Emotional Health and Wellbeing Single Point of Access (SPOA) for children and young people and access to services through outreach opportunities in communities including schools and GP practices. |
| Children and Young People Services | Lead on the Division's response to managing increased levels of demand and complexity across the remit of family support. |
| Children and Young People Services | Work in partnership with health and our legal services colleagues to ensure the application of continuing care guidance meets the needs of children and young people with continuing care needs. |
| Children and Young People Services | Review the process and application of legal gateway to ensure it effectively supports decision making. |
| Children and Young People Services | In partnership with Foster Wales, increase the number and diversity of foster carers in the Vale of Glamorgan. |
| Resource Management and Safeguarding Services | Implement capacity improvements across the commissioning and contracting teams. |
| Resource Management and Safeguarding Services | Review the quality assurance tool to monitor delivery of the joint regional contract for residential care. |
| Resource Management and Safeguarding Services | Develop a mechanism to be used by commissioning team based on information from providers and national forums to support the early settlement of uplift fees to encourage confidence in the market in partnership with Cardiff and Vale UHB. |

| ADP3: Review the viability and sustainability of services in response to ongoing significant financial challenges and uncertainty | |
|--|---|
| Service Plan | Service Plan Action 2023/24 |
| Resource Management and Safeguarding Services | Monitor all packages awaiting domiciliary care agency availability to actively manage the position to enable flow and support hospital discharge and VCRS capacity. |
| Resource Management and Safeguarding Services | Implement our quality assurance framework to support the Reshaping programme for Social Services. |
| Resource Management and Safeguarding Services | Develop a performance management framework and data sets that will enable us to streamline our approach to managing and monitoring performance management. |
| Policy & Business Transformation Service | Work with Social Services to review Telecare services. |
| Policy & Business Transformation Service | Work with Adult Services to develop a customer facing service to enable self-referral to universal services available via the Third Sector. |

| ADP4: Revise our procurement practices to ensure value for money to ensure our activities contribute to the local economy, support work around climate change and deliver community benefits | |
|---|--|
| Service Plan | Service Plan Action 2023/24 |
| Resource Management and Safeguarding Services | Develop future contracting arrangements that take account for climate change agenda and the need to achieve carbon reduction. (Also aligns to ADP43) |
| Resource Management and Safeguarding Services | Implement the requirements of the Council's new procurement policy in the context of social care commissioning. |

| ADP5: Implement a new People Strategy with a particular focus on improving diversity across the workforce, recruitment and retention, planning for the future and staff well-being. | |
|--|---|
| Service Plan | Service Plan Action 2023/24 |
| Adult Services | Implement the next phase of leadership development and succession planning to ensure that we develop the skillsets of our workforce to be resourceful and resilient to changing policy landscape. |

| ADP5: Implement a new People Strategy with a particular focus on improving diversity across the workforce, recruitment and retention, planning for the future and staff well-being. | |
|--|--|
| Service Plan | Service Plan Action 2023/24 |
| Adult Services | Ensure Adult Services inform the local training team of their training needs to develop their workforce skills so they are 'fit for the future' |
| Adult Services | Develop the digital skills of our workforce to ensure that we can operate services in more efficient and cost-effective ways. |
| Adult Services | Progress our capacity planning workstream to progress new/innovative ways of addressing recruitment/retention challenges across the service. |
| Adult Services | Further develop 'Grow our own' Social Work schemes within Adult Services and enhance Approved Mental Health Practitioner course recruitment to support retention and succession planning. |
| Children and Young People Services | Contribute to the capacity planning workstream of the Reshaping Programme to further our approaches to increase the recruitment and retention of critical posts within Children and Young People Services. |
| Resource Management and Safeguarding Services | Develop and deliver a series of digital literacy sessions with residential care staff to enhance their digital skills. (Also aligns to ADP1) |
| Resource Management and Safeguarding Services | Continue to progress and implement capacity planning workstream priorities with new and innovative ways of addressing recruitment/retention challenges across the Division. (Also aligns to ADP3) |
| Resource Management and Safeguarding Services | Implement the next phase of leadership development and succession planning to ensure that we develop the skillsets of our workforce to be resourceful and resilient to changing policy landscape. |
| Resource Management and Safeguarding Services | Further develop the role and function of the local training team to enable RMS to develop their workforce skills so they are 'fit for the future' |
| Resource Management and Safeguarding Services | Review and embed the effectiveness of the 'Fast Track to Care' programme. |
| Resource Management and Safeguarding Services | Continue to keep under review capacity and resource challenges within safeguarding teams. |

ADP6: Work with voluntary and community organisations to deliver and shape local services, encourage people to get more involved in their local communities and support them to seek funding.

| Service Plan | Service Plan Action 2023/24 |
|---|--|
| Adult Services | Continue to passport funding to our Third Sector partners to support citizens impacted by the cost-of-living crisis. |
| Resource Management and Safeguarding Services | Explore the options for developing micro and community enterprises. |
| Resource Management and Safeguarding Services | Implement and support the delivery plan of the unpaid carers charter. |

ADP7: Work with partners in the private sector to help deliver service innovation and new sources of investment and expertise

| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|
| No actions | |

ADP8: Deliver our Public Participation Strategy to encourage and enable greater involvement for residents and other stakeholders in decision making, with a particular focus on improving engagement with seldom heard voices.

| Service Plan | Service Plan Action 2023/24 |
|---|---|
| Adult Services | Strengthen our approach to service user involvement and the 'lived experience' through our engagement work to inform how we plan, develop and deliver services. |
| Children and Young People Services | Continue to embed the 'Developing Services Together' under the 'Building on Strengths' approach to enhance engagement with children, young people and families. |
| Resource Management and Safeguarding Services | Enhance our mechanisms for identifying and monitoring areas of improvement arising from engagement work. |
| Resource Management and Safeguarding Services | Explore and implement methodologies for enhancing service user engagement and participation in shaping service design/delivery. |
| Resource Management and Safeguarding Services | Strengthen our approach to service user involvement and the 'lived experience' through our engagement work to inform how we plan, develop and deliver services. |

| ADP9: Support increasing numbers and a greater diversity of young people to be engaged in a wider range of participation opportunities to enable equity and diversity in decision making within the Council. | |
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| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| ADP10: Hold climate and nature emergency community conversations involving different stakeholder groups to shape our plans and activities and encourage positive behaviour change | |
|--|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| ADP11: Deliver year four of the Council’s Strategic Equality Plan, achieve Age Friendly status for the Vale and progress work as part of national action around disability, race and sexual orientation and gender identity | |
|--|---|
| Service Plan | Service Plan Action 2023/24 |
| Adult Services | Review our data sets to assess and improve how we are capturing data on our service users with protected characteristics. |
| Adult Services | Work with OD colleagues, to develop and deliver training to all social care staff on enhancing awareness of service users with protected characteristics. |
| Adult Services | Undertake a review of the makeup of our workforce to ensure we enhance the recruitment of a diverse workforce that is reflective of our population and support existing staff to access the Council’s Diversity networks. |
| Adult Services | Continue to work with colleagues to further enhance development of an in-house programme of support for employment opportunities. |
| Resource Management and Safeguarding Services | Review our data sets to assess how we are capturing data on our service users with protected characteristics. |
| Resource Management and Safeguarding Services | Work with OD colleagues, to develop and deliver training to all social care staff on enhancing awareness of service users with protected characteristics. |

| ADP12: Increase the use of the Welsh Language through the delivery of the Council's Welsh Language Promotion Strategy and the Welsh in Education Strategic Plan (WESP) | |
|---|--|
| Service Plan | Service Plan Action 2023/24 |
| Adult Services | Build on the linguistic skills of the Division to support roll out the next stage of the Welsh Language Strategy. |
| Children and Young People Services | Build on the linguistic skills of the CYPS Division to support roll out the next stage of the Welsh Language Strategy. |
| Resource Management and Safeguarding Services | Increase the numbers of RMS staff enrolled on Welsh language courses to enhance their bilingual skills. |

| ADP13: Work in partnership as part of the Armed Forces Covenant to support members of the armed forces, veterans, family members and widow or widowers. | |
|--|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| ADP14: Deliver a programme to further develop and support elected members to be effective in their roles reflecting the commitment to increase diversity. | |
|--|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

In relation to **Well-being Objective 2, 'Support learning, employment and sustainable economic growth'**, there are 10 Annual Delivery Plan actions for 2023/24 aligned to 8 Corporate Plan commitments. The Service Plan activities identified below will contribute towards achieving these commitments.

| Our Corporate Plan commitments: | |
|--|---|
| • | Ensure there is appropriate access to quality early years, nursery and education provision enabling people to achieve their best possible outcomes whatever their age |
| • | Invest in our schools to provide the right learning environment for the 21st century and facilities which benefit the wider community |
| • | Work with schools, families and others to improve the services and support for those with additional learning needs |
| • | Work with education, training providers, businesses and other agencies to provide a range of advice, support and training opportunities which improve people's skills and readiness for work |
| • | Work with partners to ensure people can access appropriate money advice, information and debt support relating to housing, benefits, education, training and employment |
| • | Support and promote volunteering and community learning recognising the range of benefits to individuals and the community |
| • | Work as part of the Cardiff Capital Region to progress strategic planning and transport initiatives and promote sustainable economic growth and employment |
| • | Support economic growth through regeneration, improved infrastructure and support for town centres, tourism and industry |

The cross-cutting and integrated nature of the Annual Delivery Plan means that actions from multiple service areas contribute to the delivery of an ADP action that falls within the remit of a Scrutiny Committee. The tables below reflect this by highlighting all service contributions to our ADP actions.

| ADP15: Work in partnership with the Central South Consortium Joint Education Service to ensure schools are effectively supported to maximise outcomes for all learners. | |
|--|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| ADP16: Work with our schools and partners to implement the whole-school approach to mental health and well-being and ensure appropriate support and guidance is provided in order to meet the differing needs of children and young people. | |
|--|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| ADP17: Support our schools to facilitate the phased implementation of Additional Learning Needs (ALN) reform including work around self-evaluation. | |
|--|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP18: Support our schools to minimise exclusions and enhance attendance recognising the long-term impacts of COVID-19 and the cost of living crisis.

| | |
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| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|

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| No actions | |
|-------------------|--|

ADP19: Progress school investment schemes including the expansion of Ysgol Y Deri, a new school building at St Nicholas, expansion of primary school capacity in Cowbridge and design work for St Richard Gwyn as part of the Sustainable Communities for Learning Programme.

| | |
|---------------------|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
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| No actions | |
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ADP20: Review and revise our core support service offer to schools, including IT, HR, cleaning, building services and waste services.

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|---------------------|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|

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|-------------------|--|
| No actions | |
|-------------------|--|

ADP21: Work with others including key businesses, not for private profit organisations and charities to support employment and the development of skills for the future including the delivery of initiatives and paid opportunities within the Council for apprenticeships, training and employment.

| | |
|---------------------|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|

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| No actions | |
|-------------------|--|

ADP22: Work with the Cardiff Capital Region, Welsh and UK Governments to develop regional and local strategies for transport, planning and economic development including the transport interchange for Barry and major projects like the energy park at Aberthaw, the Barry Gateway and the continued growth of the Bro Tathan and Cardiff Airport Enterprise Zone.

| | |
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| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|

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| No actions | |
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ADP23: Take a place making approach to regeneration and maximise the use of external funding such as Welsh Government Transforming Towns and UK Government Shared Prosperity funding to support sustainable economic growth and communities across the Vale.

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| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|

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| No actions | |
|-------------------|--|

| ADP24: Work collaboratively to develop and implement Vale wide strategies that promote new employment space and support local businesses, tourism, social enterprises and communities and support environmental and economic priorities. | |
|---|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

In relation to **Well-being Objective 3, ‘Support people at home and in their community’**, there are 18 Annual Delivery Plan actions for 2023/24 aligned to 12 Corporate Plan commitments. The Service Plan activities identified below will contribute towards achieving these commitments.

| Our Corporate Plan commitments: |
|---|
| <ul style="list-style-type: none"> • Encourage people of all ages to have active and healthy lifestyles to promote better physical and mental well-being • Provide more opportunities for cycling and walking and develop a range of travel options to encourage people out of their cars • Promote leisure, art and cultural activities which meet a diverse range of needs • Work in partnership to provide more seamless health and social care services • Provide care and support to children and families in need which reflects their individual strengths and circumstances • Provide person-centred care and support to adults in need • Work with our partners to ensure timely and appropriate mental health and emotional well-being support • Undertake our safeguarding duties to protect people from harm • Work in partnership to develop cohesive communities and promote community safety • Keep people safe through strong and resilient emergency planning and regulatory services which protect the public, consumers and business • Increase the supply of good quality, accessible and affordable housing by working in partnership to address housing need • Provide housing advice and support to prevent homelessness |

The cross-cutting and integrated nature of the Annual Delivery Plan means that actions from multiple service areas contribute to the delivery of an ADP action that falls within the remit of a Scrutiny Committee. The tables below reflect this by highlighting all service contributions to our ADP actions.

| ADP25: Co-ordinate a response that supports our residents, business, the third sector and council staff with the impact of the cost of living crisis including addressing food, fuel and period poverty through work with schools, a range of community initiatives and administration of funding schemes. | |
|---|--|
| Service Plan | Service Plan Action 2023/24 |
| Adult Services | Embed our approach to signposting and how we undertake assessments being mindful of the impact of Cost of Living on our citizens. |
| Adult Services | Work with GVS to maximise our use of grant funding to target support at areas of need within identified areas of deprivation.(Also aligned to ADP29) |
| Children and Young People Services | Continue to support delivery of the cost-of-living/poverty response across the Council. |

ADP25: Co-ordinate a response that supports our residents, business, the third sector and council staff with the impact of the cost of living crisis including addressing food, fuel and period poverty through work with schools, a range of community initiatives and administration of funding schemes.

| Service Plan | Service Plan Action 2023/24 |
|---|---|
| Resource Management and Safeguarding Services | Continue to support delivery of key cost-of-living/poverty initiatives across the council to address food/period poverty. |
| Standards & Provision | Work in partnership to develop Community Focused Schools as part of an inclusive approach to tackling the impact of poverty and the cost of living crisis on children and young people's educational attainment and well-being. |

ADP26: Provide residents with advice, support, signposting and information on a range of issues including housing, debt, fuel poverty and energy costs, benefits, employment, and training through a number of services including the one stop shop, Money Advice Team and the Benefits Team.

| Service Plan | Service Plan Action 2023/24 |
|---|--|
| Adult Services | Implement a sustainable and integrated model for single point of access to Well-being Matters services (via the Contact Centre). |
| Resource Management and Safeguarding Services | Review and enhance current information on Staffnet, DEWIS and public facing website. |
| Shared Regulatory Services | Work in partnership to safeguard the vulnerable to ensure that children are protected from harmful substances and products, older people are protected from rogue traders and scams and vulnerable people are not subject to exploitation. (Links to ADP/36) |

ADP27: Take action to protect the vulnerable from illegal money lending activities and ensure appropriate arrangements are in place to protect consumers from food hygiene risks recognising the potential impact of the cost of living crisis.

| Service Plan | Service Plan Action 2023/24 |
|----------------------------|--|
| Shared Regulatory Services | Encourage healthy lifestyles by delivering the actions set out within the Communicable Disease and Health Service Plan, Health and Safety Enforcement Service Plan and Food and Feed Law Service Plan. |

ADP28: Work in partnership with Government, third sector partners and support providers to resettle vulnerable households into the Vale of Glamorgan and provide the services and support they require.

| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|
| No actions | |

| ADP29: Work in partnership with the Public Services Board to address health inequities, promote vaccination and screening and to implement the Move More, Eat Well Plan with a particular focus on reaching people in our more deprived communities. | |
|---|---|
| Service Plan | Service Plan Action 2023/24 |
| Adult Services | Continue to be an active partner in the Pan Cluster Planning group to support the identification and meeting the needs of our population as outlined in the Population Needs Assessment. |
| Children and Young People Services | Continue to promote key health messages to parents/carers on uptake of childhood vaccinations and healthy lifestyle choices through all interactions, setting and one to one interventions with a particular focus in our Flying Start areas (including expansion areas). |
| Neighbourhood Services & Transport | Continue work in partnership with the Public Services Board to implement the Move More, Eat Well Plan, ensuring planned activities for 2023/24 reflect the impact of the cost of living challenges facing our residents. . (Also aligns to ADP/25) |

| ADP30: Work in partnership to facilitate and promote inclusive opportunities for leisure, play and sports development and arts and cultural services with a focus on tackling inequalities, the promotion of health and well-being and areas where there have previously been low participation rates. | |
|---|---|
| Service Plan | Service Plan Action 2023/24 |
| Neighbourhood Services & Transport | Work in partnership to facilitate and promote inclusive opportunities for leisure, play and sports development with a particular focus on tackling inequalities, working with groups in areas with low participation rates and reviewing the locations of activities so that residents facing cost of living challenges can better access these and our services. (Also aligns to ADP/25) |
| Neighbourhood Services & Transport | Work in partnership to deliver a comprehensive play programme that improves the well-being of children and their families with a particular focus on developing and promoting no and low cost activity schemes (which include food provision) and ensuring ease of access to these schemes for residents facing cost of living challenges. (Also aligns to ADP/25) |
| Neighbourhood Services & Transport | Deliver the “Review of Outsourced Leisure Services” action plan in response to the review of leisure services. (Also aligns to ADP/25) |
| Neighbourhood Services & Transport | Progress work with partners to evaluate the regionalisation of Sports Development services being implemented by Sport Wales. |
| Neighbourhood Services & Transport | Develop and promote the range of events, leisure, recreational and educational activities available across our venues and outdoor spaces with an ambition to deliver a number of carbon neutral public events. |

| ADP31: Continue to diversify the offer from our libraries in their role as hubs within the community. | |
|--|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| ADP32: Strengthen existing partnership arrangements with the Cardiff and Vale University Health Board in particular through the Regional Partnership Board and by working through the Vale Alliance to develop and implement more integrated models of care including meeting accommodation needs. | |
|---|--|
| Service Plan | Service Plan Action 2023/24 |
| Adult Services | Continue to enable safe discharges from hospital models of care which provide choice and control for service users. (Also aligns to ADP33) |
| Adult Services | Extend the local cluster multi-disciplinary teams in the Vale to provide early information, advice and assistance to people with complex needs. |
| Adult Services | Progress the development of the Alliance Model. |
| Adult Services | Review the Vale Integrated Fall Service pilot in relation to St John's Ambulance service to evaluate the personal outcomes and cost benefits to health and social care. |
| Adult Services | Work with partners to develop a coherent engagement plan to support the development of wellbeing hubs and centres across the Vale locality. |
| Adult Services | Review our intermediate care services to ensure we are fully aligned to health services. |
| Adult Services | With citizens, health and third sector partners, review the Joint Commissioning Strategy for Adults with a Learning Disability 2019-2024 to determine whether the current strategy should be extended beyond 2024. |
| Adult Services | Contribute to Cardiff and Vale Mental health Directorate Service and Operational Development agenda. |
| Policy & Business Transformation Service | Contribute to development of the Vale Alliance and Wellbeing Matter Service. |
| Sustainable Development | Work with colleagues in Social Services, Housing, the Health Board and PSB to establish existing areas of need and deliver an RLDP strategy that responds to those needs. |

| ADP33: Refocus the way domiciliary care is provided to enhance the individual's voice and control over their care arrangements through the expansion of 'Your Choice'. | |
|---|--|
| Service Plan | Service Plan Action 2023/24 |
| Adult Services | Continue to enhance opportunities to ensure that conversations between our social care staff and citizens and providers identify and co-produce personal outcomes. |
| Adult Services | Extend the roll out of domiciliary care in relation to Learning Disability and mental health in line with the 'Your Choice' programme. |
| Resource Management and Safeguarding Services | Continue roll out of the Your Choice model in co-ordination with other services including the identification of new providers as part of this phased approach. |
| Resource Management and Safeguarding Services | Work with partners to explore opportunities to enhance domiciliary care capacity. |

| ADP34: Work with community leaders/ partners and use the experience gained through the work in Llantwit Major to review and transform the range of support available to older people within their community. | |
|---|---|
| Service Plan | Service Plan Action 2023/24 |
| Adult Services | Work with our partners to take forward actions arising from the Dementia listening project. |
| Adult Services | Work with our partners to contribute to the development of Dementia/age Friendly Communities. |
| Resource Management and Safeguarding Services | Support project work in partnership with corporate services, that focuses on reducing social isolation and loneliness to develop an age friendly community in the Western Vale. |

| ADP35: Work co-productively with children and their families through a strengths-based model to improve outcomes and enhance well-being. | |
|---|---|
| Service Plan | Service Plan Action 2023/24 |
| Children and Young People Services | Embed the 'Building on Strengths' approach to co-productively work with children and their families to improve outcomes and enhance wellbeing. Includes embedding: <ul style="list-style-type: none"> • a shared and accessible language. • the visibility of children, young people and families in individual and service planning. • an evaluation framework. |
| Children and Young People Services | Continue to embed the 'Developing Services Together' under the 'Building on Strengths' approach to enhance engagement with children, young people and families. |
| Children and Young People Services | Drive improvements to achieve accessible and 'child friendly' paperwork that supports embedding of the 'Building on Strengths' approach.(Also aligns to ADP11) |

