

THE VALE OF GLAMORGAN COUNCIL

CABINET: 11TH JANUARY, 2021

REFERENCE FROM CORPORATE PERFORMANCE AND RESOURCES
SCRUTINY COMMITTEE: 16TH DECEMBER, 2020

“ ANNUAL DELIVERY PLAN: MONITORING REPORT: QUARTER 2
PERFORMANCE 2020/21 (MD) –

The purpose of the report was to present Quarter 2 (Q2) performance results for the period 1st April, 2020 to 30th September, 2020 in delivering the Annual Delivery Plan commitments as aligned to the Corporate Plan Well-being Objectives and to report on progress at Q2 towards achieving the Council’s Annual Delivery Plan (2020/21) commitments as aligned to our Corporate Plan Well-being Objectives. The Head of Service for Policy and Transformation shared a PowerPoint presentation on screen which drew attention to the key aspects of the report.

Despite the ongoing challenges of responding to the global COVID-19 pandemic, positive progress had been made in delivering in-year commitments in relation to the Annual Delivery Plan (2020/21). The performance had contributed to an overall Amber status for the Plan at Q2 with all four Corporate Plan Well-being Objectives attributing an Amber performance status at Q2 to reflect the progress made to date. Given the unprecedented challenges the Council continued to face this was indeed positive.

66% (152 out of 231) of planned activities outlined in the Annual Delivery Plan had been attributed a Green performance reflecting the positive progress made during the Quarter, under challenging circumstances. 25% (58) of planned activities were attributed a Red status.

Of the 58 actions attributed a Red performance status during the Quarter, 90% (52) were directly as a result of service reprioritisation measures undertaken in response to the impact of the ongoing COVID-19 pandemic. In relation to those areas, where appropriate, work was now recommencing as part of recovery plans and strategy going forward. Progress in relation to Coronavirus recovery was being reported to Members in the presentation accompanying the performance report at Scrutiny Committee and would focus on highlighting issues pertinent to the Committee's remit. The Coronavirus Recovery Update would form part of quarterly performance reporting going forward to ensure Members maintained an oversight of the recovery issues impacting on the work of their respective Committees. From this perspective, Members were requested to note the progress to date in relation to Coronavirus recovery.

Of the 64 quarterly performance measures aligned to the Corporate Plan Well-being Objectives, data was reported for 33 measures where a performance status was applicable. 64% (21) measures were attributed a Green performance Status, 15%

(5) an Amber status and 21% (7) a Red status. Data was unavailable for 9 quarterly measures due to reprioritisation measures undertaken in response to the impact of the ongoing COVID-19 pandemic. A performance status was not applicable for 121 measures including a number of annual indicators (104) and those establishing baseline performance for the year (8).

The report sought Elected Members' consideration of Q2 performance results and the proposed remedial actions to address areas of identified underperformance. Upon consideration, the Scrutiny Committee was recommended to refer their views and any recommendations to Cabinet for their consideration.

Having regard to consultations being undertaken Councillor Carroll queried the actions the Council would be undertaking to address issues raised following the consultation regarding the proposed link road project at Junction 34 and with the demise of the Gem how the Council would be ensuring consultations similar to those referred to would be publicised in future in line with its legal obligation.

In response the Head of Service stated that the Council also used other local media i.e. Penarth Times, the Barry and District newspaper papers and was also exploring the use of the Gazette in Bridgend. With regard to providing a specific update in relation to the proposals at Junction 34 he would seek an update for the member from the Neighbourhood Services and Transport department and with regard to Planning notices a further update from the Planning department.

Councillor Dr. Johnson requested that future reports indicate and provide details for actions and measures that had slipped for COVID and non-COVID related reasons and the actions being undertaken to mitigate these. The Head of Service agreed to incorporate the information in the Quarter 3 performance reports to all Committees.

In referring to the GP Triage project in Penarth the Chairman also asked for an update report on the project to Members.