| ADP36: Deliver the priorities of the Regional Safeguarding Board, ensuring effective arrangements are in place to protect children and adults at risk of neglect, abuse and exploitation. | |
|--|--|
| Service Plan | Service Plan Action 2023/24 |
| Adult Services | Contribute to the safeguarding agenda, by delivering Adult Services elements of the Corporate Safeguarding Group Work Plan. |
| Children and Young People Services | Contribute to the safeguarding agenda, by delivering CYPS' elements of the Corporate Safeguarding Group Work Plan. |
| Resource Management and Safeguarding Services | Deliver the priorities of the Regional Safeguarding Board, ensuring effective arrangements are in place to protect children and adults at risk of neglect, abuse and exploitation. |
| Resource Management and | Continue to support delivery of the Social Services elements of the Corporate Safeguarding Work Plan and work with other directorates to co-ordinate their contribution to delivery of the plan. |

| ADP36: Deliver the priorities of the Regional Safeguarding Board, ensuring effective arrangements are in place to protect children and adults at risk of neglect, abuse and exploitation. | |
|--|--|
| Service Plan | Service Plan Action 2023/24 |
| Safeguarding Services | |
| Policy & Business Transformation Service | Contribute to the work of the Corporate Safeguarding group and its associated work plan. |
| Strategy, Community Learning and Resources | Contribute to the safeguarding agenda, by delivering Strategy Community Learning & Resources elements of Safeguarding work. |
| Additional Learning Needs & Wellbeing | Contribute to the delivery of the Corporate Safeguarding Plan and work with schools to ensure compliance. |
| Additional Learning Needs & Wellbeing | Continue to embed an understanding of safeguarding procedures and assessment and decision-making practices through self-evaluation reviews and provision of multi-agency training to support schools and key partners to safeguard and promote the well-being of learners. |
| Additional Learning Needs & Wellbeing | Work with schools to ensure learning from self-evaluation and practice reviews at both the local and national level inform their safeguarding practice. |
| Shared Regulatory Services | Contribute to the safeguarding agenda, by delivering the SRS elements of the Corporate Safeguarding Group Work Plan. |
| Sustainable Development | Contribute to the safeguarding agenda, by delivering the Sustainable Development elements of the Corporate safeguarding Group Work Plan. |
| Legal & Democratic Services | Contribute to the safeguarding agenda, by delivering the Legal and Democratic Services elements of the Corporate Safeguarding Group Work Plan. |

| ADP37: Work with partners to promote and enhance community safety including priorities for positive social cohesion and community protection ensuring that we safeguard and support those who are most vulnerable including work on domestic violence, sexual violence and serious violence. | |
|---|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| ADP38: Work with partners to implement the Youth Offending Service Post Inspection Action Plan to enhance young people's outcomes. | |
|---|---|
| Service Plan | Service Plan Action 2023/24 |
| Children and Young People Services | Work with partners to implement the Youth Offending Service Post Inspection Action Plan to enhance young people's outcomes. |

| ADP39: Maximise Council house building and acquisition opportunities including 138 new Council homes on six sites throughout the Vale. | |
|---|--|
| Service Plan | Service Plan Action 2023/24 |
| Adult Services | Expand the development of SMART houses and review the outcomes of them in terms of impact for citizens in supporting independent living and enhancing their wellbeing. |

| ADP40: Implement a Local Housing strategy to address current and projected housing need and to increase the supply of good quality, accessible and affordable housing. | |
|---|---|
| Service Plan | Service Plan Action 2023/24 |
| Adult Services | Contribute to the Council's housing strategy and the capital programme to undertake an analysis of need to support future planning and development of suitable accommodation. |
| Adult Services | Expand the development of SMART houses and review the outcomes of them in terms of impact for citizens in supporting independent living and enhancing their wellbeing. |
| Adult Services | Contribute to a cross-Directorate review of the adaptations service to produce an Adaptations Policy and establish a joint team. |

| ADP41: Produce an Older Persons Housing Strategy to secure the best quality of life for older people living in the Vale and to enable older people to live as independently as possible in later life. | |
|---|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| ADP42: Work with partners to prevent and reduce homelessness and provide housing and associated support including maximising the use of the homelessness prevention grant to sustain tenancies, expanding the supply of temporary accommodation and minimising the use of bed and breakfast accommodation. | |
|---|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

In relation to **Well-being Objective 4, 'Respect, enhance and enjoy our environment'**, there are 17 Annual Delivery Plan actions for 2023/24 aligned to 8 Corporate Plan commitments. The Service Plan activities identified below will contribute towards achieving these commitments.

| Our Corporate Plan commitments: | |
|---|--|
| <ul style="list-style-type: none"> • Work to reduce the organisation's carbon emissions to net zero before 2030 and encourage others to follow our lead as part of minimising the negative impact of our activities on the environment • Work with and empower community groups and other partners to sustain local facilities including public toilets, libraries, parks, play areas and community centres • Protect, preserve and where possible enhance our natural and built environment and cultural heritage • Work with the community and partners to ensure the local environment is clean, attractive and well managed • Work with the community, developers and others to ensure that new developments are sustainable and that developers mitigate their impacts, integrate with local communities and provide necessary infrastructure • Provide effective waste management services and work with our residents, partners and businesses to minimise waste and its impact on the environment • Minimise pollution recognising the detrimental impact it may have on the environment and people's well-being • Work to reduce the impact of erosion, flooding and pollution on our coastal areas and watercourses | |

The cross-cutting and integrated nature of the Annual Delivery Plan means that actions from multiple service areas contribute to the delivery of an ADP action that falls within the remit of a Scrutiny Committee. The tables below reflect this by highlighting all service contributions to our ADP actions.

| ADP43: Implement Project Zero, our Climate Change Challenge Plan and work with the community and other stakeholders to reduce carbon emissions, focusing work on energy use, transport, land and food, ensuring that our response to the climate and nature emergencies is integral to all decisions. | |
|--|---|
| Service Plan | Service Plan Action 2023/24 |
| Adult Services | Evaluate and implement our hybrid working model across the division as part of the Your Space project. |
| Adult Services | Explore opportunities for developing the energy efficiency of our buildings to reduce our carbon footprint. (Also aligned to ADP2) |
| Children and Young People Services | Maintain the benefits of hybrid working by reducing unnecessary journeys, maximising our use of technologies and ensuring more effective use of our assets. |
| Resource Management and Safeguarding Services | Explore opportunities for developing the energy efficiency of our buildings to reduce our carbon footprint. (Also aligns to ADP2) |
| Resource Management and | Explore options for utilising electric vehicles/bikes for use by care staff. |

ADP43: Implement Project Zero, our Climate Change Challenge Plan and work with the community and other stakeholders to reduce carbon emissions, focusing work on energy use, transport, land and food, ensuring that our response to the climate and nature emergencies is integral to all decisions.

| Service Plan | Service Plan Action 2023/24 |
|-----------------------|------------------------------------|
| Safeguarding Services | |

ADP44: Work with our partners to respond to the nature emergency including implementing a new Green Infrastructure Strategy, a tree management strategy and delivery of the Biodiversity Forward Plan.

| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|
| No actions | |

ADP45: Engage with local communities and explore the potential for community energy schemes as part of the Local Area Energy Plan including the potential to use council assets.

| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|
| No actions | |

ADP46: Improve existing school buildings and deliver new buildings in line with the Sustainable Communities for Learning Programme making them low carbon and ideally zero carbon buildings to operate whenever possible.

| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|
| No actions | |

ADP47: Deliver near zero carbon, or at a minimum A rated, new Council homes and develop Optimised Retrofit Programmes to meet carbon reduction targets for the existing Council housing stock and to help tackle fuel poverty also ensuring that the Council's housing stock continues to meet relevant standards for safety and construction.

| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|
| No actions | |

ADP48: Encourage and support sustainable changes to how people travel by increasing opportunities for active travel (walking and cycling) including Rhoose and Eglwys Brewis Active Routes.

| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|
| No actions | |

ADP49: Work with our partners to improve access to public transport through support for socially necessary bus services and the transport infrastructure including delivery of bus stop e-timetable displays and the provision of new bus shelters in Rhoose, Eglwys Brewis, Cogan, Dinas Powys and Barry.

| | |
|---------------------|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP50: In conjunction with the Cardiff Capital Region increase the network of locally accessible electric vehicle charging points including in Council car parks.

| | |
|---------------------|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP51: Implement the Road Surfacing Plan (2022 to 2025) to improve the condition of the highway for all users including buses, pedestrians and cyclists and implement the Welsh Government's proposals for 20 mph default speed limit on restricted roads within the Vale's local highway network.

| | |
|---------------------|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP52: Undertake work to ensure more sustainable transport options for the Council's vehicle fleet and staff including cycle to work schemes and the use of e-bikes, electric, hybrid and alternatively fuelled vehicles and implementation of the Healthy Travel Charter.

| | |
|---------------------|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP53: Progress the review of the Council's Local Development Plan with a focus on the assessment of candidate sites, and the preparation of a preferred strategy and deposit draft of the future plan following consultation.

| | |
|---------------------|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP54: Invest in education, sustainable transport, community facilities and assets and arts and culture as a result of negotiating Section 106 payments from developers in areas where development has occurred as detailed in the annual Section 106 report.

| | |
|---------------------|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| | |
|--|------------------------------------|
| ADP55: Continue to ensure the sustainability of local facilities and assets such as certain sports grounds, parks, open spaces, allotments and public conveniences by working with and transferring to community organisations. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| | |
|--|------------------------------------|
| ADP56: Deliver improvements to waste management with a greater focus on the circular economy, operation of the new Resource Recovery Facility in Barry and the final roll out of the new recycling arrangements to Penarth and surrounding areas including kerbside collection of more items for recycling Vale wide, in line with the new 10 year Waste Management Strategy. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| | |
|---|------------------------------------|
| ADP57: Work with community groups to develop the ‘adopt a street/area’ concept and promote a litter and enforcement strategy recognising the role of the community in improving our local environment. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| | |
|--|------------------------------------|
| ADP58: Implement the Shoreline Management Plan and the revised Local Flood Risk Management Strategy and work with communities at risk from flooding to develop local solutions. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| | |
|---|------------------------------------|
| ADP59: Undertake local air quality assessments and take necessary action to ensure that national air quality objectives continue to be achieved. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

Service Plan contributions to the Annual Delivery Plan (2023-24) commitments and Corporate Plan (2020-25) Well-being Objectives as aligned to the remit of Learning & Culture Scrutiny Committee

In relation to **Well-being Objective 1, 'Work with and for our communities'**, there are 12 Annual Delivery Plan actions for 2023/24 aligned to 7 Corporate Plan commitments . The Service Plan activities identified below will contribute towards achieving these commitments.

| Our Corporate Plan commitments: |
|--|
| <ul style="list-style-type: none"> • Improve how we involve, engage and communicate with others about our work and decisions • Work innovatively, using technology, resources and our assets to transform our services so they are sustainable for the future • Develop our strong culture of good customer service aligned to the Council's values of being ambitious, open, together and proud • Promote equality of opportunity and work with the community to ensure we are responsive to the diverse needs of our customers • Promote the use of the Welsh Language and contribute to the Welsh Government target of 1 million Welsh speakers by 2050 • Support the development and well-being of our staff and recognise their contribution to the work of the Council • Ensure we have robust governance and scrutiny arrangements in place and support our elected members to fulfil their roles |

The cross-cutting and integrated nature of the Annual Delivery Plan means that actions from multiple service areas contribute to the delivery of an ADP action that falls within the remit of a Scrutiny Committee. The tables below reflect this by highlighting all service contributions to our ADP actions.

| ADP1: Adopt a new digital strategy, improve how we communicate and develop more responsive online services, including improvements for housing services and the customer contact centre and enhancements to the website. | |
|--|--|
| Service Plan | Service Plan Action 2023/24 |
| Strategy, Community Learning and Resources | Review and refresh how financial information about schools is published to improve clarity and accessibility for parents, the public and other key stakeholders. |
| Strategy, Community Learning and Resources | Continue to support the digital infrastructure within schools to reflect requirements of the new National Curriculum and the Council's implementation of the Hwb programme. |
| Strategy, Community Learning and Resources | Work with schools with developing their own digital strategies which is in line with our own corporate approach. |
| Standards & Provision | Work with L&S colleagues and Improvement partners to ensure schools embrace the new curriculum requirements using the Hwb platform. |
| Additional Learning Needs & Wellbeing | Use a range of methods, including expanding the use of digital technology to further develop engagement with parents/carers and children and young people in order to ensure continuous improvement to service delivery. |

| ADP1: Adopt a new digital strategy, improve how we communicate and develop more responsive online services, including improvements for housing services and the customer contact centre and enhancements to the website. | |
|---|---|
| Service Plan | Service Plan Action 2023/24 |
| Additional Learning Needs & Wellbeing | Continue to develop the Citizen, Professional and Provider Portal, expanding the use into Schools, Local authority teams, Professionals, Parents/Carers and Young People. |

| ADP2: Make efficient and effective use of assets by reviewing the council's estate including office accommodation and key sites | |
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| Service Plan | Service Plan Action 2023/24 |
| Strategy, Community Learning and Resources | Further rationalise our use of space/physical assets with a view to maximising opportunities for integration and service sustainability. |
| Strategy, Community Learning and Resources | Work with our schools to become more community focused in using their physical and digital assets to support our vision of schools being at the heart of their communities and offering wider community services. (Also aligns to ADP19) |

| ADP3: Review the viability and sustainability of services in response to ongoing significant financial challenges and uncertainty | |
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| Service Plan | Service Plan Action 2023/24 |
| Strategy, Community Learning and Resources | Continue to work in collaboration with schools, the School Budget Forum and governing bodies to support the management of the challenging financial position in terms of planned spend. |
| Strategy, Community Learning and Resources | Identify and maximise opportunities to use grant funding to achieve both short term benefits and as part of a longer-term approach to addressing resource challenges. |
| Strategy, Community Learning and Resources | Review services and service delivery models to reflect the current financial climate, changes in need and an evolving landscape across education arts and culture. |
| Strategy, Community Learning and Resources | Work more innovatively with colleagues across the Learning & Skills Directorate, the Central South Consortium Joint Education Service (CSC JES), and with partners at the local and regional level to integrate services to build resilience, enable early identification and ensure a timely and targeted response to learners of all ages. |
| Strategy, Community Learning and Resources | Further enhance and develop business intelligence analytics and information held across the Council to streamline our interventions. |
| Strategy, Community Learning and Resources | Further enhance and develop business intelligence analytics and information held across the Council to streamline our interventions. |

| ADP3: Review the viability and sustainability of services in response to ongoing significant financial challenges and uncertainty | |
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| Service Plan | Service Plan Action 2023/24 |
| Strategy, Community Learning and Resources | Embed and further develop the Makerspaces sites established Barry and Penarth with a focus building community capacity, income generation opportunities and sustainability and opportunities for the Arts. (Also aligns to ADP24) |
| Standards & Provision | Maximise opportunities to use grant funding to achieve both short term benefits and as part of a longer term approach to addressing resource challenges, particularly in relation to additional learning provision. |
| Standards & Provision | Work more innovatively with colleagues across the Learning & Skills Directorate, the Central South Consortium Joint Education Service (CSC), and with partners at the local and regional level to integrate services to build resilience, enable early identification and ensure a timely and targeted response to learners needing support. |
| Standards & Provision | Review service delivery models to reflect changes in need and an evolving landscape across education, particularly within Social Inclusion and Well-being, including supporting a review of the Special School Funding model. |
| Additional Learning Needs & Wellbeing | Implement the new Shared Prosperity Funded projects, developing services that complement Welsh Governments Employability and Skills Plan and build on the previously ESF funded projects. |
| Additional Learning Needs & Wellbeing | Develop processes to keep under review the additional learning provision (ALP) available in the LA and in schools in order to support strategic decision making on whether the LA has the correct types, quantity and quality of provision to meet the current and future needs of children and young people with ALN and establish the steps that should be taken to remedy insufficiencies. |
| Additional Learning Needs & Wellbeing | Maximise opportunities to use grant funding to achieve both short term benefits and as part of a longer-term approach to addressing resource challenges. |
| Additional Learning Needs & Wellbeing | Support the development and sustainability of the childcare market by building on the findings of the Childcare Sufficiency Assessment. |
| Additional Learning Needs & Wellbeing | Work with colleagues in Finance to support a review of the Special School Funding model. |
| Additional Learning Needs & Wellbeing | Further develop ALN Panels to ensure they interact with each other effectively to determine provision and enable timely intervention. |
| Additional Learning Needs & Wellbeing | Review models of service delivery for Educational Psychology and Literacy. |

| ADP4: Revise our procurement practices to ensure value for money to ensure our activities contribute to the local economy, support work around climate change and deliver community benefits | |
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| Service Plan | Service Plan Action 2023/24 |
| Strategy, Community Learning and Resources | Implement the requirements of the Council's new procurement policy in the context of the Social Value Framework. |
| Strategy, Community Learning and Resources | Review future contracting arrangements that take account for climate change agenda and the need to achieve carbon reduction. (Also aligns to ADP43) |

| ADP5: Implement a new People Strategy with a particular focus on improving diversity across the workforce, recruitment and retention, planning for the future and staff well-being. | |
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| Service Plan | Service Plan Action 2023/24 |
| Strategy, Community Learning and Resources | Contribute to the implementation of a Council-wide Well-being Strategy which supports employees to achieve their full potential and keep staff well-being under review. |
| Standards & Provision | Work in partnership with EOTAS providers to further strengthen arrangements to ensure our most vulnerable learners not in education settings are able to access a curriculum that meets their needs and allows them to progress at a rate appropriate with their age and ability. |
| Additional Learning Needs & Wellbeing | Work with the Division's workforce and HR partners to further embed processes that support healthy workplaces and support employee well-being. |
| Additional Learning Needs & Wellbeing | Work with EOTAS providers to further develop and strengthen their Additional Learning Needs and Safeguarding procedures in line with the ALNET Act. |

| ADP6: Work with voluntary and community organisations to deliver and shape local services, encourage people to get more involved in their local communities and support them to seek funding. | |
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| Service Plan | Service Plan Action 2023/24 |
| Strategy, Community Learning and Resources | Continue to work collaboratively to deliver and shape local services and to encourage people to get more involved in their local communities. |

| ADP7: Work with partners in the private sector to help deliver service innovation and new sources of investment and expertise | |
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| Service Plan | Service Plan Action 2023/24 |
| Strategy, Community Learning and Resources | Work with private sector to pilot an innovative learning environment for pupils. |

| ADP8: Deliver our Public Participation Strategy to encourage and enable greater involvement for residents and other stakeholders in decision making, with a particular focus on improving engagement with seldom heard voices. | |
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| Service Plan | Service Plan Action 2023/24 |
| Strategy, Community Learning and Resources | Maximise work the Council is doing in relation to the implementation of the Public Participation Strategy and utilise customer insights in aspects of service development and delivery. (Also aligns to ADP3) |

| ADP9: Support increasing numbers and a greater diversity of young people to be engaged in a wider range of participation opportunities to enable equity and diversity in decision making within the Council. | |
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| Service Plan | Service Plan Action 2023/24 |
| Strategy, Community Learning and Resources | Strengthen our approach to service user involvement (including Learner Voice) and the 'lived experience' through our engagement work to inform how we plan, develop and shape services. (Also aligns to ADP8 and ADP11) |
| Standards & Provision | Expand the range of participation opportunities to enable a greater number and diversity of young people engaged and involved in decision making within and across the Council, thus gaining a better understanding of their concerns and aspirations for the future in order that service development is reflective of their views and needs. |
| Legal and Democratic Services | Support relevant officers to ensure the Council's compliance with legislative requirements. |

| ADP10: Hold climate and nature emergency community conversations involving different stakeholder groups to shape our plans and activities and encourage positive behaviour change | |
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| Service Plan | Service Plan Action 2023/24 |
| Strategy, Community Learning and Resources | Support the co-ordination of climate change conversations with key partners regarding the use of our schools and buildings to identify areas of improvement that will promote positive behaviour change. |

| ADP11: Deliver year four of the Council's Strategic Equality Plan, achieve Age Friendly status for the Vale and progress work as part of national action around disability, race and sexual orientation and gender identity | |
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| Service Plan | Service Plan Action 2023/24 |
| Adult Services | Review our data sets to assess and improve how we are capturing data on our service users with protected characteristics. |
| Adult Services | Work with OD colleagues, to develop and deliver training to all social care staff on enhancing awareness of service users with protected characteristics. |
| Adult Services | Undertake a review of the makeup of our workforce to ensure we enhance the recruitment of a diverse workforce that is reflective of our population and support existing staff to access the Council's Diversity networks. |
| Adult Services | Continue to work with colleagues to further enhance development of an in-house programme of support for employment opportunities. |

| ADP11: Deliver year four of the Council's Strategic Equality Plan, achieve Age Friendly status for the Vale and progress work as part of national action around disability, race and sexual orientation and gender identity | |
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| Service Plan | Service Plan Action 2023/24 |
| Children and Young People Services | Drive improvements to achieve accessible and 'child friendly' paperwork that supports embedding of the 'Building on Strengths' approach. (Also aligns to ADP/35) |
| Resource Management and Safeguarding Services | Review our data sets to assess how we are capturing data on our service users with protected characteristics. |
| Resource Management and Safeguarding Services | Work with OD colleagues, to develop and deliver training to all social care staff on enhancing awareness of service users with protected characteristics. |
| Resource Management and Safeguarding Services | Increase the numbers of RMS staff enrolled on Welsh language courses to enhance their bilingual skills. |
| Policy & Business Transformation Service | Take action to implement the Anti-racist Wales Action Plan and continue to promote race awareness and inclusivity across the organisation and externally. |
| Policy & Business Transformation Service | Continue to progress the work programme in relation to the LGBTQ+ inclusion agenda including supporting the implementation of the Welsh Government's LGBTQ+ Action Plan. |
| Policy & Business Transformation Service | Continue to support and develop staff networks to support colleagues to improve inclusivity in the workplace and explore how they can inform future service design and delivery. |
| Policy & Business Transformation Service | Progress work in partnership with the PSB to achieve Age Friendly status for the Vale. (Also aligns to ADP/34) |
| Policy & Business Transformation Service | Support the review of building/ street names and monuments. |
| Sustainable Development | Consider the needs of protected groups when developing and implementing the RLDP community involvement scheme and the integrated sustainability appraisal (incorporating the EQIA). |
| Strategy, Community Learning and Resources | Develop our approach to how we communicate and widen access to protected groups. |
| Standards & Provision | Deliver and evaluate programmes and interventions aimed at addressing gaps in progress to make sure they have a positive impact on socio-economic disadvantage, disability, sex, race, Children Looked After, young carers, other vulnerable groups and other protected characteristics. |

ADP11: Deliver year four of the Council's Strategic Equality Plan, achieve Age Friendly status for the Vale and progress work as part of national action around disability, race and sexual orientation and gender identity

| Service Plan | Service Plan Action 2023/24 |
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| Additional Learning Needs & Wellbeing | Work in partnership with schools, Welsh Government and other partners including the third sector to ensure that school staff access the necessary professional learning and guidance to ensure pupils are happy and safe and adopt a proactive approach to all forms of discrimination including issues such as peer-on-peer sexual harassment, homophobic, biphobic and transphobic bullying and harassment, racism and body shaming. |
| Regeneration | Invest in the resources required to enable us to effectively engage with protected groups to ensure their needs are considered when developing and implementing Regeneration projects and grant schemes. |
| Standards & Provision | Deliver and evaluate programmes and interventions aimed at addressing gaps in progress to make sure they have a positive impact on socio-economic disadvantage, disability, sex, race, Children Looked After, young carers, other vulnerable groups and other protected characteristics. |
| Housing & Building Services | Continue to evaluate the outcomes of the Tenant Profiling exercise to improve and better target services to meet individual needs. |
| Housing & Building Services | Work with partners to reduce homelessness and implement a Housing Support Programme Strategy and Homelessness Prevention Plan ensuring equality of access to services. (Also aligns to ADP/42) |
| Housing & Building Services | Continue to work with Planning colleagues to identify and deliver a potential Gypsy and Traveller site in line with the findings of the 2023 Gypsy and Traveller Accommodation Needs Assessment. (Also aligns to ADP/42) |
| Neighbourhood Services & Transport | Improve accessibility for disabled residents by continuing to operate a Greenlinks adapted service for those with mobility issues, ensuring drivers are fully trained to transport disabled passengers, and by working collaboratively with the over 50s forum, Youth Cabinet, Schools and all public transport buses to meet the Public Services Vehicle Accessibility Regulations. |
| Neighbourhood Services & Transport | Develop and implement plans to promote our natural and built environment and cultural heritage, including accessibility to protected groups including raised bus shelter kerbs, new changing facilities, provision of beach buggies and interpretation boards. |
| Legal and Democratic Services | Provide advice as required on equality matters to ensure the Council's compliance with legislative requirements. |
| Human Resources & Organisational Development | Work collaboratively to implement a new People Strategy with a focus on workforce planning, engagement and well-being, recruitment, retention and attraction, digital transformation, rewards and benefits and diversity. (Also aligns to ADP/05) |

ADP12: Increase the use of the Welsh Language through the delivery of the Council's Welsh Language Promotion Strategy and the Welsh in Education Strategic Plan (WESP)

| Service Plan | Service Plan Action 2023/24 |
|--|--|
| Adult Services | Build on the linguistic skills of the Division to support roll out the next stage of the Welsh Language Strategy. |
| Children and Young People Services | Build on the linguistic skills of the CYPS Division to support roll out the next stage of the Welsh Language Strategy. |
| Policy & Business Transformation Service | Implement the Welsh Language Promotion Strategy Action Plan. |

| ADP12: Increase the use of the Welsh Language through the delivery of the Council's Welsh Language Promotion Strategy and the Welsh in Education Strategic Plan (WESP) | |
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| Service Plan | Service Plan Action 2023/24 |
| Strategy, Community Learning and Resources | Implement improvement recommendations arising from Estyn inspection of 'Learn Welsh' Programme provision. |
| Strategy, Community Learning and Resources | Continue to support the Council in meeting the requirements of Welsh Language and promote opportunities for our workforce to take up Welsh Language courses. |
| Strategy, Community Learning and Resources | Work collaboratively across the region to identify and implement innovative approaches to meet our requirements for Welsh language provision in schools, including ALN provision. |
| Strategy, Community Learning and Resources | Consult on ACL provision and immersion in the new build within a primary school to support the broader community. |
| Strategy, Community Learning and Resources | Increase the use of the Welsh Language and enhance Welsh Language Services through a new 10-year Welsh in Education Strategic Plan (WESP). |
| Strategy, Community Learning and Resources | Extend the 'Learn Welsh' programme to Council staff and provide training and support to learn Welsh, promoting fast track courses, face to face and blended learning opportunities. |
| Standards & Provisions | Work with our Improvement Partners to enhance the quality of Welsh medium provision through delivering key aspects of the Welsh in Education Strategic Plan. |
| Additional Learning Needs & Wellbeing | In line with the Welsh in Education Strategic Plan, continue to evaluate the sufficiency of Welsh medium ALN provision and utilise findings to enhance provision as appropriate. |

| ADP13: Work in partnership as part of the Armed Forces Covenant to support members of the armed forces, veterans, family members and widow or widowers. | |
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| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| ADP14: Deliver a programme to further develop and support elected members to be effective in their roles reflecting the commitment to increase diversity. | |
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| Service Plan | Service Plan Action 2023/24 |
| Legal and Democratic Services | Provide support and development to elected members on equality issues. |

In relation to **Well-being Objective 2, 'Support learning, employment and sustainable economic growth'**, there are 10 Annual Delivery Plan actions for 2023/24 aligned to 8 Corporate Plan commitments. The Service Plan activities identified below will contribute towards achieving these commitments.

| Our Corporate Plan commitments: | |
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| <ul style="list-style-type: none"> • Ensure there is appropriate access to quality early years, nursery and education provision enabling people to achieve their best possible outcomes whatever their age • Invest in our schools to provide the right learning environment for the 21st century and facilities which benefit the wider community • Work with schools, families and others to improve the services and support for those with additional learning needs • Work with education, training providers, businesses and other agencies to provide a range of advice, support and training opportunities which improve people's skills and readiness for work • Work with partners to ensure people can access appropriate money advice, information and debt support relating to housing, benefits, education, training and employment • Support and promote volunteering and community learning recognising the range of benefits to individuals and the community • Work as part of the Cardiff Capital Region to progress strategic planning and transport initiatives and promote sustainable economic growth and employment • Support economic growth through regeneration, improved infrastructure and support for town centres, tourism and industry | |

The cross-cutting and integrated nature of the Annual Delivery Plan means that actions from multiple service areas contribute to the delivery of an ADP action that falls within the remit of a Scrutiny Committee. The tables below reflect this by highlighting all service contributions to our ADP actions.

| ADP15: Work in partnership with the Central South Consortium Joint Education Service to ensure schools are effectively supported to maximise outcomes for all learners. | |
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| Service Plan | Service Plan Action 2023/24 |
| Strategy, Community Learning and Resources | Work with schools and the CSC JES to ensure teachers and schools are well supported to maximise use of technology to improve quality of learning and learner outcomes. |
| Strategy, Community Learning and Resources | Maximise collaboration with CSC JES in relation to Welsh language provision across both Welsh and English medium schools. |
| Strategy, Community Learning and Resources | Respond to any recommendations arising from Estyn regarding individual school inspections where responsibility lies with Local Authority. |
| Standards & Provision | Work with the Central South Consortium Joint Education Service to ensure Improvement Partners support schools to strengthen their evidence and readiness to implement the requirements of the new curriculum and provide appropriate on-going curriculum development support where needed. |

| ADP15: Work in partnership with the Central South Consortium Joint Education Service to ensure schools are effectively supported to maximise outcomes for all learners. | |
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| Service Plan | Service Plan Action 2023/24 |
| Standards & Provision | Work with the Central South Consortium Joint Education Service to ensure schools receive appropriate and high-quality professional learning opportunities, the impact of which is evaluated. |
| Standards & Provision | Work with the Central South Consortium Joint Education Service to ensure schools, particularly in the primary sector, receive appropriate professional learning and support to enable children and young people identified as the most vulnerable to reach their potential. |
| Standards & Provision | Review arrangements for supporting post 16 education provision in the Vale of Glamorgan. |
| Standards & Provision | Ensure our schools receive the input required from the CSC to deliver identified improvements in our schools by strengthening our challenge on their impact and added value. |
| Standards & Provision | Continue to embed a critical friend approach to how the Central South Consortium identifies and adapts to meeting the changing needs in the Vale of Glamorgan so that we can maximise impact for our learners. |
| Additional Learning Needs & Wellbeing | Work collaboratively with the Central South Consortium Joint Education Service to share a range of well-being data to ensure our schools receive the input required to deliver identified improvements in ALN & Well-being. |

| ADP16: Work with our schools and partners to implement the whole-school approach to mental health and well-being and ensure appropriate support and guidance is provided in order to meet the differing needs of children and young people. | |
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| Service Plan | Service Plan Action 2023/24 |
| Strategy, Community Learning and Resources | Develop and implement a cross division Social, Emotional and Mental Health Strategy to provide additional focus on this key area of growing need. |
| Strategy, Community Learning and Resources | Work collaboratively to ensure sufficiency of provision to address children and young people's social, emotional and mental well-being needs at primary and secondary level. |
| Standards & Provision | Work with colleagues across the division to develop and implement a cross division Social, Emotional and Mental Health Strategy to provide additional focus on this key area of growing need. |
| Standards & Provision | Review sufficiency of SEMH provision in primary and secondary schools in the Vale of Glamorgan. |
| Additional Learning Needs & Wellbeing | Work with the Central South Consortium Joint Education Service and partners in Health to ensure schools receive appropriate and high quality support to enable them to deliver an effective Relationships and Sexuality Education (RSE) curriculum which provides authentic and appropriate learning opportunities for children and young people. |
| Additional Learning Needs & Wellbeing | Further expand and strengthen the trauma informed/relation approach across Vale of Glamorgan schools to support our most vulnerable learners in response to increased service demand. |
| Additional Learning Needs & Wellbeing | Develop and implement a cross division Social, Emotional and Mental Health Strategy to provide additional focus on this key area of growing need. |

| ADP16: Work with our schools and partners to implement the whole-school approach to mental health and well-being and ensure appropriate support and guidance is provided in order to meet the differing needs of children and young people. | |
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| Service Plan | Service Plan Action 2023/24 |
| Additional Learning Needs & Wellbeing | Work collaboratively to ensure sufficiency of provision to address children and young people's social, emotional and mental well-being needs at primary and secondary level. |
| Additional Learning Needs & Wellbeing | Review progress of school based counselling service and therapy provision for Primary Schools and utilise grant funding to expand provision where required. |
| Additional Learning Needs & Wellbeing | Utilise Children and Communities Grant funding effectively to develop and maintain projects which support the mental health and well-being of children and families. |
| Additional Learning Needs & Wellbeing | Work with schools and partners to embed the Whole – School Approach to Mental Health and Emotional Well-being. |
| Additional Learning Needs & Wellbeing | Continue to support schools to implement a trauma informed, relational approach to meeting the social, emotional and mental-health needs of children and young people |

| ADP17: Support our schools to facilitate the phased implementation of Additional Learning Needs (ALN) reform including work around self-evaluation. | |
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| Service Plan | Service Plan Action 2023/24 |
| Additional Learning Needs & Wellbeing | Develop a shared understanding between the Health Board and LA for identifying and supporting the needs of learners with ALN (0-25). |
| Additional Learning Needs & Wellbeing | Work with partners to develop processes and procedures to ensure that post 16 ALN learners can access provision in line with the ALNET Act. |
| Additional Learning Needs & Wellbeing | Continue to provide high quality professional learning to ALNCOs and key delivery partners. |
| Additional Learning Needs & Wellbeing | Develop legal guidance and proactively share these with schools to support implementation of the new ALN system and compliance with the ALNET Act. |
| Additional Learning Needs & Wellbeing | Review and further develop independent dispute resolution processes in line with the ALNET Act and widely communicate to key stakeholders. |
| Additional Learning Needs & Wellbeing | Work with schools to develop and embed Self-evaluation processes to inform school improvement planning in relation to ALN, with particular focus on pupil tracking and provision planning |
| Additional Learning Needs & Wellbeing | Continue to develop systems to support Early Years Providers to identify and support learners with ALN. |

| ADP18: Support our schools to minimise exclusions and enhance attendance recognising the long-term impacts of COVID-19 and the cost of living crisis. | |
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| Service Plan | Service Plan Action 2023/24 |
| Standards & Provision | Work in partnership with the Central South Consortium Joint Education Service to support our schools to minimise exclusions and enhancing attendance. |

ADP19: Progress school investment schemes including the expansion of Ysgol Y Deri, a new school building at St Nicholas, expansion of primary school capacity in Cowbridge and design work for St Richard Gwyn as part of the Sustainable Communities for Learning Programme.

| Service Plan | Service Plan Action 2023/24 |
|--|---|
| Strategy, Community Learning and Resources | Work with our schools to become more community focused in using their physical and digital assets to support our vision of schools being at the heart of their communities and offering wider community services. (Also aligns to ADP2) |
| Strategy, Community Learning and Resources | Deliver school investment schemes including the expansion of Ysgol Y Deri, a new school building at St Nicholas, expansion of primary school capacity in Cowbridge and design work for St Richard Gwyn and Iolo Morgannwg as part of the Sustainable Communities for Learning Programme. |
| Strategy, Community Learning and Resources | Review the impact of the economic climate on the deliverability of the School Organisation and Investment Programme. |
| Additional Learning Needs & Wellbeing | Continue to work with colleagues delivering the Sustainable Communities for Learning Programme to develop provision for ALN to meet current and projected need. This will include projects such as the expansion of Ysgol y Deri and further development of Specialist Resource Base provision in mainstream schools. |

ADP20: Review and revise our core support service offer to schools, including IT, HR, cleaning, building services and waste services.

| Service Plan | Service Plan Action 2023/24 |
|--|--|
| Strategy, Community Learning and Resources | Work with council colleagues to support their own reviews of services in light of SLA opportunities and the needs of schools. |
| Human Resources & Organisational Development | Review and revise our core HR support service offer to schools, with a focus on provision that builds capacity in schools, provides value for money and enables schools to focus on their core business. |

ADP21: Work with others including key businesses, not for private profit organisations and charities to support employment and the development of skills for the future including the delivery of initiatives and paid opportunities within the Council for apprenticeships, training and employment.

| Service Plan | Service Plan Action 2023/24 |
|--|---|
| Strategy, Community Learning and Resources | Work in collaboration to enhance training, employment and skills development for the future through the Sustainable Communities for Learning programme with a focus on enhanced diversity. |
| Strategy, Community Learning and Resources | Work with our corporate colleagues to create opportunities for recruitment via the Council's approach to Apprenticeship programmes. (Also aligns to ADP5) |
| Standards & Provision | Work with others to support young people develop skills for the future including the delivery of initiatives such as Strive, with a focus on prevention (i.e., those at risk of becoming NEET/ those classed as NEETs). |

ADP21: Work with others including key businesses, not for private profit organisations and charities to support employment and the development of skills for the future including the delivery of initiatives and paid opportunities within the Council for apprenticeships, training and employment.

| Service Plan | Service Plan Action 2023/24 |
|--|--|
| Additional Learning Needs & Wellbeing | Implement the new Welsh Government Employability Strategy to ensure that employability provision meets the future needs of young people and adults in the Vale of Glamorgan. |
| Human Resources & Organisational Development | Build on good relationships with local education establishments (such as Cardiff University & Cardiff and Vale College) as well as independent Apprenticeship providers to expand the use of Council's Apprenticeship scheme , with a particular focus on providing opportunities to under-represented groups and 16-24 year olds. (Also aligns to ADP/05) |

ADP22: Work with the Cardiff Capital Region, Welsh and UK Governments to develop regional and local strategies for transport, planning and economic development including the transport interchange for Barry and major projects like the energy park at Aberthaw, the Barry Gateway and the continued growth of the Bro Tathan and Cardiff Airport Enterprise Zone.

| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|
| No actions | |

ADP23: Take a place making approach to regeneration and maximise the use of external funding such as Welsh Government Transforming Towns and UK Government Shared Prosperity funding to support sustainable economic growth and communities across the Vale.

| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|
| No actions | |

ADP24: Work collaboratively to develop and implement Vale wide strategies that promote new employment space and support local businesses, tourism, social enterprises and communities and support environmental and economic priorities.

| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|
| No actions | |

In relation to **Well-being Objective 3, 'Support people at home and in their community'**, there are 18 Annual Delivery Plan actions for 2023/24 aligned to 12 Corporate Plan commitments. The Service Plan activities identified below will contribute towards achieving these commitments.

| Our Corporate Plan commitments: | |
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| <ul style="list-style-type: none"> • Encourage people of all ages to have active and healthy lifestyles to promote better physical and mental well-being • Provide more opportunities for cycling and walking and develop a range of travel options to encourage people out of their cars • Promote leisure, art and cultural activities which meet a diverse range of needs • Work in partnership to provide more seamless health and social care services • Provide care and support to children and families in need which reflects their individual strengths and circumstances • Provide person-centred care and support to adults in need • Work with our partners to ensure timely and appropriate mental health and emotional well-being support • Undertake our safeguarding duties to protect people from harm • Work in partnership to develop cohesive communities and promote community safety • Keep people safe through strong and resilient emergency planning and regulatory services which protect the public, consumers and business • Increase the supply of good quality, accessible and affordable housing by working in partnership to address housing need • Provide housing advice and support to prevent homelessness | |

The cross-cutting and integrated nature of the Annual Delivery Plan means that actions from multiple service areas contribute to the delivery of an ADP action that falls within the remit of a Scrutiny Committee. The tables below reflect this by highlighting all service contributions to our ADP actions.

| ADP25: Co-ordinate a response that supports our residents, business, the third sector and council staff with the impact of the cost of living crisis including addressing food, fuel and period poverty through work with schools, a range of community initiatives and administration of funding schemes. | |
|---|---|
| Service Plan | Service Plan Action 2023/24 |
| Strategy, Community Learning and Resources | Subject to Welsh Government funding, accelerate the roll out of the free school meals for all primary school pupils and continue to work with 'Big Fresh' to deliver a healthy eating programme across schools. |
| Strategy, Community Learning and Resources | Continue to address poverty through effective targeting of grant funding via schools and communities. |
| Standards & Provision | Work in partnership to develop Community Focused Schools as part of an inclusive approach to tackling the impact of poverty and the cost of living crisis on children and young people's educational attainment and well-being. |

ADP26: Provide residents with advice, support, signposting and information on a range of issues including housing, debt, fuel poverty and energy costs, benefits, employment, and training through a number of services including the one stop shop, Money Advice Team and the Benefits Team.

| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|
| No actions | |

ADP27: Take action to protect the vulnerable from illegal money lending activities and ensure appropriate arrangements are in place to protect consumers from food hygiene risks recognising the potential impact of the cost of living crisis.

| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|
| No actions | |

ADP28: Work in partnership with Government, third sector partners and support providers to resettle vulnerable households into the Vale of Glamorgan and provide the services and support they require.

| Service Plan | Service Plan Action 2023/24 |
|--|--|
| Strategy, Community Learning and Resources | Maximise use of grant funding to enable schools to support asylum seeking families with resettlement in terms of both education and school admissions. |
| Standards & Provision | Work collaboratively to support the resettlement of asylum-seeking families into appropriate educational settings. |

ADP29: Work in partnership with the Public Services Board to address health inequities, promote vaccination and screening and to implement the Move More, Eat Well Plan with a particular focus on reaching people in our more deprived communities.