RECOMMENDED –

(1) T H AT the performance results and progress towards achieving the Annual Delivery Plan 2020/21 commitments as aligned to the Council's Corporate Plan Well-being Objectives within the remit of the Committee be noted

(2) T H A T the remedial actions to be taken to address areas of under-performance and to tackle the key challenges identified within the remit of the Committee be noted and that Cabinet be informed of Member's requests for future reports and information, to be contained in future reports, as outlined above.

(3) T H A T the progress being made through the Council's Recovery Strategy and Directorate Recovery Plans in response to the ongoing Coronavirus pandemic be noted.

Reasons for recommendations

- (1) To ensure the Council clearly demonstrates the progress being made towards achieving its commitments in the Annual Delivery Plan 2020/21 aimed at making a positive difference to the lives of Vale of Glamorgan citizens.
- (2) To ensure the Council is effectively assessing its performance in line with the requirement to secure continuous improvement outlined in the Local Government Measure (Wales) 2009 and reflecting the requirement of the Well-being of Future Generations (Wales) Act 2015 that it maximises its contribution to achieving the well-being goals for Wales.
- (3) To ensure Members maintain an oversight of the recovery issues impacting on the work of the Council and their respective Scrutiny Committees.

Attached as Appendix – Report to Corporate Performance and Resources Scrutiny Committee: 16th December, 2020

Meeting of:	Corporate Performance and Resources Scrutiny Committee
Date of Meeting:	Wednesday, 16 December 2020
Relevant Scrutiny Committee:	All Scrutiny Committees and Cabinet
Report Title:	Annual Delivery Plan Monitoring Report: Quarter 2 Performance 2020/21
Purpose of Report:	To present quarter 2 performance results for the period 1st April 2020 to 30th September 2020 in delivering our Annual Delivery Plan commitments as aligned to our Corporate Plan Well-being Objectives.
Report Owner:	Rob Thomas, Managing Director
Responsible Officer:	Rob Thomas, Managing Director
Elected Member and Officer Consultation:	Consultation has been undertaken with Directors and the Senior Leadership Team. The performance report applies to the whole authority. Quarterly performance reports covering the Corporate Plan Well-being Objectives will be considered by all Scrutiny Committees and Cabinet.
Policy Framework:	This is a matter for Executive decision by Cabinet.
<p>Executive Summary:</p> <ul style="list-style-type: none"> • The performance report presents our progress at quarter 2 (1st April to 30th September 2020) towards achieving our Annual Delivery Plan (2020/21) commitments as aligned to our Corporate Plan Well-being Objectives. • Despite the ongoing challenges of responding to the global COVID-19 pandemic, we have made positive progress in delivering our in-year commitments in relation to our Annual Delivery Plan (2020/21). This performance has contributed to an overall AMBER status for the Plan at quarter 2 (Q2). • All four Corporate Plan Well-being Objectives were attributed an Amber performance status at Q2 to reflect the progress made to date. This is positive given the unprecedented challenges we continue to face. • 66% (152 out of 231) of planned activities outlined in our Annual Delivery Plan have been attributed a Green performance reflecting the positive progress made during the quarter, under challenging circumstances. 25% (58) of planned activities were attributed a Red status. • Of the 58 actions attributed a Red performance status during the quarter, 90% (52) were directly as a result of service reprioritisation measures undertaken in response to the impact of the 	

ongoing COVID-19 pandemic. In relation to these areas, where appropriate, work is now recommencing as part of our recovery plans and strategy going forward. Progress in relation to Coronavirus recovery is being reported to members in the presentation accompanying this performance report at Scrutiny Committee and will focus on highlighting issues pertinent to the Committee's remit. This Coronavirus recovery update will form part of quarterly performance reporting going forward to ensure members maintain an oversight of the recovery issues impacting on the work of their respective Committees. From this perspective, members are requested to note the progress to date in relation to Coronavirus recovery.