| Service Plan | Service Plan Action 2023/24 |
|--|---|
| Strategy, Community Learning and Resources | Continue to engage with partners at the national level on public health related issues and support schools with changing risk assessments arising from Public Health Wales. |
| Additional Learning Needs & Wellbeing | Work in partnership with health and other stakeholders to implement the Move More Eat Well Plan. |

ADP30: Work in partnership to facilitate and promote inclusive opportunities for leisure, play and sports development and arts and cultural services with a focus on tackling inequalities, the promotion of health and well-being and areas where there have previously been low participation rates.

| Service Plan | Service Plan Action 2023/24 |
|--|--|
| Strategy, Community Learning and Resources | Undertake a review of the operation and sustainability of the Arts Service in line with required savings targets.(Also aligns to ADP3) |

ADP31: Continue to diversify the offer from our libraries in their role as hubs within the community.

| Service Plan | Service Plan Action 2023/24 |
|--|---|
| Strategy, Community Learning and Resources | Collaborate with partners to continue to diversify the offer of our libraries as community venues and warm spaces. (Also aligns to ADP25) |

ADP32: Strengthen existing partnership arrangements with the Cardiff and Vale University Health Board in particular through the Regional Partnership Board and by working through the Vale Alliance to develop and implement more integrated models of care including meeting accommodation needs.

| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|
| No actions | |

ADP33: Refocus the way domiciliary care is provided to enhance the individual’s voice and control over their care arrangements through the expansion of ‘Your Choice’.

| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|
| No actions | |

ADP34: Work with community leaders/ partners and use the experience gained through the work in Llantwit Major to review and transform the range of support available to older people within their community.

| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|
| No actions | |

ADP35: Work co-productively with children and their families through a strengths-based model to improve outcomes and enhance well-being.

| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|
| No actions | |

| ADP36: Deliver the priorities of the Regional Safeguarding Board, ensuring effective arrangements are in place to protect children and adults at risk of neglect, abuse and exploitation. | |
|--|--|
| Service Plan | Service Plan Action 2023/24 |
| Strategy, Community Learning and Resources | Contribute to the safeguarding agenda, by delivering Strategy Community Learning & Resources elements of Safeguarding work. |
| Additional Learning Needs & Wellbeing | Contribute to the delivery of the Corporate Safeguarding Plan and work with schools to ensure compliance. |
| Additional Learning Needs & Wellbeing | Continue to embed an understanding of safeguarding procedures and assessment and decision-making practices through self-evaluation reviews and provision of multi-agency training to support schools and key partners to safeguard and promote the well-being of learners. |
| Additional Learning Needs & Wellbeing | Work with schools to ensure learning from self-evaluation and practice reviews at both the local and national level inform their safeguarding practice. |

| ADP37: Work with partners to promote and enhance community safety including priorities for positive social cohesion and community protection ensuring that we safeguard and support those who are most vulnerable including work on domestic violence, sexual violence and serious violence. | |
|---|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| ADP38: Work with partners to implement the Youth Offending Service Post Inspection Action Plan to enhance young people's outcomes. | |
|---|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| ADP39: Maximise Council house building and acquisition opportunities including 138 new Council homes on six sites throughout the Vale. | |
|---|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| ADP40: Implement a Local Housing strategy to address current and projected housing need and to increase the supply of good quality, accessible and affordable housing. | |
|---|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| ADP41: Produce an Older Persons Housing Strategy to secure the best quality of life for older people living in the Vale and to enable older people to live as independently as possible in later life. | |
|---|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| ADP42: Work with partners to prevent and reduce homelessness and provide housing and associated support including maximising the use of the homelessness prevention grant to sustain tenancies, expanding the supply of temporary accommodation and minimising the use of bed and breakfast accommodation. | |
|---|--|
| Service Plan | Service Plan Action 2023/24 |
| Standards & Provision | Work with partners to identify and deliver effective interventions for young people at risk of homelessness. |

In relation to **Well-being Objective 4, 'Respect, enhance and enjoy our environment'**, there are 17 Annual Delivery Plan actions for 2023/24 aligned to 8 Corporate Plan commitments. The Service Plan activities identified below will contribute towards achieving these commitments.

| Our Corporate Plan commitments: |
|---|
| <ul style="list-style-type: none"> • Work to reduce the organisation's carbon emissions to net zero before 2030 and encourage others to follow our lead as part of minimising the negative impact of our activities on the environment • Work with and empower community groups and other partners to sustain local facilities including public toilets, libraries, parks, play areas and community centres • Protect, preserve and where possible enhance our natural and built environment and cultural heritage • Work with the community and partners to ensure the local environment is clean, attractive and well managed • Work with the community, developers and others to ensure that new developments are sustainable and that developers mitigate their impacts, integrate with local communities and provide necessary infrastructure • Provide effective waste management services and work with our residents, partners and businesses to minimise waste and its impact on the environment • Minimise pollution recognising the detrimental impact it may have on the environment and people's well-being • Work to reduce the impact of erosion, flooding and pollution on our coastal areas and watercourses |

The cross-cutting and integrated nature of the Annual Delivery Plan means that actions from multiple service areas contribute to the delivery of an ADP action that falls within the remit of a Scrutiny Committee. The tables below reflect this by highlighting all service contributions to our ADP actions.

ADP43: Implement Project Zero, our Climate Change Challenge Plan and work with the community and other stakeholders to reduce carbon emissions, focusing work on energy use, transport, land and food, ensuring that our response to the climate and nature emergencies is integral to all decisions.

| Service Plan | Service Plan Action 2023/24 |
|--|---|
| Strategy, Community Learning and Resources | Work with schools and community partners to develop and implement innovative practice/initiatives that effectively respond to the climate and nature emergencies including increasing opportunities for active travel/green travel. |
| Strategy, Community Learning and Resources | Continue to utilise and invest in new technologies and digital practices to reduce electricity usage and carbon emissions across the Council. |
| Additional Learning Needs & Wellbeing | Further develop the hybrid model of working and maximise our use of technologies to ensure the most effective service operating and delivery model for the future. |
| Standards & Provision | Maintain the benefits of the hybrid model of working by reducing unnecessary journeys, maximising our use of technologies and ensuring more effective use of our assets. |

ADP44: Work with our partners to respond to the nature emergency including implementing a new Green Infrastructure Strategy, a tree management strategy and delivery of the Biodiversity Forward Plan.

| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|
| No actions | |

ADP45: Engage with local communities and explore the potential for community energy schemes as part of the Local Area Energy Plan including the potential to use council assets.

| Service Plan | Service Plan Action 2023/24 |
|---------------------|------------------------------------|
| No actions | |

ADP46: Improve existing school buildings and deliver new buildings in line with the Sustainable Communities for Learning Programme making them low carbon and ideally zero carbon buildings to operate whenever possible.

| Service Plan | Service Plan Action 2023/24 |
|--|--|
| Strategy, Community Learning and Resources | Operationalise opportunities for carbon reduction of our existing Learning & Skills building estate. |
| Strategy, Community Learning and Resources | Continue to enhance the biodiversity of school grounds to support decarbonisation and to map natural carbon sinks. |

ADP47: Deliver near zero carbon, or at a minimum A rated, new Council homes and develop Optimised Retrofit Programmes to meet carbon reduction targets for the existing Council housing stock and to help tackle fuel poverty also ensuring that the Council's housing stock continues to meet relevant standards for safety and construction.

| | |
|---------------------|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP48: Encourage and support sustainable changes to how people travel by increasing opportunities for active travel (walking and cycling) including Rhoose and Eglwys Brewis Active Routes.

| | |
|---------------------|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP49: Work with our partners to improve access to public transport through support for socially necessary bus services and the transport infrastructure including delivery of bus stop e-timetable displays and the provision of new bus shelters in Rhoose, Eglwys Brewis, Cogan, Dinas Powys and Barry.

| | |
|---------------------|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP50: In conjunction with the Cardiff Capital Region increase the network of locally accessible electric vehicle charging points including in Council car parks.

| | |
|---------------------|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP51: Implement the Road Surfacing Plan (2022 to 2025) to improve the condition of the highway for all users including buses, pedestrians and cyclists and implement the Welsh Government's proposals for 20 mph default speed limit on restricted roads within the Vale's local highway network.

| | |
|---------------------|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP52: Undertake work to ensure more sustainable transport options for the Council's vehicle fleet and staff including cycle to work schemes and the use of e-bikes, electric, hybrid and alternatively fuelled vehicles and implementation of the Healthy Travel Charter.

| | |
|---------------------|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

ADP53: Progress the review of the Council's Local Development Plan with a focus on the assessment of candidate sites, and the preparation of a preferred strategy and deposit draft of the future plan following consultation.

| | |
|---------------------|------------------------------------|
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| | |
|--|------------------------------------|
| ADP54: Invest in education, sustainable transport, community facilities and assets and arts and culture as a result of negotiating Section 106 payments from developers in areas where development has occurred as detailed in the annual Section 106 report. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| | |
|--|------------------------------------|
| ADP55: Continue to ensure the sustainability of local facilities and assets such as certain sports grounds, parks, open spaces, allotments and public conveniences by working with and transferring to community organisations. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| | |
|--|------------------------------------|
| ADP56: Deliver improvements to waste management with a greater focus on the circular economy, operation of the new Resource Recovery Facility in Barry and the final roll out of the new recycling arrangements to Penarth and surrounding areas including kerbside collection of more items for recycling Vale wide, in line with the new 10 year Waste Management Strategy. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| | |
|---|------------------------------------|
| ADP57: Work with community groups to develop the 'adopt a street/area' concept and promote a litter and enforcement strategy recognising the role of the community in improving our local environment. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| | |
|--|------------------------------------|
| ADP58: Implement the Shoreline Management Plan and the revised Local Flood Risk Management Strategy and work with communities at risk from flooding to develop local solutions. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

| | |
|---|------------------------------------|
| ADP59: Undertake local air quality assessments and take necessary action to ensure that national air quality objectives continue to be achieved. | |
| Service Plan | Service Plan Action 2023/24 |
| No actions | |

Corporate Performance and Resources

Well-being Objective 1: To work with and for our communities

| PI Ref | PI description | Local/ National | PI Owner | Directorate | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 | Target 2022/23 | 2022/23 (Q2) | Other considerations | | Target setting | | Scrutiny Committee | |
|--|---|--------------------|-------------------|---------------------|--------------------|--------------------|--------------------|------------|------------------|-------------------|-------------------|--|----------------|--|---|--|--|
| | | | | | | | | | | | | National minimum standards/ statutory targets | Target 2023/24 | Direction of travel (Proposed target compared to 2021/22 performance) | Rationale for target | | |
| WO1.1 Improve how we involve, engage and communicate with others about our work and decisions. | | | | | | | | | | | | | | | | | |
| CPM/001 (CPM/086) | Average daily reach of Vale of Glamorgan Life Facebook page | Local | Tom Bowring | Corporate Resources | 1,318 | 6,886 | 7,000 | 11,464 | 10,789 | 8000 | 3,066 | N/A | 8000 | ↓ | Target kept at 2022/23 range but should be considered with significant health warning as frequent changes to algorithms that determine post and page reach make it very difficult to ensure consistent performance against this indicator. | Corporate Performance and Resources | |
| CPM/002 (CPM/084) | Average daily impressions achieved by @VOGCouncil Twitter account | Local | Tom Bowring | Corporate Resources | 17,100 | 7500 | 8750 | 19,400 | 8,900 | 10000 | 5,000 | N/A | 10000 | ↑ | Target kept at 2022/23 range but should be considered with significant health warning as frequent changes to algorithms that determine impressions make it very difficult to ensure consistent performance against this indicator. | Corporate Performance and Resources | |
| CPM/118 | Percentage of Annual canvass returns (including secondary checks). | Local | Rachel Starr-Wood | Corporate Resources | New PI for 2020/21 | New PI for 2020/21 | New PI for 2020/21 | 94 | 100% | 95% | N/A | N/A | 95 | ↔ | Reasonable target set for the year | Corporate Performance and Resources | |
| WO1.2 Work innovatively, using technology, resources and our assets to transform our services so they are sustainable for the future | | | | | | | | | | | | | | | | | |
| CPM/007 (CPM/214) | Spend against approved Council revenue programme. | Local | Matt Bowmer | Corporate Resources | 100% | 97% | 100% | 100% | No data provided | 100% | 51.22% | N/A | 100% | N/A | Target already at 100% | Corporate Performance and Resources | |
| CPM/008 (CPM/215) | Spend against approved Council capital programme. | Local | Matt Bowmer | Corporate Resources | 86% | 78% | 100% | 74% | No data provided | 75% | 19.80% | N/A | 75% | N/A | Reasonable target as allows for changes during the year, but does require a more realistic programme to be approved by Council in March. | Corporate Performance and Resources | |
| CPM/009 (CPM/216) | Performance against savings targets. | Local | Matt Bowmer | Corporate Resources | 75% | 82% | 100% | 100% | No data provided | 100% | 15% | N/A | 100% | N/A | Essential to have a 100% target, greater level of savings required in 2023/24 compared to past couple of years. | Corporate Performance and Resources | |
| CPM/011 (AD/029) | The number of adults who paid the maximum weekly charge towards the cost of care or support for carers during the year. | National | Suzanne Clifton | Social Services | New PI for 20/21 | New PI for 20/21 | New PI for 20/21 | 838 | 512 | No target | Annual Measure | N/A | No target | N/A | It is not always appropriate to set a target for Social Services activity. However, activity figures are closely monitored throughout the year | Corporate Performance and Resources | |
| WO1.3 Develop our strong culture of good customer service aligned to the Council's values of being ambitious, open, together and proud. | | | | | | | | | | | | | | | | | |
| CPM/014 (CPM/002) | The percentage of customers who are satisfied with access to services across all channels. | Local | Tony Curliss | Corporate Resources | 92.73% | 98% | 98% | Nil Return | Nil Return | No target | No data available | N/A | 80% | N/A | The recording of citizen satisfaction with access to services has undertaken during the transfer of services from Oracle CRM to Granicus GovService. 2023/24 figures will provide a baseline figure. | Corporate Performance and Resources | |
| CPM/015 (CPM/001) | Customer enquiries to C1V resolved at first contact. | Local | Tony Curliss | Corporate Resources | 77.01% | 78% | 70% | 86.20% | 87.90% | 80% | 87% | N/A | 80% | ↓ | Performance during 2022/23 has been reported via Oracle CRM data which has skewed results. Numerous services changes during 2023/24 mean that performance is difficult to predict. Retaining existing target provides opportunity to assess potential in this area. | Corporate Performance and Resources | |
| CPM/016 (CPM/223) | Percentage of Corporate complaints dealt with within target timescales. | Local | Tony Curliss | Corporate Resources | 55.7% | 56% | 75% | 63.80% | 60.70% | 75% | 66.88% | N/A | 75% | ↑ | Performance trend in this area has been declining. It is anticipated that new functionality and increased reporting will support improvements but these are not certain. | Corporate Performance and Resources | |
| CPM/017 (CPM/226) | Number of Ombudsman complaints upheld against the Council (including Social Services). | Local | Tony Curliss | Corporate Resources | 0 | 4 | 5 | 2 | 1 | 5 | 0 | N/A | 5 | ↓ | While this target has been achieved consistently over a number of years, there is currently a trend of increasing numbers of PSOW complaints being received. Given the changes to services anticipated during 2023/24 and the continued impact of the cost of living crisis there is a reasonable expectation that the number of complaints and the likelihood of investigation will increase. In addition there is an increased willingness from the PSOW to undertake own initiative investigations, especially given the perception the number of complaints to the Welsh public sector is under reported. | Corporate Performance and Resources | |
| WO1.4 Promote equality of opportunity and work with the community to ensure we are responsive to the diverse needs of our customers. | | | | | | | | | | | | | | | | | |
| CPM/023 (CPM/167c) | Percentage of Young people leaving year 13 who are not in education, employment or training. | Local | Martin Dacey | Learning & Skills | 2.85% | 1.55 | 3% | 1.40% | 2.30% | 1.50% | Annual Measure | N/A | 1.50% | ↑ | Numbers are low within the Vale, each person has a big impact on the %, due to recovery of COVID and changes to NEET (loss of ESF funding) we would look to remain with current figures to see impact. Yr13 leavers – CPM/023 – 1.5% OR 14/15 People or individuals. | Corporate Performance and Resources Learning and Culture | |

| WO1.6 Support the development and wellbeing of our staff and recognise their contribution to the work of the Council. | | | | | | | | | | | | | | | | |
|--|--|----------|----------------------------|---------------------|--------------------|--------------------|--------------------|--------------------|------------------|-----------|----------------|-----|-----------|-----|--|-------------------------------------|
| CPM/029 (CPM/019 (PAM/001)) | The number of working days/shifts per full time equivalent (FTE) local authority employee lost due to sickness absence. | National | Tracy Dickinson | Corporate Resources | 10.14 | 9.12 | 10.51 | 8.59 | 11.35 | 9.20 | 5.8 | N/A | 10.75% | ↑ | This target is based on actual figures from previous years and the trajectory of the sickness figures month on month for 2022/2023. | Corporate Performance and Resources |
| CPM/030 (CPM/210) | Employee turnover (voluntary). | Local | Tracy Dickinson | Corporate Resources | 6.68% | 7.86% | 8.39% | 5.35% | 8.04% | 7.50% | 5.30% | N/A | 8% | ↑ | This target is based on actual voluntary turnover figures from previous years and the trajectory of turnover figures month on month for 2022/2023. | Corporate Performance and Resources |
| CPM/031 (CPM/211) | Percentage of #itsaboutme and #itsaboutus completed" | Local | Tracy Dickinson | Corporate Resources | 97.38% | 92% | 95% | 78% | 75% | 95% | Annual Measure | N/A | 95% | ↑ | This has been kept the same as previous years as 95% is a reasonable target figure for staff appraisal completion. | Corporate Performance and Resources |
| CPM/032 (CPM/212) | The number of working days/shifts per full time equivalent (FTE) local authority employee lost due to short term sickness absence. | Local | Tracy Dickinson | Corporate Resources | 3.16 | 3.01 | 3.20 | 1.66 | 2.81 | No target | 1.38 | N/A | No target | N/A | No target set, long and short-term sickness data is reported for information purposes and combined, makes up the overall data for (CPM/029/PAM/01) | Corporate Performance and Resources |
| CPM/033 (CPM/213) | The number of working days/shifts per full time equivalent (FTE) local authority employee lost due to long term sickness absence. | Local | Tracy Dickinson | Corporate Resources | 6.98 | 6.11 | 7.31 | 6.93 | 8.54 | No target | 4.49 | N/A | No target | N/A | No target set, long and short-term sickness data is reported for information purposes and combined, makes up the overall data for (CPM/029/PAM/01) | Corporate Performance and Resources |
| CPM/138 | Percentage of engagement index as part of our staff survey | Local | Tracy Dickinson | Corporate Resources | New PI for 2021/22 | New PI for 2021/22 | New PI for 2021/22 | New PI for 2021/22 | No data provided | No target | Annual Measure | N/A | 65% | N/A | New target figure for 2023/24 | Corporate Performance and Resources |
| WO1.7 Ensure we have robust governance and scrutiny arrangements in place and support our elected members to fulfil their roles. | | | | | | | | | | | | | | | | |
| CPM/122 | Percentage of cabinet items with scrutiny input | Local | Debbie Marles (KB updater) | Corporate Resources | New PI for 2020/21 | New PI for 2020/21 | New PI for 2020/21 | 9.5 | 32 | No target | Annual Measure | N/A | No target | N/A | No targets have been set due to the nature of the information/data being collected. However, it will be used to inform the Council's Annual Scrutiny Report. | Corporate Performance and Resources |
| CPM/123 | Percentage of scrutiny recommendations agreed by cabinet. | Local | Debbie Marles (KB updater) | Corporate Resources | New PI for 2020/21 | New PI for 2020/21 | New PI for 2020/21 | 38.9 | 70 | No target | Annual Measure | N/A | No target | N/A | No targets have been set due to the nature of the information/data being collected. However, it will be used to inform the Council's Annual Scrutiny Report. | Corporate Performance and Resources |

Well-being Objective 2: To support learning, employment and sustainable economic growth

| PI Ref | PI description | Local/ National | PI Owner | Directorate | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 | Target 2022/23 | 2022/23 (Q2) | Other considerations | | Target setting | | Scrutiny Committee |
|---|--|--------------------|-----------------|---------------------|--------------------|--------------------|---------|---------|---------|----------------|----------------|---|----------------|---|----------------------|-------------------------------------|
| | | | | | | | | | | | | National minimum standards/ statutory targets | Target 2023/24 | Direction of travel (Proposed target compared to 2021/22 performance) | Rationale for target | |
| WO2.4 Work with education, training providers, businesses and other agencies to provide a range of advice, support and training opportunities which improve people's skills and readiness for work. | | | | | | | | | | | | | | | | |
| PAM/044 | Number of apprentices, excluding schools, on formal recognised apprenticeship schemes within the authority during the year per 1,000 employees | National | Tracy Dickinson | Corporate Resources | New PI for 2019/20 | New PI for 2019/20 | 10.79 | 8.8 | 4.4 | No target | Annual Measure | N/A | No Target | N/A | No change | Corporate Performance and Resources |