- Of the 64 quarterly performance measures aligned to our Corporate Plan Well-being Objectives, data was reported for 33 measures where a performance status was applicable. 64% (21) measures were attributed a Green performance Status, 15% (5) an Amber status and 21% (7) a Red status. Data was unavailable for 9 quarterly measures due to reprioritisation measures undertaken in response to the impact of the ongoing COVID-19 pandemic. A performance status was not applicable for 121 measures including a number of annual indicators (104) and those establishing baseline performance for the year (8).
- In relation to the 6 measures attributed a Red performance status during the quarter, the impact of COVID-19 has contributed to missing target.
- In relation to the planned activities within the remit of the Corporate Performance & Resources Scrutiny Committee, 57% (58 out of 102) were attributed a Green performance status, 11% (11) Amber status and 32% (33) Red status. Of the 33 attributed a Red performance status, the impact of COVID-19 was identified as a contributory factor in the reported slippage for 31 actions. Of the 13 quarterly measures reported, 8 was attributed a Green performance status, 1 Amber status and the remaining 4, CPM/007 (Spend against approved Council revenue programme), CPM/008 (Spend against approved Council capital programme), CPM/016 (% Corporate complaints dealt with within target timescales), CPM/100 (% Council streetlights that are LED) were attributed Red status. In relation to the 4 measures attributed a Red status, the impact of COVID-19 has contributed to missing target.
- The report seeks elected members' consideration of Q2 performance results and the proposed remedial actions to address areas of identified underperformance. Upon consideration, the Scrutiny Committee is recommended to refer their views and any recommendations to Cabinet for their consideration.

Recommendations

1. That members consider performance results and progress towards achieving the Annual Delivery Plan 2020/21 commitments as aligned to our Corporate Plan Well-being Objectives within the remit of the Committee.
2. That members consider the remedial actions to be taken to address areas of underperformance and to tackle the key challenges identified within the remit of the Committee, with their views and recommendations referred thereafter to Cabinet for their consideration and approval.
3. That members note the progress being made through our recovery strategy and Directorate Recovery plans in response to the ongoing Coronavirus pandemic.

Reasons for Recommendations

1. To ensure the Council clearly demonstrates the progress being made towards achieving its commitments in the Annual Delivery Plan 2020/21 aimed at making a positive difference to the lives of Vale of Glamorgan citizens.
2. To ensure the Council is effectively assessing its performance in line with the requirement to secure continuous improvement outlined in the Local Government Measure (Wales) 2009 and reflecting the requirement of the Well-being of Future Generations (Wales) Act 2015 that it maximises its contribution to achieving the well-being goals for Wales.
3. To ensure members maintain an oversight of the recovery issues impacting on the work of the Council and their respective Scrutiny Committees.

1. Background

- 1.1 The Council's Performance Management Framework is the mechanism through which our key priorities and targets are monitored and realised in order to secure continuous improvement.
- 1.2 As part of the review of its Performance Management Framework, the Council has adopted a Corporate Plan (2020-25) which reflects the requirements of the Well-being of Future Generations (Wales) Act 2015 and identifies 4 Well-being Objectives for the Council.
- 1.3 A new performance framework has been developed and aligned to our Corporate Plan to enable us to track our progress on well-being objectives and demonstrate how the steps we intend to take will contribute to achieving multiple well-being objectives.
- 1.4 In line with our performance arrangements, on a quarterly basis, Cabinet and all Scrutiny Committees consider a single report that provides a high-level overview of our performance for each Well-being Objective including highlighting areas of improvement that may require greater scrutiny by members. This approach enables Cabinet and Scrutiny Committees to look at the achievement of the Corporate plan holistically, from the perspective of their Committee's remit. In addition, it enables Cabinet and Scrutiny Committees to flex their work

programme to reflect any emerging performance issues that may require more intensive consideration.

- 1.5** Work will continue with Officers and a Member Working Group to further develop and enhance our performance monitoring and reporting arrangements in line with our duties as outlined in the WCFG (Wales) Act and the LGM with reference to the wider local government agenda, in particular the changes being introduced by the forthcoming Local Government & Elections (Wales) Bill. These discussions will consider the best way to present information to the Committee to facilitate scrutiny and identify and explore areas of interest.
- 1.6** [Appendix A](#) outlines our performance for the period 1st April to 30th September 2020 against our Annual Delivery Plan commitments for 2020/21. The quarterly performance report presents the reader with a more accessible view of performance in relation to our annual commitments and demonstrates the progress we are making towards achieving our Corporate Plan Well-being Objectives.
- 1.7** **Section 1:** States the overall RAG (performance) status attributed to the Annual Delivery Plan reflecting the progress made in delivering our priorities as aligned to our four Corporate Plan Well-being Objectives. It also provides an explanation of the performance terms used within the report. The performance report uses the traffic light system, that is, a Red, Amber or Green (RAG) status and a Direction of Travel (DOT) to aid performance analysis. Progress is reported for all key performance indicators and actions by allocating a RAG performance status.
- 1.8** **Sections 2 - 5:** Provides an overview of progress for each of the four Corporate Plan Well-being Objectives including:
- **Performance Snapshot:** Provides an overview for each Well-being Objective, describing the status of Corporate Plan actions and performance indicators. A RAG status is attributed to actions and measures under each Well-being Objective to reflect overall progress to date and contributes to the overall RAG status for the Well-being Objective.
 - **Performance Exceptions:** Provides key highlights of our achievements and areas we need to improve in relation to our Annual Delivery Plan activities as aligned to the Corporate Plan Well-being Objective.
 - **Appendices:** A hyperlink is provided from each section linking to the following Appendices.
 - **Appendix 1:** Provides, by Well-being Objective, detailed information relating to the Service Plan actions which have contributed to Corporate Plan commitments contained in the annual Delivery Plan 2020/21.
 - **Appendix 2:** Provides detailed performance indicator information linked to each Well-being Objective which show for our planned activities, how well we are performing. It must be noted that any annually reported performance indicators will be reported at end of year when data becomes available. In addition, new performance indicators that have been introduced in 2020 as part of the Council's revised Performance Management Framework will not have data available until end of year as this year will be used to establish baseline performance. A Not Available

(N/A) status will be attributed to all such measures with commentary provided confirming this status. We will continue to develop our key measures within each Well-being Objective to ensure these most accurately reflect our Corporate Plan Well-being Objectives. This appendix includes information for each action/indicator to indicate which Scrutiny Committee's remit it aligns with.

- 1.9 Section 6:** Provides links to five presentations covering all Scrutiny Committees. These explore the cross-cutting aspects of service activity related to our Corporate Plan Well-being Objectives as aligned to the scope of each of respective Scrutiny Committee. The presentations identify the key achievements and challenges as aligned to the remit of each committee and also provide members with an update on Coronavirus recovery. The section also provides links to various corporate health reports to help members maintain an oversight of issues that may impact on the work of the Council and their respective scrutiny committees.
- 1.10** The key achievements and challenges as aligned to the remit of the Corporate Performance & Resources Scrutiny Committee including a Coronavirus update are provided at [Appendix B](#). For ease of scrutiny, performance exceptions, that is, all actions or PIs within the remit of the Committee that have been attributed a Red status are presented at [Appendix C](#) including a direction of travel and commentary on the performance.