Well-being Objective 3: To support people at home and in their community

No Measures

Well-being Objective 4: To respect, enhance and enjoy our environment

| PI Ref | PI description | Local/ National | PI Owner | Directorate | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 | Target 2022/23 | 2022/23 (Q2) | Other considerations | | Target setting | | Scrutiny Committee |
|---|--|--------------------|-------------|---------------------|---------|---------|---------|---------|---------|----------------|----------------|---|----------------|---|--|-------------------------------------|
| | | | | | | | | | | | | National minimum standards/ statutory targets | Target 2023/24 | Direction of travel (Proposed target compared to 2022-23 performance) | Rationale for target | |
| WO4.2 Work with and empower community groups and other partners to sustain local facilities including public toilets, libraries, parks, play areas and community centres. | | | | | | | | | | | | | | | | |
| CPM/101 (CPM/221) | Number of assets transferred to the community. | Local | Matt Bowmer | Corporate Resources | 0 | 0 | 1 | 1 | 1 | 1 | Annual Measure | N/A | 1 | ↔ | This depends on the number of requests received in any one year. | Corporate Performance and Resources |

Corporate Performance and Resources

Well-being Objective 1: To work with and for our communities

| Proposed New PIs for 2023/24 | | | | | |
|---|---|-----------------|-----------------|--|---|
| PI Ref | PI Description | Local /National | Owner | Rationale for Proposal | Scrutiny Committee |
| WO1.6 Support the development and wellbeing of our staff and recognise their contribution to the work of the Council. | | | | | |
| New | Percentage of staff recruited compliant with safer recruitment procedures. | Local | Jason Redrup | Safer Recruitment in Education has always been a challenge and this will give the profile it should have. | Healthy Living and Social Care Corporate Performance and Resources |
| WO1.4 Promote equality of opportunity and work with the community to ensure we are responsive to the diverse needs of our customers. | | | | | |
| New | Percentage of black, minority and ethnic respondents to corporate consultation and engagement exercises. | Local | Rob Jones | Target set in line with latest available census data for the Vale of Glamorgan. Potential to review in-year in line with ONS data release. | Corporate Performance and Resources |
| WO1.6 Support the development and wellbeing of our staff and recognise their contribution to the work of the Council. | | | | | |
| New | Percentage of staff exiting the organisation during the year: initiated by the employer. E.g. Dismissal, Tupe Out, Mutually agreed termination. | Local | Tracy Dickinson | Voluntary Employee Turnover is already calculated, adding Involuntary Turnover will give a more rounded view of the target.- 2.50% Target | Corporate Performance and Resources |
| WO1.7 Ensure we have robust governance and scrutiny arrangements in place and support our elected members to fulfil their roles. | | | | | |
| New | Percentage of Chief Officer Performance completions. | Local | Tracy Dickinson | Mirrors target for staff around #itsaboutme- 95% Target | Corporate Performance and Resources |

| Proposed Deletions 2023/24 | | | | | |
|---|--|-----------------|-----------|--|---|
| PI Ref | PI Description | Local /National | Owner | Rationale for Deletion | Scrutiny Committee |
| WO1.7 Ensure we have robust governance and scrutiny arrangements in place and support our elected members to fulfil their roles. | | | | | |
| CPM/124 | The percentage of Scrutiny Members who state the Scrutiny Committees have had a positive impact on the work of the Council following Scrutiny involvement. | Local | Jeff Rees | Consider deletion as this is an annual assessment and is a subjective performance indicator. | Corporate Performance and Resources Learning and Culture |

Well-being Objective 2: To support learning, employment and sustainable economic growth

| Proposed New PIs for 2023/24 | | | | | Scrutiny Committee |
|--|--|-----------------|-----------------|--|---|
| PI Ref | PI Description | Local /National | Owner | Rationale for Proposal | |
| WO2.4 Work with education, training providers, businesses and other agencies to provide a range of advice, support and training opportunities which improve people's skills and readiness for work. | | | | | |
| New | Percentage of C4W and C4W+ people engaged against target | Local | Mark Davies | Engagement levels against target is a key PI we will need to report to WG | Corporate Performance and Resources |
| New | Total number of staff on formal recognised qualifications (apprenticeships, personal learning accounts, etc) within the authority during the year. | Local | Tracy Dickinson | This will assist with highlighting return on investment for apprenticeship levy and other funded routes and council's support for formal development.- No Target | Corporate Performance and Resources |
| Proposed Deletions 2023/24 | | | | | Scrutiny Committee |
| PI Ref | PI Description | Local /National | Owner | Rationale for Deletion | |
| WO2.4 Work with education, training providers, businesses and other agencies to provide a range of advice, support and training opportunities which improve people's skills and readiness for work. | | | | | |
| CPM/130 | Percentage of C4W people engaged against target | Local | Mark Davies | Propose merge CPM/130 and 131 - Grants linked to these merge in 2023/24 and we await the amount of money, and expectation and engagement numbers from WG by Feb 2023. New PI created to reflect merger | Corporate Performance and Resources Learning and Culture |
| CPM/131 | Percentage of C4W+ people engaged against target | Local | Mark Davies | Propose merge CPM/130 and 131 - Grants linked to these merge in 2023/24 and we await the amount of money, and expectation and engagement numbers from WG by Feb 2024. New PI created to reflect merger | Corporate Performance and Resources Learning and Culture |

Healthy Living and Social Care

Well-being Objective 1: To work with and for our communities

| PI Ref | PI description | Local/ National | PI Owner | Directorate | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 | Target 2022/23 | 2022/23 (Q2) | Other considerations | | Target setting | | Scrutiny Committee | |
|---|--|-----------------|-----------------|-----------------|------------------|------------------|------------------|------------|---------|----------------|------------------|---|----------------|---|---|--------------------------------|--|
| | | | | | | | | | | | | National minimum standards/ statutory targets | Target 2023/24 | Direction of travel (Proposed target compared to 2021/22 performance) | Rationale for target | | |
| WO1.1 Improve how we involve, engage and communicate with others about our work and decisions. | | | | | | | | | | | | | | | | | |
| CPM/005 (AD/001) | The number of contacts for adults received by statutory Social Services during the year. | National | Suzanne Clifton | Social Services | New PI for 20/21 | New PI for 20/21 | New PI for 20/21 | 5848 | 5848 | No target | No data provided | N/A | No target | N/A | It is not always appropriate to set a target for Social Services activity. However, activity figures are closely monitored throughout the year. | Healthy Living and Social Care | |
| CPM/006 (CH/002) | The number of contacts for children received by statutory Social Services during the year. Of those identified: the number where advice and assistance was provided. | National | Rachel Evans | Social Services | New PI for 20/21 | New PI for 20/21 | New PI for 20/21 | 2386 | 4053 | No target | 1123 | N/A | No target | N/A | It is not always appropriate to set a target for Social Services activity. However, activity figures are closely monitored throughout the year. | Healthy Living and Social Care | |
| CPM/012 (AD/030) | The number of adults who paid the flat-rate charge for care and support or support for carers during the year. | National | Suzanne Clifton | Social Services | New PI for 20/21 | New PI for 20/21 | New PI for 20/21 | 1134 | 1552 | No target | Annual Measure | N/A | No target | N/A | It is not always appropriate to set a target for Social Services activity. However, activity figures are closely monitored throughout the year. | Healthy Living and Social Care | |
| WO1.2 Work innovatively, using technology, resources and our assets to transform our services so they are sustainable for the future | | | | | | | | | | | | | | | | | |
| CPM/013 (AD/031) | The total number of adults who were charged for care and support. | National | Suzanne Clifton | Social Services | New PI for 20/21 | New PI for 20/21 | New PI for 20/21 | 838 | 3329 | No target | Annual Measure | N/A | No target | N/A | It is not always appropriate to set a target for Social Services activity. However, activity figures are closely monitored throughout the year. | Healthy Living and Social Care | |
| WO1.4 Promote equality of opportunity and work with the community to ensure we are responsive to the diverse needs of our customers. | | | | | | | | | | | | | | | | | |
| CPM/026 (CH/053) | The total number of children during the year who received the "Active Offer" of advocacy. | National | Rachel Evans | Social Services | New PI for 20/21 | New PI for 20/21 | New PI for 20/21 | Nil Return | 76 | No target | Annual Measure | N/A | No target | N/A | It is not always appropriate to set a target for Social Services activity. However, activity figures are closely monitored throughout the year. | Healthy Living and Social Care | |

Well-being Objective 2: To support learning, employment and sustainable economic growth

No Measures

Well-being Objective 3: To support people at home and in their community

| PI Ref | PI description | Local/ National | PI Owner | Directorate | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 | Target 2022/23 | 2022/23 (Q2) | Other considerations | | Target setting | | Scrutiny Committee | |
|---|--|-----------------|-----------------|-----------------------|--------------------|------------------|------------------|------------------------------------|------------------------------------|----------------|-------------------|---|----------------|---|---|--------------------------------|--|
| | | | | | | | | | | | | National minimum standards/ statutory targets | Target 2023/24 | Direction of travel (Proposed target compared to 2021/22 performance) | Rationale for target | | |
| WO3.1 Encourage people of all ages to have active and healthy lifestyles to promote better physical and mental well-being | | | | | | | | | | | | | | | | | |
| CPM/064 (CPM/191) | Percentage of adults reporting that they participate in sports/ physical activity three or more times a week. | National | Dave Kneve | Environment & Housing | No data available | 39.00% | Nil Return | Nil Return | Nil Return | No target | Annual measure | N/A | No target | N/A | No target possible at present | Healthy Living and Social Care | |
| PAM/041 | Percentage of National Exercise Referral Scheme (NERS) clients who continued to participate in the exercise programme at 16 weeks. | National | Dave Kneve | Environment & Housing | New PI for 2018/19 | 46% | 40% | Nil Return | 87% | No target | 29.20% | N/A | 40% | ↓ | Our job is hard to try and entice people to exercise when they have not done so regularly before. They are referred from a health service which is free to a service they have to pay for. We know cost is a barrier to exercise but yet we still have to charge for the service. Our funders, Public Health Wales have funded us poorly for over 10 years with no increase in grant funding and we have reduced staffing to cover the Vale of Glamorgan with 3.6FTE instructors. We receive over 100 referrals a month that we must contact and try to impress upon them the importance of physical activity and exercise for their own health. This is all done whilst the instructors juggle the normal operations of doing classes, assessments (more like counselling), programmes, admin and data recording as well as dealing with clients queries and questions. The fear of COVID remains with many residents but due to our costs we are also dealing with many issues surrounding the cost of living crisis. This interferes with people's ability to maintain the scheme regularly. | Healthy Living and Social Care | |
| WO3.4 Work in partnership to provide more seamless health and social care services. | | | | | | | | | | | | | | | | | |
| CPM/057 (SSM/019) (PAM/025) | Rate of delayed transfers of care for social-care reasons per 1,000 population aged 75 or over. | National | Lance Carver | Social Services | 2.59 | 2.85 | 2.5 | Data not available/published by WG | Data not available/published by WG | No target | No data available | N/A | No target | N/A | It is not always appropriate to set a target for Social Services activity. However, activity figures are closely monitored throughout the year. | Healthy Living and Social Care | |
| WO3.5 Provide care and support to children and families in need which reflects their individual strengths and circumstances. | | | | | | | | | | | | | | | | | |
| CPM/071 (CH/006) | The total number of new assessments completed for children during the year. | National | Rachel Evans | Social Services | New PI for 20/21 | New PI for 20/21 | New PI for 20/21 | Nil Return | 472 | No target | 120 | N/A | No target | N/A | It is not always appropriate to set a target for Social Services activity. However, activity figures are closely monitored throughout the year. | Healthy Living and Social Care | |
| CPM/072 (CH/007a) | The total number of assessments completed by the IAA service during the year where: Needs were only able to be met with a care and support plan. | National | Suzanne Clifton | Social Services | New PI for 20/21 | New PI for 20/21 | New PI for 20/21 | Nil Return | 89 | No target | 55 | N/A | No target | N/A | It is not always appropriate to set a target for Social Services activity. However, activity figures are closely monitored throughout the year. | Healthy Living and Social Care | |
| CPM/073 (CH/019a) | The number of reviews completed within statutory timescales that were: child protection reviews. | National | Rachel Evans | Social Services | New PI for 20/21 | New PI for 20/21 | New PI for 20/21 | 133 | 271 | No target | 156 | N/A | No target | N/A | It is not always appropriate to set a target for Social Services activity. However, activity figures are closely monitored throughout the year. | Healthy Living and Social Care | |

| | | | | | | | | | | | | | | | | |
|--|---|----------|-----------------|-----------------------|--------------------|--------------------|--------------------|------------------|------------------|-----------|----------------|-----|-----------|-----|---|--------------------------------|
| CPM/074 (CH/019b) | The number of reviews completed within statutory timescales that were: looked after reviews (including pathway plan reviews and pre-adoption reviews). | National | Rachel Evans | Social Services | New PI for 20/21 | New PI for 20/21 | New PI for 20/21 | 575 | 650 | No target | 285 | N/A | No target | N/A | It is not always appropriate to set a target for Social Services activity. However, activity figures are closely monitored throughout the year. | Healthy Living and Social Care |
| CPM/075 (CH/019c) | The number of reviews completed within statutory timescales that were: reviews of children in need of care and support. | National | Rachel Evans | Social Services | New PI for 20/21 | New PI for 20/21 | New PI for 20/21 | No data provided | No data provided | No target | Annual Measure | N/A | No target | N/A | It is not always appropriate to set a target for Social Services activity. However, activity figures are closely monitored throughout the year. | Healthy Living and Social Care |
| CPM/076 (CH/039) | The number of children looked after at 31 st March. | National | Rachel Evans | Social Services | New PI for 20/21 | New PI for 20/21 | New PI for 20/21 | no data provided | 290 | No target | 289 | N/A | No target | N/A | It is not always appropriate to set a target for Social Services activity. However, activity figures are closely monitored throughout the year. | Healthy Living and Social Care |
| WO3.6 Provide person-centred care and support to adults in need. | | | | | | | | | | | | | | | | |
| CPM/079 (CPM/206) | Percentage of telecare customers satisfied with the telecare monitoring service. | Local | Tom Bowring | Corporate Resources | 96.9% | No data available | 85% | Nil Return | 100% | 85% | Annual Measure | N/A | 90% | ↓ | The percentage of telecare customers who are satisfied with the service has exceeded previous targets. However, the service is likely to undergo significant change during 2023/24 with an ambition to aggressively grow the service and this increases the risk of service disruption. A 5% increase in target over last year's target of 85% will be stretching but achievable. | Healthy Living and Social Care |
| CPM/080 (CA/004) | The total number of carers needs assessments for adults undertaken during the year. | National | Suzanne Clifton | Social Services | New PI for 20/21 | New PI for 20/21 | New PI for 20/21 | 199 | 215 | No target | 64 | N/A | No target | N/A | It is not always appropriate to set a target for Social Services activity. However, activity figures are closely monitored throughout the year. | Healthy Living and Social Care |
| CPM/081 (AD/015b) | The total number of services started during the year where that service is: Domiciliary Care | National | Suzanne Clifton | Social Services | New PI for 20/21 | New PI for 20/21 | New PI for 20/21 | 1367 | 1216 | No target | 202 | N/A | No target | N/A | It is not always appropriate to set a target for Social Services activity. However, activity figures are closely monitored throughout the year. | Healthy Living and Social Care |
| CPM/082 (AD/015c) | The total number of services started during the year where that service is: Day Care | National | Suzanne Clifton | Social Services | New PI for 20/21 | New PI for 20/21 | New PI for 20/21 | 15 | 69 | No target | 6 | N/A | No target | N/A | It is not always appropriate to set a target for Social Services activity. However, activity figures are closely monitored throughout the year. | Healthy Living and Social Care |
| WO3.11 Increase the supply of good quality, accessible and affordable housing by working in partnership to address housing need | | | | | | | | | | | | | | | | |
| CPM/093 (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. | Local | Phil Chappell | Place | 100% | 100% | 97% | 95% | 97% | 80% | Annual measure | N/A | 90% | ↓ | Position improving after COVID however only 1 remaining contractor on framework | Healthy Living and Social Care |
| Additional National Performance Indicator Measures | | | | | | | | | | | | | | | | |
| WO3.1 Encourage people of all ages to have active and healthy lifestyles to promote better physical and mental well-being | | | | | | | | | | | | | | | | |
| PAM/042 | Percentage of NERS clients whose health had improved on completion of the exercise programme. | National | Dave Knevett | Environment & Housing | New PI for 2018/19 | New PI for 2018/19 | New PI for 2018/19 | Nil Return | 30.1 | No target | 100.00% | N/A | 80% | ↑ | A target of 80% of people gaining health benefit from the scheme would be a phenomenal achievement and is a realistic target for the team to achieve. We will not be able to help ever single person due to the many factors that affect compliance with our programme and health. However, helping 8 out of 10 people is realistic. This is recorded from our paperwork on completion of the 16 weeks of the scheme and reported from our national database. | Healthy Living & Social Care |
| PAM/017 (LCS/002b) | Number of visits to local authority sport and leisure facilities during the year where the visitor will be participating in physical activity per 1,000 population. | National | Dave Knevett | Environment & Housing | 6,056 | 11439.44 | 11368.00 | 1398.59 | 6753.34 | No target | 3399.11 | N/A | 1000 | ↓ | Target reduced due to on-going impact of COVID. | Healthy Living & Social Care |
| WO3.5 Provide care and support to children and families in need which reflects their individual strengths and circumstances. | | | | | | | | | | | | | | | | |
| PAM/028 | The percentage of assessments completed for children within statutory timescales. | National | Rachel Evans | Social Services | New PI for 16/17 | 71.76% | 65.46% | 60% | 52.54 | 85% | 58% | N/A | 80% | ↑ | Target based on current Q3 2022/23 and the last 2 years performance and is designed to again be ambitious to challenge the service area to ensure all assessments are completed in a timely manner. | Healthy Living and Social Care |
| PAM/029 | The percentage of looked after children on 31 March who have had three or more placements during the year. | National | Rachel Evans | Social Services | 9.80% | 8.93% | 11.48% | 8% | 10.7 | 9% | 7% | N/A | 9% | ↓ | This target remains a challenging target given the complex needs of some of our current CLA population | Healthy Living and Social Care |

Well-being Objective 4: To respect, enhance and enjoy our environment
No Measures

Healthy Living and Social Care

Well-being Objective 1: To work with and for our communities

| Proposed New PIs for 2023/24 | | | | | Scrutiny Committee |
|--|--|-----------------|--------------|---|---|
| PI Ref | PI Description | Local /National | Owner | Rationale for Proposal | |
| WO1.6 Support the development and wellbeing of our staff and recognise their contribution to the work of the Council. | | | | | |
| New | Percentage of staff recruited compliant with safer recruitment procedures. | Local | Jason Redrup | Safer Recruitment in Education has always been a challenge and this will give the profile it should have. | Healthy Living and Social Care Corporate Performance and Resources |