2. Key Issues for Consideration

- 2.1** It is important to note that our performance report for the second quarter of 2020/21 has been written at a time of ongoing challenge as the council continues to respond to the global pandemic (COVID-19). We have assessed progress in relation to our planned activities as outlined in our Annual Delivery Plan for 2020/21 and used local performance data where available. Our statutory statistical obligations from the Welsh Government and the Welsh Local Government's Public Accountability Measures have been suspended indefinitely to enable us to focus on our response to ongoing pandemic. However, we are endeavouring to collect performance indicator information to support our performance reporting where possible, although this will not be possible in all service areas.
- 2.2** An overall **AMBER** performance status has been attributed to the Annual Delivery Plan 2020/21 at Q2. This is positive given the challenges we continue to face as the impact of the pandemic continues to unfold.
- 2.3** All four Corporate Plan Well-being Objectives were attributed an Amber performance status at Q2 to reflect the progress made to date despite the challenging past few months.
- 2.4** 66% (152 out of 231) of planned activities outlined in our Annual Delivery Plan have been attributed a Green performance reflecting the positive progress made during the quarter, under challenging circumstances. 25% (58) of planned activities were attributed a Red status.
- 2.5** Of the 58 actions attributed a Red performance status during the quarter, 90% (52) were directly as a result of service reprioritisation measures undertaken in response to the impact of the ongoing COVID-19 pandemic. In relation to these

areas, where appropriate, work is now recommencing as part of our recovery plans and strategy going forward. Progress in relation to Coronavirus recovery is being reported to members in the presentation accompanying this performance report at Scrutiny Committee and will focus on highlighting issues pertinent to the Committee's remit. This Coronavirus recovery update will form part of quarterly performance reporting going forward to ensure members maintain an oversight of the recovery issues impacting on the work of their respective Committees. From this perspective, members are requested to note the progress to date in relation to Coronavirus recovery.

- 2.6** Of the 64 quarterly performance measures aligned to our Corporate Plan Well-being Objectives, data was reported for 33 measures where a performance status was applicable. 64% (21) measures were attributed a Green performance Status, 15% (5) an Amber status and 21% (7) a Red status. Data was unavailable for 9 quarterly measures due to reprioritisation measures undertaken in response to the impact of the ongoing COVID-19 pandemic. A performance status was not applicable for 121 measures including a number of annual indicators (104) and those establishing baseline performance for the year (8).
- 2.7** In relation to the 6 measures attributed a Red performance status during the quarter, the impact of COVID-19 has contributed to missing target.
- 2.8** A detailed report outlining the progress made this quarter towards achieving our Annual Delivery Plan commitments is provided at [Appendix A](#).
- 2.9** [Appendix B](#) provides a summary of the key achievements and challenges as aligned to the remit of the Corporate Performance & Resources Scrutiny Committee and also provides members with an update on Coronavirus recovery. For ease of scrutiny, performance exceptions, that is, all actions or PIs within the remit of the Committee that have been attributed a Red status are presented at [Appendix C](#) including a direction of travel and commentary on the performance.
- 2.10** In relation to the planned activities within the remit of the Corporate Performance & Resources Scrutiny Committee, 57% (58 out of 102) were attributed a Green performance status, 11% (11) Amber status and 32% (33) Red status. Of the 33 attributed a Red performance status, the impact of COVID-19 was identified as a contributory factor in reported slippage for 31 actions. Of the 13 quarterly measures reported, 8 was attributed a Green performance status, 1 Amber status and the remaining 4, CPM/007 (Spend against approved Council revenue programme), CPM/008 (Spend against approved Council capital programme), CPM/016 (% Corporate complaints dealt with within target timescales), CPM/100 (% Council streetlights that are LED) were attributed Red status. In relation to the 4 measures attributed a Red status, the impact of COVID-19 has contributed to missing target.
- 2.11** Elected Members are being asked to consider the Q2 performance results and the proposed remedial actions to address areas of identified underperformance. Upon consideration, the Scrutiny Committee is recommended to refer their views and any recommendations to Cabinet for their consideration.
- 2.12** Members are also asked to note progress being made through our recovery strategy and Directorate Recovery plans in response to the ongoing Coronavirus pandemic.