Well-being Objective 3: To support people at home and in their community

| Proposed New PIs for 2023/24 | | | | | Scrutiny Committee |
|---|---|-----------------|-----------------|---|---|
| PI Ref | PI Description | Local /National | Owner | Rationale for Proposal | |
| WO3.8 Undertake our safeguarding duties to protect people from harm. | | | | | |
| New | Percentage of schools compliant with L1 Safeguarding Training requirements. | Local | Jason Redrup | Need to monitor training compliance more overtly | Healthy Living and Social Care Learning and Culture |
| New | Percentage of schools compliant with L2 Safeguarding Training requirements. | Local | Jason Redrup | Need to monitor training compliance more overtly | Healthy Living and Social Care Learning and Culture |
| New | Percentage of staff recruited compliant with safer recruitment procedures. | Local | Jason Redrup | Safer Recruitment in Education has always been a challenge and this will give the profile it should have. | Healthy Living and Social Care Corporate Performance and Resources Learning and Culture |
| New | Percentage of schools with Designated Safeguarding Governor compliant with training expectations. | Local | Jason Redrup | Key expectation that school DSGs are trained so should be included | Healthy Living and Social Care Learning and Culture |
| New | Percentage of staff completing Group A Safeguarding Awareness eLearning Module on iDev. | Local | Tracy Dickinson | Corporate target, included here will highlight its importance.- 95% target | Healthy Living and Social Care Learning and Culture |
| WO3.6 Provide person-centred care and support to adults in need. | | | | | |

| | | | | | |
|-----|---|-------|-----------------|---|--------------------------------|
| New | Percentage of care and support plans that were due to be reviewed during the year Of those, the number whose reviews were completed within the statutory timescales | Local | Suzanne Clifton | Measure has been merged as below. Target = 70%. This is an appropriate target which challenges the service to ensure reviews are undertaken within timescale. This target continues the good work of the department and is also above the Welsh average for this measure. | Healthy Living and Social Care |
| New | Percentage of adults supported with direct payments that were due for review during the year Of those, the number that were completed within statutory timescales | Local | Suzanne Clifton | Measure has been merged as below. Target = 70%. This is an appropriate target which challenges the service to ensure reviews are undertaken within timescale. This target continues the good work of the department and is also above the Welsh average for this measure. | Healthy Living and Social Care |

| Proposed Deletions 2023/24 | | | | | Scrutiny Committee |
|--|--|-----------------|-----------------|--|--------------------------------|
| PI Ref | PI Description | Local /National | Owner | Rationale for Proposal | |
| WO3.1 Encourage people of all ages to have active and healthy lifestyles to promote better physical and mental well-being | | | | | |
| CPM/063 (CPM/028) | Number of sports clubs which offer either inclusive or specific disability opportunities. | Local | Dave Knevett | Delete as there is no longer a Disability Sport Officer in place and this post will not be replaced. | Healthy Living and Social Care |
| WO3.6 Provide person-centred care and support to adults in need. | | | | | |
| CPM/083 (AD/016) | The number of care and support plans that were due to be reviewed during the year | National | Suzanne Clifton | Merge CPM/083 (AD16) & CPM/084 (AD17) to % figure. New measure proposed above. | Healthy Living and Social Care |
| CPM/084 (AD/017) | The number of care and support plans that were due to be reviewed during the year Of those, the number whose reviews were completed within the statutory timescales. | National | Suzanne Clifton | Merge CPM/083 (AD16) & CPM/084 (AD17) to % figure. New measure proposed above. | Healthy Living and Social Care |
| CPM/085 (AD/018) | The number of adults supported with direct payments that were due for review during the year. | National | Suzanne Clifton | Merge CPM/085 (AD18) & CPM/086 (AD19) to % figure. New measure proposed above. | Healthy Living and Social Care |
| CPM/086 (AD/019) | The number of adults supported with direct payments that were due for review during the year Of those, the number that were completed within statutory timescales. | National | Suzanne Clifton | Merge CPM/085 (AD18) & CPM/086 (AD19) to % figure. New measure proposed above. | Healthy Living and Social Care |

Learning and Culture

Well-being Objective 1: To work with and for our communities

| PI Ref | PI description | Local/ National | PI Owner | Directorate | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 | Target 2022/23 | 2022/23 (Q2) | Other considerations National minimum standards/ statutory targets | Target 2023/24 | Target setting | | Scrutiny Committee |
|---|--|-----------------|-------------------|-----------------------|--------------------|--------------------|--------------------|------------------|------------------|----------------|------------------|--|----------------|---|---|---|
| | | | | | | | | | | | | | | Direction of travel (Proposed target compared to 2021/22 performance) | Rationale for target | |
| WO1.4 Promote equality of opportunity and work with the community to ensure we are responsive to the diverse needs of our customers. | | | | | | | | | | | | | | | | |
| CPM/023 (CPM/167c) | Percentage of Young people leaving year 13 who are not in education, employment or training. | Local | Martin Dacey | Learning & Skills | 2.85% | 1.55 | 3% | 1.40% | 2.30% | 1.50% | Annual Measure | N/A | 1.50% | ↑ | Numbers are low within the Vale, each person has a big impact on the %, due to recovery of COVID and changes to NEET (loss of ESF funding) we would look to remain with current figures to see impact. Yr13 leavers – CPM/023 – 1.5% OR 14/15 People or individuals. | Learning and Culture Corporate Performance and Resources |
| CPM/024 (CPM/167a (PAM/046)) | Percentage of Year 11 leavers known not to be in education, training or employment (NEET). | Local | Martin Dacey | Learning & Skills | 1.61% | 1% | 0.51% | 0.89% | 0.65% | 1.00% | Annual Measure | N/A | 0.60% | ↑ | Numbers are low within the Vale, each person has a big impact on the %, due to recovery of COVID and changes to NEET (loss of ESF funding) we would look to remain with current figures to see impact. Yr11 leavers – CPM/024 – 0.6% OR 9/10 People or individuals. | Learning and Culture |
| CPM/119 | Number of people registered to vote anonymously | Local | Rachel Starr-Wood | Corporate Resources | New PI for 2020/21 | New PI for 2020/21 | New PI for 2020/21 | 14 | 14 | 15 | No data provided | N/A | 15 | ↔ | Target proposed to remain the same as previous year. | Learning and Culture Homes and Safe Communities |
| CPM/120 | Number of passenger journeys undertaken on the Greenlinks service | Local | Kyle Phillips | Environment & Housing | New PI for 2020/21 | New PI for 2020/21 | New PI for 2020/21 | 24 | 3345 | No target | 1406 | N/A | 4200 | ↑ | Service slowly returning to pre-pandemic usage but there is a shortage of volunteer drivers affecting the number of vehicles available for hire. | Learning and Culture Environment and Regeneration |
| CPM/121 | Number of Members who used the community transport service over the year | Local | Kyle Phillips | Environment & Housing | New PI for 2020/21 | New PI for 2020/21 | New PI for 2020/21 | 54 | 160 | No target | 165 | N/A | 200 | ↑ | Service slowly returning to pre-pandemic usage but there is a shortage of volunteer drivers affecting the number of vehicles available for hire. | Learning and Culture Environment and Regeneration |
| WO1.5 Promote the use of the Welsh Language and contribute to the Welsh Government target of 1 million Welsh speakers by 2050. | | | | | | | | | | | | | | | | |
| CPM/027 (CPM/180) | Percentage of Council staff completing Welsh language awareness training or taster sessions to increase the numbers of Welsh language speakers in the Council. | Local | Tom Bowring | Corporate Resources | 2.4% | 0% | Nil Return | No data provided | No data provided | 3.64 | Annual Measure | N/A | 3.64% | N/A | Proposed target represents a reasonable target for the year. | Learning and Culture |
| CPM/028 (CPM/181) | Number of adult Welsh learners. | Local | Phil Southard | Learning & Skills | 380 | 380 | 325 | Nil Return | 517 | 400 | Annual Measure | N/A | 400 | ↓ | Adult Learner Numbers are low across Wales and the target of maintaining existing learner numbers within this academic year will be a significant challenge for the team. | Learning and Culture |

Well-being Objective 2: To support learning, employment and sustainable economic growth

| PI Ref | PI description | Local/ National | PI Owner | Directorate | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 | Target 2022/23 | 2022/23 (Q2) | Other considerations National minimum standards/ statutory targets | Target 2023/24 | Target setting | | Scrutiny Committee |
|--|--|-----------------|-----------------|-------------------|---------|---------|---------|------------|---------|----------------|----------------|--|----------------|---|--|----------------------|
| | | | | | | | | | | | | | | Direction of travel (Proposed target compared to 2021/22 performance) | Rationale for target | |
| WO2.1 Ensure there is appropriate access to quality early years, nursery and education provision enabling people to achieve their best possible outcomes whatever their age | | | | | | | | | | | | | | | | |
| CPM/034 (CPM/049) | Percentage of all pupils (including LAC) in any LA maintained school in year 11 who leave compulsory education, training or work based learning without an approved external qualification. | National | Carys Pritchard | Learning & Skills | 0.36% | 0.50% | 0.00% | Nil Return | 0.00% | 0.00% | Annual Measure | N/A | 0.00% | ↔ | Target reflects our aim for no pupils to leave compulsory education, training or work based learning without an approved external qualification. | Learning and Culture |
| CPM/035 (CPM/050) | Percentage of pupils in local authority care in any LA maintained school, in year 11 who leave compulsory education, training or work based learning without an approved external qualification. | National | Martine Coles | Learning & Skills | 0.00% | 12.00% | 0.00% | Nil Return | 0.00% | 0.00% | Annual Measure | N/A | 0.00% | ↔ | Target reflects our aim for no pupils to leave compulsory education, training or work based learning without an approved external qualification. | Learning and Culture |

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|--|---|----------|---------------|-------------------|--------------------|--------------------|--------|-------------------|------------|-----------|----------------|-----|--------|-----|--|----------------------|--|
| CPM/024 (CPM/167a (PAM/046)) | Percentage of Year 11 leavers known not to be in education, training or employment (NEET). | Local | Martin Dacey | Learning & Skills | 1% | 0.51% | 1.50% | 0.89% | 0.65% | 0.60% | Annual Measure | N/A | 0.60% | ↑ | Numbers are low within the Vale, each person has a big impact on the %. Due to recovery of COVID and changes to NEET (loss of ESF funding) we would look to remain with current figures to see impact. Yr11 leavers – CPM/024 – 0.6% OR 9/10 People or individuals. | Learning and Culture | |
| CPM/037 (CPM/167b) | Percentage of Young people leaving Year 12 who are not in education, employment or training. | Local | Martin Dacey | Learning & Skills | 0.65% | 0.39% | 1.30% | Nil Return | 0.35% | 0.50% | Annual Measure | N/A | 0.50% | ↓ | Numbers are low within the Vale, each person has a big impact on the %.Due to recovery of COVID and changes to NEET (loss of ESF funding) we would look to remain with current figures to see impact. Yr12 leavers – CPM/037 – 0.5% OR 3/4 People or individuals. | Learning and Culture | |
| WO2.4 Work with education, training providers, businesses and other agencies to provide a range of advice, support and training opportunities which improve people's skills and readiness for work. | | | | | | | | | | | | | | | | | |
| CPM/044 (CPM/261) | The percentage of young people in contact with the youth service who achieve an accredited outcome. | Local | Martin Dacey | Learning & Skills | New PI for 2019/20 | New PI for 2019/20 | 30.00% | 9.00% | 9.00% | 15.00% | Annual Measure | N/A | 15.00% | ↑ | The number of young people receiving a national accreditation as a result of involvement with the service in 2021/22 was 10% which is a 7% increase on the previous year, and 4% higher than the national average. The 15% presents scope for development post COVID. | Learning and Culture | |
| CPM/043 (CPM/043) | Percentage success rate on accredited courses for priority learners. | Local | Phil Southard | Learning & Skills | 96% | No data available | 92.00% | No data available | 91% | 85% | Annual Measure | N/A | 85% | ↓ | Targets set by the Cardiff and Vale Community Learning Regional Partnership based on enrolment numbers post COVID. | Learning and Culture | |
| Additional National Performance Indicator Measures | | | | | | | | | | | | | | | | | |
| WO2.1 Ensure there is appropriate access to quality early years, nursery and education provision enabling people to achieve their best possible outcomes whatever their age | | | | | | | | | | | | | | | | | |
| PAM/040 | Percentage of Welsh Public Library Standards Quality Indicators (with targets) achieved by the library service. | National | Phil Southard | Learning & Skills | New PI for 2018/19 | 83.8 | 74 | 66.66 | Nil Return | No target | Annual Measure | N/A | 85% | N/A | A planned reduction in data return from Welsh Government for 2023-24 should result in an increase in the % achieved. | Learning and Culture | |

Well-being Objective 3: To support people at home and in their community

| PI Ref | PI description | Local/ National | PI Owner | Directorate | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 | Target 2022/23 | 2022/23 (Q2) | Other considerations National minimum standards/ statutory targets | Target 2023/24 | Target setting | | Scrutiny Committee | |
|---|--|-----------------|-------------|-------------------|---------|---------|---------|------------|---------|----------------|----------------|---|----------------|--|--|----------------------|--|
| | | | | | | | | | | | | | | Direction of travel (Proposed target compared to 2021/22 performance) | Rationale for target | | |
| WO3.5 Provide care and support to children and families in need which reflects their individual strengths and circumstances. | | | | | | | | | | | | | | | | | |
| CPM/070 (CPM/170) | Percentage of users showing satisfaction with a Families First service accessed. | Local | Mark Davies | Learning & Skills | 98.23% | 98.27% | 97.00% | Nil Return | 96% | 97% | Annual Measure | N/A | 97% | ↑ | Target reflects our aspiration to maintain current high satisfaction levels. | Learning and Culture | |

Well-being Objective 4: To respect, enhance and enjoy our environment

| PI Ref | PI description | Local/ National | PI Owner | Directorate | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 | Target 2022/23 | 2022/23 (Q2) | Other considerations National minimum standards/ statutory targets | Target 2023/24 | Target setting | | Scrutiny Committee | |
|--|--|-----------------|---------------|-------------------|---------|---------|---------|---------|---------|----------------|--------------|---|----------------|--|--|----------------------|--|
| | | | | | | | | | | | | | | Direction of travel (Proposed target compared to 2022-23 performance) | Rationale for target | | |
| WO4.2 Work with and empower community groups and other partners to sustain local facilities including public toilets, libraries, parks, play areas and community centres. | | | | | | | | | | | | | | | | | |
| CPM/102 (CPM/051) | Number of visits to public libraries during the year per 1,000 population. | Local | Phil Southard | Learning & Skills | 4901 | 4637.7 | 4971.0 | 194 | 1116 | 1560 | 1172.55 | N/A | 4000 | ↓ | Service users now engage with libraries in many different ways e.g. through the multitude of online resources available and the many events, courses and exhibitions staged by the service. The service will track and monitor these engagements as visits in the coming year and has therefore set an ambitious target of 4000. | Learning and Culture | |

Learning and Culture

Well-being Objective 1: To work with and for our communities

| Proposed New PIs for 2023/24 | | | | | Scrutiny Committee |
|---|--|-----------------|-----------------|---|----------------------|
| PI Ref | PI Description | Local /National | Owner | Rationale for Proposal | |
| WO1.5 Promote the use of the Welsh Language and contribute to the Welsh Government target of 1 million Welsh speakers by 2050. | | | | | |
| New | Percentage of 5 year olds receiving their education through the medium of Welsh. | Local | Lisa Lewis | Reported to Welsh Govt. via the Council's WESP | Learning and Culture |
| New | Percentage of learners continuing to improve their Welsh language skills when transferring from the primary to the secondary sector. | Local | Lisa Lewis | Reported to Welsh Govt. via the Council's WESP | Learning and Culture |
| New | Percentage of staff who are able to speak some Welsh. | Local | Tracy Dickinson | Diversity targets are required as part of HR Performance monitoring - 5% target | Learning and Culture |
| New | Number of Welsh Language complaints upheld by Welsh Language Commissioner. | Local | Nicola Hinton | We currently monitor how many complaints are upheld through a spreadsheet. | Learning and Culture |

Well-being Objective 2: To support learning, employment and sustainable economic growth

| Proposed New PIs for 2023/24 | | | | | Scrutiny Committee |
|--|--|-----------------|---------------|--|---|
| PI Ref | PI Description | Local /National | Owner | Rationale for Proposal | |
| WO2.4 Work with education, training providers, businesses and other agencies to provide a range of advice, support and training opportunities which improve people's skills and | | | | | |
| New | Percentage of C4W and C4W+ people engaged against target | Local | Mark Davies | Engagement levels against target is a key PI we will need to report to WG | Learning and Culture Corporate Performance and Resources |
| WO2.3 Work with schools, families and others to improve the services and support for those with additional learning needs. | | | | | |
| New | Percentage of Schools completing the ALN self-evaluation framework | Local | Sarah Redrup | ALN reform is a major development in education and the self-evaluation will monitor progress in implementing the reforms | Learning and Culture |
| WO2.1 Ensure there is appropriate access to quality early years, nursery and education provision enabling people to achieve their best possible outcomes whatever their age. | | | | | |
| New | Percentage of pupils in <i>services children</i> in any LA maintained school, in year 11 who leave compulsory education, training or work based learning without an approved external qualification. | Local | Martine Coles | Target - 0% : Target reflects our aim for no pupils to leave compulsory education, training or work based learning without an approved external qualification. | Learning and Culture |

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|-----|---|-------|---------------|--|----------------------|
| New | Percentage of pupils who are <i>young carers</i> in any LA maintained school, in year 11 who leave compulsory education, training or work based learning without an approved external qualification. | Local | Martine Coles | Target - 0% : Target reflects our aim for no pupils to leave compulsory education, training or work based learning without an approved external qualification. | Learning and Culture |
| New | Percentage of <i>ethnic minority pupils</i> in any LA maintained school, in year 11 who leave compulsory education, training or work based learning without an approved external qualification. | Local | Martine Coles | Target - 0% : Target reflects our aim for no pupils to leave compulsory education, training or work based learning without an approved external qualification. | Learning and Culture |
| New | Percentage of pupils who speak English as an <i>additional language</i> in any LA maintained school, in year 11 who leave compulsory education, training or work based learning without an approved external qualification. | Local | Martine Coles | Target - 0% : Target reflects our aim for no pupils to leave compulsory education, training or work based learning without an approved external qualification. | Learning and Culture |
| New | Percentage of pupil attendance in Primary schools. | Local | Martin Dacey | Possible target 91.7% to take account of 3% drop across Wales. | Learning and Culture |
| New | Percentage of pupil attendance in Secondary schools. | Local | Martin Dacey | possible target 91% to take account of 3% drop across Wales. | Learning and Culture |
| New | The percentage of school days lost due to fixed-term exclusions during the academic year in primary schools. | Local | Martin Dacey | 0.02% of days lost as a possible target. | Learning and Culture |
| New | The percentage of school days lost due to fixed-term exclusions during the academic year in secondary schools. | Local | Martin Dacey | 0.04% of days lost as a possible target. | Learning and Culture |
| New | Percentage of EOTAS learners leaving Year 11 making a successful transition from statutory schooling to education, employment or training. | Local | Martin Dacey | Target - 100% | Learning and Culture |

| Proposed Deletions 2023/24 | | | | | Scrutiny Committee |
|---|----------------|-----------------|-------|------------------------|--------------------|
| PI Ref | PI Description | Local /National | Owner | Rationale for Deletion | |
| WO2.4 Work with education, training providers, businesses and other agencies to provide a range of advice, support and training opportunities which improve people's skills and readiness for work. | | | | | |

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|---------|---|-------|--------------|---|---|
| CPM/130 | Percentage of C4W people engaged against target | Local | Mark Davies | Propose merge CPM/130 and 131 - Grants linked to these merge in 2023/24 and we await the amount of money, and expectation and engagement numbers from WG by Feb 2023. New PI created to reflect merger. | Learning and Culture Corporate Performance and Resources |
| CPM/131 | Percentage of C4W+ people engaged against target | Local | Mark Davies | Propose merge CPM/130 and 131 - Grants linked to these merge in 2023/24 and we await the amount of money, and expectation and engagement numbers from WG by Feb 2024. New PI created to reflect merger. | Learning and Culture Corporate Performance and Resources |
| CPM/128 | Percentage of I2A young people engaged against target | Local | Martin Dacey | ESF funding will be gone from 31/12/2022 so I2A will no longer exist; considerations will be made for Shared prosperity Funding if this comes to the Vale and identified. | Learning and Culture |
| CPM/129 | Percentage of I2W young people engaged against target | Local | Martin Dacey | ESF funding will be gone from 31/12/2022 so I2W will no longer exist - should this be replaced with Youth Guarantee funding indicators and outcomes. | Learning and Culture |

Well-being Objective 3: To support people at home and in their community

| Proposed New PIs for 2023/24 | | | | | Scrutiny Committee |
|--|---|-----------------|-----------------|---|---|
| PI Ref | PI Description | Local /National | Owner | Rationale for Proposal | |
| WO3.8 Undertake our safeguarding duties to protect people from harm. | | | | | |
| New | Percentage of schools compliant with L1 Safeguarding Training requirements. | Local | Jason Redrup | Need to monitor training compliance more overtly | Healthy Living and Social Care Learning and Culture |
| New | Percentage of schools compliant with L2 Safeguarding Training requirements. | Local | Jason Redrup | Need to monitor training compliance more overtly | Healthy Living and Social Care Learning and Culture |
| New | Percentage of schools with Designated Safeguarding Governor compliant with training expectations. | Local | Jason Redrup | Key expectation that school DSGs are trained so should be included | Healthy Living and Social Care Learning and Culture |
| New | Percentage of staff recruited compliant with safer recruitment procedures. | Local | Jason Redrup | Safer Recruitment in Education has always been a challenge and this will give the profile it should have. | Healthy Living and Social Care Corporate Performance and Resources |
| New | Percentage of staff completing Group A Safeguarding Awareness eLearning Module on iDev. | Local | Tracy Dickinson | Corporate target, included here will highlight its importance.- 95% target | Healthy Living and Social Care Learning and Culture |
| WO3.7 Work with our partners to ensure timely and appropriate mental health and emotional well-being support. | | | | | |
| New | Percentage of schools completing the Whole School Approach to Mental and Emotional Wellbeing self-evaluation to inform implementation planning. | Local | Martin Dacey | The WSA is a major new initiative and warrants monitoring in this way | Learning and Culture |