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

- 3.1** Performance Management is an intrinsic part of corporate governance and integrated business planning which underpins the delivery of the Council's Corporate Plan and its Well-being Objectives and associated annual commitments in its Annual Delivery Plan 2020/21. Our Corporate Plan has been structured around the Well-being of Future Generations (Wales) Act 2015, through the development of four Well-being Objectives. By aligning our Well-being Outcomes in the Corporate Plan with the Well-being Goals of the Act, this will enable us to better evidence our contribution to the Goals.
- 3.2** Performance reporting is an important vehicle for showing our progress, not only in terms of impacts across the national well-being goals through achievement of our well-being objectives but also in terms of the changes and improvements made in our approach to integrated planning.
- 3.3** The five ways of working are a key consideration in our corporate Performance Management Framework ensuring that we continue to focus on working differently and in an inclusive way to challenge why, what and how we respond to our key performance challenges.

4. Resources and Legal Considerations

Financial

- 4.1** There are no additional budgetary implications arising from this report, although underperformance in some areas may have a negative impact on external assessments of the Council and could put certain funding opportunities at risk.

Employment

- 4.2** There are no direct workforce related implications associated with this report. However, there are a number of issues contained within the performance report 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 key outcomes associated with the Corporate Plan and our Corporate Health priorities.

Legal (Including Equalities)

- 4.3** The Local Government (Wales) Measure 2009 requires that the Council secure continuous improvement across the full range of local services for which it is responsible.
- 4.4** 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. Background Papers

[Corporate Plan 2020-25](#)

[Annual Delivery Plan 2020/21](#)

[Coronavirus Recovery Strategy](#)



VALE of GLAMORGAN COUNCIL ANNUAL DELIVERY PLAN MONITORING REPORT




Quarter 2 Performance: 1 April - 30 September 2020






Working
Together
for a Brighter
Future






1.0 Performance Summary Annual Delivery Plan 2020/21






Our overall RAG status for the Annual Delivery Plan is AMBER

Our Well-being Objective Summary Status

Presented below is a summary of our performance in relation to each of the Well-being Objectives outlined in our Corporate Plan. Against each of the Well-being Objectives an overall RAG Status and Direction of Travel is given, as well as an overall RAG status and Direction of Travel for the Annual Delivery Plan as a whole. The Direction of Travel provides an indication of the direction of performance when compared with a previous quarter. For instance, where our RAG status (performance) has improved it is indicated by , where our RAG status has remained the same compared with previous quarter it is shown by  and where our RAG Status has declined it is represented with .

Overall Actions	RAG	Direction of Travel
Objective 1		↔
Objective 2		↔
Objective 3		↔
Objective 4		↔
Annual Delivery Plan		↔

Overall PI's	RAG	Direction of Travel
Objective 1		↓
Objective 2		↔
Objective 3		↓
Objective 4		↔
Annual Delivery Plan		↔

Overall Objective	RAG	Direction of Travel
Objective 1		↔
Objective 2		↔
Objective 3		↔
Objective 4		↔
Annual Delivery Plan		↔

Performance Key






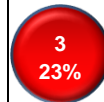
Measures (RAG)	Direction of travel (DOT)	Actions (RAG)	Overall (RAG) status Well-being Objective
Green: Performance is on or above target	↑: Performance has improved on the same quarter last year	Green: Action completed or on track to be completed in full by due date.	Green: Indicates that we are well on track to deliver the key outcomes relating to the Well-being Objective as set out in the Corporate Plan.
Amber: Performance is within 10% of target	↔: Performance has remained the same as the same quarter last year	Amber: Minor delay but action is being taken to bring action back on track.	Amber: Indicates that at this stage, we are on target to deliver the Well-being Objective, but some aspects need to be addressed in order to ensure we remain on track to fully achieve the Well-being Objective.
Red: Performance missed target by more than 10%	↓: Performance has declined compared to the same quarter last year	Red: Action has slipped with limited progress made and an explanation must be provided including any planned remedial action(s) and where appropriate a revised completion date.	Red: Indicates that at this stage, we are not on target to deliver key outcomes relating to the Well-being Objective as set out in the Corporate Plan.