Environment and Regeneration

Well-being Objective 1: To work with and for our communities

| PI Ref | PI description | Local/ National | PI Owner | Directorate | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 | Target 2022/23 | 2022/23 (Q2) | Other considerations | | Target setting | | Scrutiny Committee | |
|--|---|-----------------|---------------|-----------------------|--------------------|--------------------|--------------------|---------|---------|----------------|--------------|---|----------------|---|--|---|--|
| | | | | | | | | | | | | National minimum standards/ statutory targets | Target 2023/24 | Direction of travel (Proposed target compared to 2021/22 performance) | Rationale for target | | |
| WO1.4 Promote equality of opportunity and work with the community to ensure we are responsive to the diverse needs of our customers. | | | | | | | | | | | | | | | | | |
| CPM/120 | Number of passenger journeys undertaken on the Greenlinks service. | Local | Kyle Phillips | Environment & Housing | New PI for 2020/21 | New PI for 2020/21 | New PI for 2020/21 | 24 | 3345 | No target | 1406 | N/A | 4200 | ↑ | Service slowly returning to pre-pandemic usage but there is a shortage of volunteer drivers affecting the number of vehicles available for hire. | Environment and Regeneration Learning and Culture | |
| CPM/121 | Number of Members who used the community transport service over the year. | Local | Kyle Phillips | Environment & Housing | New PI for 2020/21 | New PI for 2020/21 | New PI for 2020/21 | 54 | 160 | No target | 165 | N/A | 200 | ↑ | Service slowly returning to pre-pandemic usage but there is a shortage of volunteer drivers affecting the number of vehicles available for hire. | Environment and Regeneration Learning and Culture | |

Well-being Objective 2: To support learning, employment and sustainable economic growth

| PI Ref | PI description | Local/ National | PI Owner | Directorate | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 | Target 2022/23 | 2022/23 (Q2) | Other considerations | | Target setting | | Scrutiny Committee | |
|---|--|-----------------|---------------|-------------------------|------------------|----------|-----------|------------------|------------------|----------------|----------------|---|----------------|---|--|------------------------------|--|
| | | | | | | | | | | | | National minimum standards/ statutory targets | Target 2023/24 | Direction of travel (Proposed target compared to 2021/22 performance) | Rationale for target | | |
| WO2.7 Work as part of the Cardiff Capital Region to progress strategic planning and transport initiatives and promote sustainable economic growth and employment. | | | | | | | | | | | | | | | | | |
| CPM/047 (CPM/161) | Value of investment levered into the Council that is dedicated to transport improvement schemes. | Local | Emma Reed | Environment & Housing | No data provided | £537,739 | £526823 | No data provided | £4,111,815 | £600K | Annual measure | N/A | 5,290,131 | ↑ | Funding applications for WG Active Travel, Bus Stop upgrades, Safe Routes in Communities and Shared Prosperity (Nextbike in Barry) | Environment and Regeneration | |
| WO2.8 Support economic growth through regeneration, improved infrastructure and support for town centres, tourism and industry | | | | | | | | | | | | | | | | | |
| CPM/048 (CPM/158) | Public satisfaction with facilities on Barry Island where they are rated as 'Good' or 'Excellent' | Local | Colin Smith | Environment and Housing | 95.19% | 92% | 93% | Nil Return | Nil Return | 93% | Annual measure | N/A | 94% | ↑ | The toilets on the main square over Barry Island will be refurbished between January and March 2022, so they should attract a higher level of satisfaction with regular cleaning. | Environment and Regeneration | |
| CPM/052 (CPM/021) | The percentage of householder planning applications determined within 8 weeks or subject to Planning Performance Agreement or Extension of Time. | Local | Ian Robinson | Place | 95.16% | 90% | 93% | 93% | 96% | 93% | 99,2% | N/A | 95% | ↑ | Continued progress in achieving target | Environment and Regeneration | |
| CPM/053 (CPM/078) | Average vacancy rate in the Vale's main town centres. | Local | Phil Chappell | Place | 8.8 | 9.3 | 8.5 | 10% | 8% | 12% | Annual measure | N/A | 15% | ↓ | Based on the current economic situation we expect this trend to move upwards but remain below Wales and UK average. | Environment and Regeneration | |
| CPM/054 (CPM/242) | Amount of £106 money spent in the financial year. | Local | Ian Robinson | Place | New PI for 18/19 | 2226161 | No target | 5,427,020.94 | No data provided | N/A | Annual measure | N/A | No target | N/A | This changes year-to-year depending on the amount of contributions received, the Capital programme for spend and the type of projects being delivered. This PI is for reporting purposes only. | Environment and Regeneration | |
| CPM/060 (CPM/239) | Percentage of Listed Building applications determined within 8 weeks or subject to Planning Performance Agreement or Extension of Time. | Local | Ian Robinson | Place | New PI for 18/19 | 71.4 | 62.0 | 90% | 90% | 80% | 92.30% | N/A | 85% | ↓ | All Wales performance indicator suggests over 80% is good performance. LPA currently without a specialist heritage officer which presents potential barriers to quick determination. More applications will need to be referred to CADW. | Environment and Regeneration | |
| CPM/061 (PAM/018) | The percentage of all planning applications determined within 8 weeks or subject to Planning Performance Agreement or Extension of Time. | Local | Ian Robinson | Place | 92.16% | 91% | 90% | 90% | 94% | 92% | 98.70% | N/A | 93% | ↑ | All Wales performance indicator suggests over 80% is good performance. The revised 93% target is aiming for top quartile performance from the most recently available data. | Environment and Regeneration | |
| CPM/062 (PAM/019) | Percentage of all appeals dismissed. | Local | Ian Robinson | Place | 61.9% | 72% | 66% | 90% | 83% | 75% | Annual measure | N/A | 75% | ↓ | National Performance Indicator target is 66% and considered good performance. | Environment and Regeneration | |

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|---------|---|-------|---------------------------------|-------|--------------------|--------------------|--------------------|--------------------|--------------------|-----------|----------------|-----|----|-----|--|------------------------------|
| CPM/133 | Number of local businesses advised in relation to funding, business planning and new start-ups. | Local | Phil Chappell | Place | New PI for 2020/21 | New PI for 2020/21 | New PI for 2020/21 | 2833 | 1261 | 40 | Annual measure | N/A | 40 | ↓ | Interest in business start ups has dropped off due to national challenging economic position however, we hope to be able to support business with growth, advice and assistance. | Environment and Regeneration |
| CPM/135 | Number of community led organisations that are financially supported. | Local | Phil Chappell / Charlotte Raine | Place | New PI for 2020/21 | New PI for 2020/21 | New PI for 2020/21 | 29 | 54 | 15 | Annual measure | N/A | 15 | ↓ | Existing target to be retained to allow new Creative Communities team to bed in following the loss of the Creative Rural Communities team | Environment and Regeneration |
| CPM/143 | Number of Community led organisations advised | Local | Phil Chappell | Place | New PI for 2022/23 | New PI for 2022/23 | New PI for 2022/23 | New PI for 2022/23 | New PI for 2022/23 | No target | Annual Measure | N/A | 40 | N/A | A realistic figure has been set based on previous contacts and to allow the new team to bed in | Environment and Regeneration |
| CPM/144 | Number of businesses financially supported | Local | Phil Chappell | Place | New PI for 2022/23 | New PI for 2022/23 | New PI for 2022/23 | New PI for 2022/23 | New PI for 2022/23 | No target | Annual Measure | N/A | 20 | N/A | Subject to the creation of business grant schemes under SPF. | Environment and Regeneration |

Additional National Performance Indicator Measures

WO2.8 Support economic growth through regeneration, improved infrastructure and support for town centres, tourism and industry

| | | | | | | | | | | | | | | | | |
|--------------------|---|----------|---------------|-----------------------|-------|-------|--------|----|-------|--------|----------------|-----|--------|---|---|------------------------------|
| PAM/022 (THS/012c) | Percentage of non-principle C roads that are in overall poor condition. | National | Nathan Thomas | Environment & Housing | 10.5% | 9.70% | 10.50% | 8% | 7.40% | 11.20% | Annual measure | N/A | 11.20% | ↓ | Scanner data shows increase of C classification carriageways in poor condition despite increased investment in 2022. Classification C carriageways are still in steady deterioration given their historic age and increased usage as VoGC increases in size through economic growth. The current target levels are often difficult to achieve and with reduction in budget this will only worsen. | Environment and Regeneration |
| PAM/020 (THS/012a) | Percentage of principle A roads that are in overall poor condition. | National | Nathan Thomas | Environment & Housing | 6.5% | 6.30% | 4.50% | 5% | 3.10% | 5.90% | Annual measure | N/A | 5.90% | ↓ | Scanner data shows increase of A classification carriageways in poor condition despite increased investment in 2022. Classification A carriageways are still in steady deterioration given their historic age and increased usage as VoGC increases in size through economic growth. The current target levels are often difficult to achieve and with reduction in budget this will only worsen. | Environment and Regeneration |
| PAM/021 (THS/012b) | Percentage of principle B roads that are in overall poor condition. | National | Nathan Thomas | Environment & Housing | 4.2% | 4.10% | 3.90% | 5% | 3.90% | 9.20% | Annual measure | N/A | 9.20% | ↓ | Scanner data shows increase of B classification carriageways in poor condition despite increased investment in 2022. Classification B carriageways are still in steady deterioration given their historic age and increased usage as VoGC increases in size through economic growth. The current target levels are often difficult to achieve and with reduction in budget this will only worsen. | Environment and Regeneration |

Well-being Objective 3: To support people at home and in their community

| PI Ref | PI description | Local/ National | PI Owner | Directorate | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 | Target 2022/23 | 2022/23 (Q2) | Other considerations | | Target setting | | Scrutiny Committee | |
|--|---|-----------------|---------------|-------------------------|--------------------|--------------------|--------------------|------------------|-----------------------|----------------|----------------|---|-----------------------|---|--|------------------------------|--|
| | | | | | | | | | | | | National minimum standards/ statutory targets | Target 2023/24 | Direction of travel (Proposed target compared to 2021/22 performance) | Rationale for target | | |
| WO3.2 Provide more opportunities for cycling and walking and develop a range of travel options to encourage people out of their cars. | | | | | | | | | | | | | | | | | |
| CPM/066 (CPM/155) | Satisfaction with public transport including a) accessibility and b) road safety. | Local | Kyle Phillips | Environment & Housing | a) 90.2%, b) 56.1% | a) 80%, b) 52% | a) 87% b)41% | Nil Return | (a) 44.15% (b) 42.61% | No target | Annual measure | N/A | (a) 44.15% (b) 42.61% | ↔ | Target to remain the same as 2021/22 performance | Environment and Regeneration | |
| CPM/067 (CPM/258) | Satisfaction with public transport in the Vale of Glamorgan. | Local | Kyle Phillips | Environment and Housing | New PI for 2019/20 | New PI for 2019/20 | New PI for 2019/20 | No data provided | 44.1 | No target | Annual Measure | N/A | 44.1 | ↔ | Target to remain the same as 2021/22 performance | Environment and Regeneration | |
| CPM/068 (CPM/017) | Percentage of adults 60+ who have a concessionary bus pass. | National | Kyle Phillips | Environment & Housing | 84.44% | 82.27% | 83.29% | 68.10% | 72.20% | 80% | Annual measure | N/A | 72% | ↔ | Target to remain the same as 2021/22 performance | Environment and Regeneration | |

| WO3.11 Increase the supply of good quality, accessible and affordable housing by working in partnership to address housing need. | | | | | | | | | | | | | | | | |
|--|--|-------|--------------|-------|--------------------|------|-----|-----|-----|-----|----------------|-----|-----|---|--|------------------------------|
| CPM/089 (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. | Local | Ian Robinson | Place | New PI for 2018/19 | 42.9 | 31% | 19% | 59% | 34% | Annual measure | N/A | 34% | ↓ | Target is set within the Local Development Plan which identifies up to 3252 affordable residential units compared to 9460 new residential units overall. | Environment and Regeneration |

Well-being Objective 4: To respect, enhance and enjoy our environment

| PI Ref | PI description | Local/ National | PI Owner | Directorate | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 | Target 2022/23 | 2022/23 (Q2) | Other considerations | | Target setting | | Scrutiny Committee |
|--|---|-----------------|---------------|-----------------------|--------------------|--------------------|--------------------|--------------------|--------------------|----------------|--------------------|---|----------------|---|--|------------------------------|
| | | | | | | | | | | | | National minimum standards/ statutory targets | Target 2023/24 | Direction of travel (Proposed target compared to 2021/22 performance) | Rationale for target | |
| WO4.1 Work to reduce the organisation's carbon emissions to net zero before 2030 and encourage others to follow our lead as part of minimising the negative impact of our activities on the environment. | | | | | | | | | | | | | | | | |
| CPM/097 (CPM/006) | Percentage of change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1000 square metres. | National | Lorna Cross | Corporate Resources | 4.30% | 0.50% | 2.77% | No data provided | No data provided | 300.00% | 3.00% | N/A | 3% | N/A | Proposed target reflects that in the current carbon management plan which is due to be updated. | Environment and Regeneration |
| CPM/098 (CPM/153) | Percentage change (reduction) in carbon dioxide emissions in the non-domestic public building stock. | Local | Matt Bowmer | Corporate Resources | Increase of 1.96% | 5.20% | 1.41% | No data provided | No data provided | 3.00% | 3.00% | N/A | 3% | ↔ | Reflects the target in the current carbon management plan which is due to be updated. | Environment and Regeneration |
| CPM/100 (CPM/154) | Percentage of Council street lights that are LED. | Local | Nathan Thomas | Environment & Housing | 33.65% | 6.88% | 80.00% | 68% | Nil Return | 95% | 90.4% | N/A | 95% | N/A | The street lighting team are continuing to work at converting older lanterns on both street lights and furniture are converted to LED. This will in turn reduce the Council's expenditure against energy costs as well as contribute towards reducing our carbon output. Current target levels are fair and should not be increased given the team is so small and relies heavily on external contractors to deliver this works. | Environment and Regeneration |
| WO4.3 Protect, preserve and where possible enhance our natural and built environment and cultural heritage. | | | | | | | | | | | | | | | | |
| CPM/103 (CPM/079) | Number of facilitated visits to country parks and heritage coast. | Local | Phil Chappell | Place | 327 | 332 | 340 | Nil Return | 3791 | 340 | Annual measure | N/A | 340 | ↓ | This target will be challenging given the reduced number of visits by schools due to financial pressures. | Environment and Regeneration |
| CPM/105 (CPM/238) | Percentage of Dangerous Structures inspected within 1 working day of receipt. | Local | Ian Robinson | Place | New PI for 18/19 | 100% | 100% | 100% | 100% | 100% | 100% | N/A | 100% | ↔ | This is challenging but achievable | Environment and Regeneration |
| CPM/107 (CPM/197) | Number of Green Flag Parks. | Local | Adam Sargent | Environment & Housing | 6 | 7 | 10 | 10 | 10 | 10 | Annual measure | N/A | 10 | ↔ | To sustain the quality / improve the current Green Flag parks within the VoGC - the overall total (including community Green Flags) being second highest in Wales. Focus on increasing the number of Community Green Flag Parks by working with Community Groups. | Environment and Regeneration |
| CPM/108 (CPM/159) | Number of m2 of Parks, Open Spaces & Highways land that has been sown with wildflowers or being maintained as a naturalised area. | Local | Adam Sargent | Environment & Housing | 171005m2 | 2765m2 | 43135m2 | 245697m2 | 29296.38m2 | 250000m2 | Annual measure | N/A | 350,000 | ↑ | To continue the momentum of modifying regimes at current sites to align the maintenance with Meadow management, plus hopefully increase the wilder areas within the grass cutting contract. | Environment and Regeneration |
| CPM/142 | Number of events facilitated or financially supported. | Local | Phil Chappell | Place | New PI for 2022/23 | New PI for 2022/23 | New PI for 2022/23 | New PI for 2022/23 | New PI for 2022/23 | No target | Annual Measure | N/A | 9 | N/A | Target set having regard to challenging financial situation. We envisage an annual event per town and a series of smaller community led events. | Environment and Regeneration |
| WO4.4 Work with the community and partners to ensure the local environment is clean, attractive and well managed. | | | | | | | | | | | | | | | | |
| CPM/109 (CPM/013) | The Cleanliness Index | Local | Colin Smith | Environment & Housing | 71.14% | 75.96% | 69.00% | Nil return | 77% | 69% | Annual measure | N/A | 69% | ↓ | This is a challenging indicator with limited resources. It is the intention to maintain the same level of service. | Environment and Regeneration |
| CPM/110 (CPM/014 (PAM/010)) | The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness | National | Colin Smith | Environment & Housing | 99.5% | 98.67% | 98.00% | 100% | No data provided | 98% | Annual measure | N/A | 98% | N/A | To try and retain standards above the Welsh average. | Environment and Regeneration |
| CPM/111 (CPM/016) | The percentage of reported fly tipping incidents which lead to enforcement activity. | National | Kyle Phillips | Environment & Housing | 6.8% | 6.80% | 10.00% | 3% | 0% | 10% | no update provided | N/A | 11% | ↑ | Target increased to get closer to Wales average. | Environment and Regeneration |
| CPM/112 (CPM/031) | Percentage of people satisfied with cleanliness standards. | Local | Colin Smith | Environment & Housing | Biennial Survey | 65.00% | Nil Return | Nil Return | Nil Return | 65% | Annual measure | N/A | 66% | N/A | There is an intention to try and increase this target but review response arrangements within the service. | Environment and Regeneration |
| WO4.6 Provide effective waste management services and work with our residents, partners and business to minimise waste and its impact on the environment. | | | | | | | | | | | | | | | | |

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|--|---|----------|-------------|-----------------------|--------------------|-----------|--------|-------|-------|-------|------------------|-----|----------|---|--|------------------------------|
| CPM/116 (CPM/146 (PAM/043)) | Kilograms of local authority municipal waste that is not reused, recycled or composted during the year per person. | National | Colin Smith | Environment & Housing | No target | 145.6kg | 210kg | 128kg | 126kg | 160kg | Annual Measure | N/A | 160kg | ↑ | Aspire to increase performance in this area by introducing measures that reduce residual waste. | Environment and Regeneration |
| WO4.8 Work to reduce the impact of erosion, flooding and pollution on our coastal areas and watercourses. | | | | | | | | | | | | | | | | |
| CPM/117 (CPM/164) | Number of beach awards achieved | Local | Colin Smith | Environment & Housing | 6 | 6 | 6 | 7 | 5 | 5 | Annual measure | N/A | 5 | ↔ | There are water quality issues at Barry Island so the service maybe limited in the number of awards that can be applied for during 2023. | Environment and Regeneration |
| Additional National Performance Indicator Measures | | | | | | | | | | | | | | | | |
| WO4.4 Work with the community and partners to ensure the local environment is clean, attractive and well managed. | | | | | | | | | | | | | | | | |
| PAM/035 | Average number of working days taken to clear fly-tipping incidents | National | Colin Smith | Environment & Housing | New PI for 2018/19 | 1.59 days | 3days | 1 day | 1 day | 2 | No data provided | N/A | 1.5 days | ↓ | There is an intention and aspiration to perform within the Welsh Average top quartile in 2023/24. | Environment and Regeneration |
| WO4.6 Provide effective waste management services and work with our residents, partners and business to minimise waste and its impact on the environment. | | | | | | | | | | | | | | | | |
| PAM/030 (WMT/009b) | The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated bio- wastes that are composted or treated biologically in another way. | National | Colin Smith | Environment & Housing | 63.21% | 67.13% | 65.00% | 70% | 70% | 71% | 69.90% | 64% | 71% | ↑ | To retain the same level of performance above the average Welsh and top quartile. | Environment and Regeneration |

Environment and Regeneration

Well-being Objective 2: To support learning, employment and sustainable economic growth

| Proposed New PIs for 2023/24 | | | | | Scrutiny Committee |
|--|--|-------------------|---------------|---|------------------------------|
| PI Ref | PI Description | Local /National | Owner | Rationale for Proposal | |
| WO2.8 Support economic growth through regeneration, improved infrastructure and support for town centres, tourism and industry. | | | | | |
| New | Number of jobs created and safeguarded through the Councils SPF programme | Local - Annual | Phil Chappell | To align with UK Government Shared Prosperity Fund | Environment and Regeneration |
| New | Number of Commercial / business premises developed or improved | Local - Annual | Phil Chappell | To align with UK Government Shared Prosperity Fund | Environment and Regeneration |
| New | Number of local nature projects financially supported | Local - Annual | Phil Chappell | Subject to grant funding | Environment and Regeneration |
| New | Number of local nature partnership events held | Local - Annual | Phil Chappell | Subject to grant funding | Environment and Regeneration |
| New | The total financial contributions (£) agreed from new development granted planning permission for the provision of community infrastructure. | National - Annual | Ian Robinson | Already reported to WG via Sustainable Development Indicator report | Environment and Regeneration |
| New | The area of public open space (ha) which would be lost as a result of development granted planning permission during the year. | National - Annual | Ian Robinson | Already reported to WG via Sustainable Development Indicator report | Environment and Regeneration |
| New | The area of public open space (ha) which would be gained as a result of development granted planning permission during the year. | National - Annual | Ian Robinson | Already reported to WG via Sustainable Development Indicator report | Environment and Regeneration |
| New | Number of planning permissions granted for renewable and low carbon energy development during the year. | National - Annual | Ian Robinson | Already reported to WG via Sustainable Development Indicator report | Environment and Regeneration |
| New | Total energy output capacity (MW) granted planning permissions for renewable and low carbon energy development during the year. | National - Annual | Ian Robinson | Already reported to WG via Sustainable Development Indicator report | Environment and Regeneration |