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

Our overall RAG status for 'Working with and for our communities' is **AMBER**

2.1 Performance snapshot

The report highlights our progress at quarter 2 in delivering the Annual Delivery Plan (ADP) activities aligned to our Corporate Plan commitments that contribute to Well-being Objective 1 for the period 2020/21. There are 25 ADP actions aligned to the 7 Corporate Plan commitments within Well-being Objective 1, 'To work with and for our communities'. In total, 95 service plan actions across a number of council services contribute to the delivery of these ADP priorities.

ACTIONS					PERFORMANCE MEASURES				
Our performance against Annual Delivery Plan actions gives us an overall AMBER RAG status for this Well-being Objective.					Our performance against key measures gives us an overall AMBER RAG Status against this Well-being Objective.				
Service Plan Actions Well-being Objective 1: To work with and for our communities					Performance Measures Well-being Objective 1: To work with and for our communities				
			N/A	Total				N/A	Total
			0	99				27	40

Of the 30 actions contributing to the Well-being Objective, where limited progress has been reported during the quarter and therefore attributed a Red performance status, 28 (93%) were as a result of service reprioritisation measures undertaken in response to the impact of the ongoing COVID-19 pandemic.

Actions and Measures Contributing to this Well-being Objective		Number slipped and attributed 'Red' Performance status		Reasons for slippage: COVID-19 related		Reasons for slippage: Other/ Non-COVID related	
Actions	Measures	Actions	Measures	Actions	Measures	Actions	Measures
95	35	30	3	28	3	2	0

2.2 Performance Exceptions

Below are key highlights of our achievements and areas where we need to improve in relation to our ADP activities aligned to this Well-being Objective for 2020/21.

2.2.1 What have we done well?



We have continued to make significant progress this quarter in maximising use of digital platforms to enhance our reach and engagement with customers for communication purposes and to enable access to key council services. This activity has progressed more quickly in the circumstances of the COVID-19 pandemic and we continue to invest in new technology, review and refine digital platforms as the pandemic continues. During the quarter, results from a customer feedback exercise undertaken in 2019/20 were received into the Shared Regulatory Service which revealed that customer satisfaction was excellent, and no areas of concerns were identified in relation to access to the service.



During quarter 2 we have continued to focus on engagement with citizens and stakeholders, especially those who are vulnerable, to meet immediate needs and to help inform and develop provision in the future. A range of consultations are underway to seek the views of service users on current additional learning needs (ALN) provision including consultation around ALN in relation to developing more centralised provision for wellbeing and trauma involving a resource base at Gladstone School, and a new Centre for Learning and Well-being and increased capacity for Ysgol Y Deri pending further consultation on an additional school building. Consultation on an Autism Spectrum Disorder (ASD) specialist resource base at Whitmore High School and the additional accommodation for Ysgol Y Deri are on track to commence in Q3. A School Accessibility Strategy that will allow pupils and parents to be involved in informing strategy on access to physical learning environments was approved in September and consultation is programmed for quarter 3.



All community libraries are now offering a Click and Collect service in the same way as Council libraries. Books are circulated between all libraries via a courier service to supply new stock and requested items as per a usual service. The peripatetic library officer has worked with libraries to help start activities where this advice has been needed and opportunities for online activities have also be circulated to community libraries. Community libraries have also been using social media to keep in contact with their users and with central Council libraries.



Building on the progress made in quarter one, we have continued to make progress with Telecare installations, and commenced a review of the service in order that we can adapt the plans we offer to meet the needs of our customers and continue to support adults to achieve their own personal outcomes. The review will help us to identify the best service model going forward and is anticipated to be completed by the

end of the financial year, with a costing model presented to Cabinet for consideration in the final quarter and implementation in 2021/2022.