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|-----|---|-------------------|--------------|---|------------------------------|
| New | The area of land (ha) granted planning permission for new development on previously developed land during the year. | National - Annual | Ian Robinson | Already reported to WG via Sustainable Development Indicator report | Environment and Regeneration |
| New | The area of land (ha) granted planning permission for new development on greenfield land during the year. | National - Annual | Ian Robinson | Already reported to WG via Sustainable Development Indicator report | Environment and Regeneration |

| Proposed Deletions 2023/24 | | | | | Scrutiny Committee |
|--|---|-----------------|--------------------|---|------------------------------|
| PI Ref | PI Description | Local /National | Owner | Rationale for Deletion | |
| WO2.8 Support economic growth through regeneration, improved infrastructure and support for town centres, tourism and industry. | | | | | |
| CPM/049 (CPM/257) | The number of jobs created in the Vale of Glamorgan Enterprise Zone | Local | Marcus Goldsworthy | This is a Welsh Government indicator for the Bro Tathan and Airport Enterprise Zone to which we have no ability to monitor / report on. | Environment and Regeneration |

Well-being Objective 4: To respect, enhance and enjoy our environment

| Proposed New PI'S for 2023/24 | | | | | Scrutiny Committee |
|---|---|-----------------|-----------------------------|---|------------------------------|
| PI Ref | PI Description | Local /National | Owner | Rationale for Proposals | |
| WO4.3 Protect, preserve and where possible enhance our natural and built environment and cultural heritage. | | | | | |
| New | Amount of Public realm / green infrastructure improved / created | Local - Annual | Phil Chappell | Measured through funding delivered by the SPF | Environment and Regeneration |
| New | Number of projects supported by the Councils investment plan. | Local - Annual | Phil Chappell | investment plan will be formalised in new financial year and Place directorate will be promoting the opportunities created by the plan to all council departments | Environment and Regeneration |
| WO4.1 Work to reduce the organisation's carbon emissions to net zero before 2030 and encourage others to follow our lead as part of minimising the negative impact of our activities on the environment. | | | | | |
| New | Percentage of local authority vehicle fleet which are zero emissions. | Local | Kyle Phillips/Gareth George | To show how we are reducing the authorities carbon emissions by using sustainable vehicles. This measure will be subject to available budget. | Environment and Regeneration |
| New | Percentage of local authority vehicle fleet which are hybrid. | Local | Kyle Phillips/Gareth George | To show how we are reducing the authorities carbon emissions by using sustainable vehicles. This measure will be subject to available budget. | Environment and Regeneration |

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|---|---|-------|---------------------------|---|--|
| New | Percentage annual reduction in greenhouse gas emissions across council housing stock. | Local | Andrew Treweek | This may only be achieved in the theoretical sense and is largely dependent upon how fuel is used in the home and may lead to false representation. This could be reported through EPC performance modelling although some assumptions on the latest technologies are not representative of actual performance. Therefore as the modelling improves the reporting may change significantly to reflect the modelling improvements. | Environment and Regeneration Homes and Safe Communities |
| WO4.3 Protect, preserve and where possible enhance our natural and built environment and cultural heritage. | | | | | |
| New | Number of trees planted per year. | Local | Colin Smith/ Adam Sargent | No commentary provided | Environment and Regeneration |
| WO4.5 Work with the community, developers and others to ensure that new developments are sustainable and that developers mitigate their impacts, integrate with local communities and provide necessary infrastructure | | | | | |
| New | Number of local authority installed charging facilities for electric vehicles. | Local | Mark Biernacki | The installed EV charge units will enable and expedite the council move toward expanding its EV fleet which is a key requirement for attaining Net Zero targets. Provision of public and staff accessible vehicle charging is intended to promote uptake of EVs within the community. | Environment and Regeneration |
| New | Kilometres of permanent segregated cycling network | Local | Lisa Elliott | To measure increase in active travel infrastructure | Environment and Regeneration |
| New | Kilometres of permanent integrated cycling network | Local | Lisa Elliott | To measure increase in active travel infrastructure | Environment and Regeneration |
| WO4.8 Work to reduce the impact of erosion, flooding and pollution on our coastal areas and watercourses. | | | | | |
| New | Financial investment in flood protection measures in the local authority (annually). | Local | Mike Clogg/ Clive Moon | No commentary provided | Environment and Regeneration |

| Proposed Deletions 2023/24 | | | | | Scrutiny Committee |
|--|----------------------------------|-----------------|---------------|---|------------------------------|
| PI Ref | PI Description | Local /National | Owner | Rationale for Deletion | |
| WO4.3 Protect, preserve and where possible enhance our natural and built environment and cultural heritage. | | | | | |
| CPM/140 | Number of visitors to Porthkerry | Local | Phil Chappell | Deleted due to inability to currently count, this will hopefully be brought in next year with ANPR. | Environment and Regeneration |
| CPM/141 | Number of visitors to Cosmeston | Local | Phil Chappell | Deleted due to inability to currently count, this will hopefully be brought in next year with ANPR. | Environment and Regeneration |

Homes and Safe Communities

Well-being Objective 1: To work with and for our communities

| PI Ref | PI description | Local/ National | PI Owner | Directorate | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 | Target 2022/23 | 2022/23 (Q2) | National minimum standards/ statutory targets | Target setting | | Scrutiny Committee | |
|--|---|--------------------|-------------------|---------------------|--------------------|--------------------|--------------------|---------|---------|-------------------|------------------|---|-------------------|--|--|---|
| | | | | | | | | | | | | | Target 2023/24 | Direction of travel (Proposed target compared to 2021/22 performance) | | Rationale for target |
| WO1.4 Promote equality of opportunity and work with the community to ensure we are responsive to the diverse needs of our customers. | | | | | | | | | | | | | | | | |
| CPM/119 | Number of people registered to vote anonymously | Local | Rachel Starr-Wood | Corporate Resources | New PI for 2020/21 | New PI for 2020/21 | New PI for 2020/21 | 14 | 14 | 15 | No data provided | N/A | 15 | ↔ | Target proposed to remain the same as previous year. | Learning & Culture Homes and Safe Communities |

Well-being Objective 2: To support learning, employment and sustainable economic growth

| PI Ref | PI description | Local/ National | PI Owner | Directorate | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 | Target 2022/23 | 2022/23 (Q2) | National minimum standards/ statutory targets | Target setting | | Scrutiny Committee | |
|--|---|--------------------|------------|-------------------------|--------------------|--------------------|---------|---------|---------|-------------------|-----------------|---|-------------------|--|--|-------------------------------|
| | | | | | | | | | | | | | Target 2023/24 | Direction of travel (Proposed target compared to 2021/22 performance) | | Rationale for target |
| WO2.5 Work with partners to ensure people can access appropriate money advice, information and debt support relating to housing, benefits, education, training and employment. | | | | | | | | | | | | | | | | |
| CPM/046 (CPM/259) | Number of tenancies maintained six months after receiving Money Advice. | Local | Nick Jones | Environment and Housing | New PI for 2019/20 | New PI for 2019/20 | 200 | 350 | 329 | 200 | Annual Measure | N/A | 200 | ↓ | Cost of living crisis poses a challenge to council housing tenants but this is offset by pledges to prevent evictions into homelessness. | Homes and Safe Communities |

Well-being Objective 3: To support people at home and in their community

| PI Ref | PI description | Local/ National | PI Owner | Directorate | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 | Target 2022/23 | 2022/23 (Q2) | National minimum standards/ statutory targets | Target setting | | Scrutiny Committee | |
|--|---|--------------------|----------------|-------------------------|--------------------|--------------------|--------------------|---------|------------------|-------------------|------------------|---|-------------------|--|---|-----------------------------|
| | | | | | | | | | | | | | Target 2023/24 | Direction of travel (Proposed target compared to 2021/22 performance) | | Rationale for target |
| WO3.6 Provide person-centred care and support to adults in need. | | | | | | | | | | | | | | | | |
| CPM/078 (CPM/112) | Percentage of Supporting People clients satisfied with support provided. | Local | Nick Jones | Environment & Housing | 94.59% | 100.00% | 100.00% | 95% | 93% | 95% | Annual measure | N/A | 95% | ↑ | Limited scope to exceed target further for 2023/24. | Homes and Safe Community |
| CPM/077 (CPM/107) | Percentage of Supporting People service users who confirm that the support that they have received has assisted them to maintain their independence. | Local | Nick Jones | Environment & Housing | 82.93% | 90.00% | 85.00% | 93% | 92% | 90% | Annual measure | N/A | 90% | ↓ | Limited scope to exceed target further for 2023/24. | Homes and Safe Community |
| WO3.9 Work in partnership to develop cohesive communities and promote community safety. | | | | | | | | | | | | | | | | |
| CPM/088 (CPM/124) | Percentage of domestic abuse victims that report that they feel safer as a result of target hardening. | Local | Deb Gibbs | Environment & Housing | 100% | 100% | 100.00% | 100.00% | 100% | 100% | 96% | N/A | 100% | ↔ | Target is achievable in line with previously matched expectations and can't increase. | Homes and Safe Community |
| WO3.11 Increase the supply of good quality, accessible and affordable housing by working in partnership to address housing need. | | | | | | | | | | | | | | | | |
| CPM/090 (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. | National | Andrew Treweek | Environment and Housing | New PI for 2018/19 | New PI for 2018/19 | 100.00% | 100.00% | 100% | 100% | | N/A | 100% | ↔ | Properties reaching WHQS cannot fall back out of compliance. Acceptable fails may be registered as a pass whilst programmed works are planned for delivery. | Homes and Safe Community |
| CPM/091 (CPM/260) | The percentage of tenants satisfied with the programmed works. | Local | Andrew Treweek | Environment and Housing | New PI for 2019/20 | New PI for 2019/20 | New PI for 2019/20 | 96.00% | No data provided | 85% | Annual Measure | N/A | 90% | N/A | Improvements in satisfaction are fundamental to good service delivery and tenant experience. Satisfaction surveys assist the team in improving the services and the experiences of our tenants. | Homes and Safe Community |
| CPM/092 (CPM/010) | Average number of working days to let an empty property (standard condition). (Housemark) | Local | Nick Jones | Environment & Housing | 18.96 | 19 | 20 | 20 | 20 | 20 | No data provided | N/A | 20 | ↔ | Proposed target reflects acute demands on social housing and need to rehouse homeless households. Additional works arising from new WHQS2 standard, including need for floor coverings will further test performance. | Homes and Safe Community |
| CPM/094 (CPM/027 (PAM/015)) | Average number of calendar days taken to deliver a Disabled Facilities Grant. | National | Phil Chappell | Place | 188.15 | 194.73 | 190 | 322.73 | 334.3 | 350 | 273 | N/A | 250 | ↑ | Although backlog caused by pandemic is being cleared this is being hampered by lack of contractor interest caused by rising costs | Homes and Safe Community |

| | | | | | | | | | | | | | | | | | |
|--|---|----------|----------------|-------------------------|--------------------|--------------------|--------------------|--------|--------|-----------|----------------|----------------|-----|--------|--|---|--------------------------|
| CPM/095 (CPM/064 PAM/013) | The percentage of private sector dwellings that have been vacant for more than six months at 1 April that were returned to occupation during the year through direct action from the local authority. | National | Phil Chappell | Place | | 7.56% | 14.06% | 9.00% | 10% | 10% | 8% | Annual Measure | N/A | 8% | ↑ | Introduction of new measures by WG and council (including council tax measures) will need to be in place before substantial improvements can be seen. The Council expects the definition of a long term empty property to be raised from 6 to 12 months. This will align with new enforcement and loan measures to encourage empty properties into use. | Homes and Safe Community |
| CPM/137 | Number of new accessible/adapted homes delivered. | Local | Mike Ingram | Environment & Housing | New PI for 2020/21 | New PI for 2020/21 | New PI for 2020/21 | 2 | 13 | No target | 0 | N/A | 8 | ↓ | Reflects new homes which are programmed to be completed in the development programme in 2023/24. | Homes and Safe Communities | |
| (PAM/039) | Percentage of rent debt lost due to lettable units of permanent accommodation being empty during the year. | National | Nick Jones | Environment & Housing | New PI for 2018/19 | 0.67 | 1% | 0.88% | 0.99% | 2% | 2% | N/A | 2% | ↓ | Reflects current performance in relation to relets and also a number of long term empty homes which require extensive remediation works, meaning they will be empty for longer periods. | Homes and Safe Community | |
| WO3.12 Provide housing advice and support to prevent homelessness. | | | | | | | | | | | | | | | | | |
| CPM/096 (CPM/012) | Percentage of all households where a positive prevention action succeeded in preventing/relieving homelessness. | Local | Nick Jones | Environment & Housing | | 72.47% | 70.97% | 80.00% | 65% | 40% | 40% | Annual measure | N/A | 40% | ↔ | Reflects the challenge of preventing homelessness arising from changes in the Homelessness legislation, namely the expansion of the priority need category (which requires us to accept a duty to a large number of additional people). | Homes and Safe Community |
| Additional National Performance Indicator Measures | | | | | | | | | | | | | | | | | |
| WO3.10 Keep people safe through strong and resilient emergency planning and regulatory services which protect the public, consumers and business. | | | | | | | | | | | | | | | | | |
| PAM/023 | Percentage of food establishments which are 'broadly compliant' with food hygiene standard. | National | Helen Picton | Environment and Housing | | 90.69% | 91.56% | 95.4% | 97.50% | 97.20% | 94.00% | 98.03% | N/A | 94.00% | ↓ | Target is shared across Bridgend and Cardiff for consistency. While recent results indicate that all areas are between 97% and 98% broadly compliant currently, it is envisaged this may decrease as we catch up with the backlog of inspections and see a decline in compliance. | Homes and Safe Community |
| WO3.11 Increase the supply of good quality, accessible and affordable housing by working in partnership to address housing need. | | | | | | | | | | | | | | | | | |
| PAM/045 | Number of additional dwellings created as a result of bringing empty properties back into use. | National | Phil Chappell | Place | New PI for 2019/20 | New PI for 2019/20 | No target | 9 | 14 | 5 | Annual Measure | N/A | 5 | ↓ | Introduction of new measures by WG and council (including council tax measures) will need to be in place before substantial improvements can be seen. The Council expects the definition of a long term empty property to be raised from 6 to 12 months. | Homes and Safe Community | |
| PAM/037 | Average number of days to complete all repairs. | National | Andrew Treweek | Environment and Housing | New PI for 2018/19 | New PI for 2018/19 | 10.33 | 4.40 | 7.1 | 7.5 | 5.5 | N/A | 7.5 | ↓ | With the demand for the repairs service increasing, particularly with recent publicity on damp and mould, times are unlikely to go down. The Councils damp and mould action plan provides for inspection treatment and follow-on works which could increase the time recorded from report to final completion. | Homes and Safe Community | |
| PAM/036 | Number of affordable housing units delivered during the year per 10,000 households. | National | Nick Jones | Environment and Housing | New PI for 2018/19 | 18.42 | 20 | 38 | 32.6 | 20 | Annual measure | N/A | 50 | ↑ | Reflects the no of units in the pipeline scheduled to be completed in next financial year. Increase reflects the delay in delivering some homes from last years programme | Homes and Safe Community | |
| WO3.12 Provide housing advice and support to prevent homelessness. | | | | | | | | | | | | | | | | | |
| PAM/012 | Percentage of households threatened with homelessness successfully prevented from becoming homeless. | National | Nick Jones | Environment and Housing | | 71.4% | 80.17% | 80.00% | 77% | 45% | 40% | 42.00% | N/A | 40 | ↓ | Reflects the challenge of preventing homelessness arising from changes in the Homelessness legislation, namely the expansion of the priority need category (which requires us to accept a duty to a large number of additional people) | Homes and Safe Community |

Well-being Objective 4: To respect, enhance and enjoy our environment

| PI Ref | PI description | Local/ National | PI Owner | Directorate | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 | Target 2022/23 | 2022/23 (Q2) | Other considerations | | Target setting | | Scrutiny Committee | |
|---|--|--------------------|----------------|-----------------------|-----------------|-----------------|-----------------|-----------------|---------|----------------|----------------|---|----------------|---|--|----------------------------|--|
| | | | | | | | | | | | | National minimum standards/ statutory targets | Target 2023/24 | Direction of travel (Proposed target compared to 2022-23 performance) | Rationale for target | | |
| WO4.1 Work to reduce the organisation's carbon emissions to net zero before 2030 and encourage others to follow our lead as part of minimising the negative impact of our activities on the environment. | | | | | | | | | | | | | | | | | |
| CPM/139 | Average SAP rating for the Council's housing stock | Local | Andrew Treweek | Environment & Housing | New for 2021/22 | New for 2021/22 | New for 2021/22 | New for 2021/22 | 73 | No target | Annual Measure | N/A | 75 | ↑ | WHQS2 seeks to achieve EPC 'C' by 2029, VoGC has already achieved this level but needs to make progress towards EPC 'A' by 2033. Incremental improvement of 2 SAP points per year will achieve this but significant results are not expected until heating and solar arrays are installed. | Homes and Safe Communities | |

Homes and Safe Communities

Well-being Objective 3: To support people at home and in their community

| Proposed New PIs for 2023/24 | | | | | Scrutiny Committee |
|--|--|-----------------|--------------|---|----------------------------|
| PI Ref | PI Description | Local /National | Owner | Rationale for Proposal | |
| WO3.10 Keep people safe through strong and resilient emergency planning and regulatory services which protect the public, consumers and business. | | | | | |
| New | Percentage of reported scams/doorstep crime incidents prevented/resolved through intervention. | Local | Helen Picton | This PI reflects our safeguarding work in dealing with scams and doorstep crime and aligns to our proposed actions in relation to safeguarding and protecting the | Homes and Safe Communities |
| New | Percentage of domestic noise and air complaints responded to within 3 working days. | Local | Helen Picton | This PI aligns to our work in resolving complaints of noise and air pollution and provides an opportunity to highlight this work. | Homes and Safe Communities |
| New | Percentage of commercial and industrial noise and air complaints responded to within 1 working day. | Local | Helen Picton | This PI aligns to our work in resolving complaints of noise and air pollution and provides an opportunity to highlight this work. | Homes and Safe Communities |
| New | Percentage of SRS investigations resulting in prosecution that were successfully concluded. | Local | Helen Picton | This PI would better capture the work undertaken across SRS in regulating the many activities we deal with and not just be confined to public protection fraud or trading | Homes and Safe Communities |
| New | The number of hazards removed from private sector rental properties following intervention from SRS. | Local | Helen Picton | This PI would highlight the work undertaken in removing all hazards from rental properties not just Category 1 hazards. | Homes and Safe Communities |
| New | Percentage of food establishments which achieve a food hygiene standard rating of 3 or above. | Local | Helen Picton | This is a re-wording of our existing 'broadly compliant' PI to make it a bit more meaningful. | Homes and Safe Communities |
| WO3.11- Increase the supply of good quality, accessible and affordable housing by working in partnership to address housing need. | | | | | |
| New | Tenants' satisfaction with landlord services (Housemark/ service user feedback) | Local | Nick Jones | Measures quality of landlord service | Homes and Safe Communities |
| WO3.12 Provide housing advice and support to prevent homelessness. | | | | | |

| | | | | | |
|-----|---|-------|-----------|--|----------------------------|
| New | Number of households in temporary accommodation, by type of accommodation: - Private sector accommodation - Public sector accommodation - Hostels and women's refuges - Bed and breakfast - Homeless at home | Local | Ian Jones | Measures extents of homelessness in Vale. Also measures assistance provided to homeless households | Homes and Safe Communities |
| New | Number of households in temporary accommodation which are families with children. | Local | Ian Jones | Measures extents of homelessness in Vale. Also measures assistance provided to homeless households | Homes and Safe Communities |

Well-being Objective 4: To respect, enhance and enjoy our environment

| Proposed New PI'S for 2023/24 | | | | | Scrutiny Committee |
|--|--|-----------------|----------------|--|--|
| PI Ref | PI Description | Local /National | Owner | Rationale for Proposals | |
| WO4.1 Work to reduce the organisation's carbon emissions to net zero before 2030 and encourage others to follow our lead as part of minimising the negative impact of | | | | | |
| New | Percentage annual reduction in greenhouse gas emissions across council housing stock. | Local | Andrew Treweek | This may only be achieved in the theoretical sense and is largely dependent upon how fuel is used in the home and may lead to false representation. This could be reported | Environment and Regeneration Homes and Safe Communities |
| New | Percentage of Council Dwellings meeting WHQS2 (2023) | Local | Andrew Treweek | To monitor and report the Council's journey as it embarks on the delivery of WHQS2. the dates for delivery remain | Homes and Safe Communities |
| New | The number of private rented properties where energy efficiency has been improved through direct action from Shared Regulatory Services. | Local | Helen Picton | This aligns to an action in our service plan and links in very well with the climate change agenda. | Homes and Safe Communities |