Despite the restrictions of lockdown, we have continued to provide a range of local youth services in the medium of English and Welsh for young people aged 11-25 which support their well-being. This has involved digital platforms where appropriate including an increased social media presence, a weekly timetable of virtual group and other activities, door step sessions, information and service signposting. Special emphasis has been placed throughout on supporting those who are more vulnerable ensuring they have the support they need including care and food packages and regularly visiting young people on the vulnerability list. All targeted project workers are back in schools or undertaking their roles in supporting vulnerable learners, this includes Inspire to Achieve, Wellbeing, Homelessness and also Inspire to Work. We have seen a rise in referrals for those classed as unemployed or not in employment, education or training (NEET) this quarter and we have provided additional support in this area as required.

In line with the priorities in our Strategic Equality Plan, we have continued to work regionally and with Cardiff Council to support the needs of refugees during this period. All settled refugees in the region have continued to be supported remotely with integration, employment, housing and education support. The pandemic has meant that we have been limited in meeting face to face, but we have maintained regular remote contact with children, young people and families, including those with protected characteristics, via a variety of digital platforms. During the quarter we have also developed the beginnings of a focus group with parents whose children are the subject of placement with parent regulations. We are pleased to have engaged a parent who will co-run this group when face to face opportunities resume.



In line with our corporate commitment to improve how we involve, engage and communicate with others about our work and our two main social media channels continue to consistently engage large numbers of residents in news and information about the Vale of Glamorgan Council. More people have signed up to Vale Connect during the quarter, over 75k compared to 56K in the same quarter last year. Our average daily Twitter impressions increased to 13,800 against a target of 10,000 and our average daily reach on Facebook also increased to 11,490 compared to 7,000 last year.



Despite being under significant pressure during the pandemic, 95% of customer enquiries to C1V continue to be resolved at first contact, our target for the quarter was 70%. The highest percentage achieved was in the service area of Waste Management with 99% of the 8,561 enquiries resolved at first contact. We also exceeded our target in the area of



Adult Services which are often high complexity and high-risk enquiries. During quarter 2, 84% of 7,082 Adult Services enquiries were resolved at first contact further demonstrating our commitment to good customer service.



We have continued to support residents and their families under the Armed Forces Covenant. During quarter 2, the Veteran Advice service based in C1V signposted customers to appropriate services including Benefits, Adult Social Care and Housing meaning that we were able to support 16 customers identified as Armed Forces personnel in relation to Housing Benefit and Council Tax and allocate social housing to support 4 Service families. Additionally, the Children and Young People service worked in partnership with representatives from Education and Play to provide support to key workers in response to the COVID-19 pandemic. This included the coordination and provision of childcare to keyworkers where 12 families who self-identified as Armed Forces personnel were supported throughout the period. Although childcare was the primary need, supporting services were offered for early intervention where appropriate.

2.2.2 What do we need to improve?



Due to reprioritisation and repurposing of the Council's resources in response to the COVID-19 pandemic, limited progress has been made in taking forward activities such as the assets and income reshaping workstreams. As we transition from a crisis response to recovery, this presents us with opportunities to fundamentally review the way in which the Council operates (including its workforce) and ensure synergy between its recovery strategy and its longer-term transformation agenda. This work will inform our transformation agenda as aligned with delivering the Council's vision of 'working together for a brighter future'.



Work in relation to achieving Age Friendly and Dementia Friendly Status and a more child friendly Vale of Glamorgan is progressing albeit more slowly than planned as the Public Services Board's priorities have been focused on responding to the COVID-19 pandemic. The Council's Strategic Leadership Team have endorsed in principle the Council applying for the status and the requirements are now being considered as part of the work being undertaken by the Council in recovering from COVID-19. Decisions undertaken throughout the pandemic and the evolving recovery strategy have taken into account the needs of older people e.g. Vale Heroes, crisis team, library services, keeping forum meetings going and developing a newsletter, on line activities for older people from the sports team and in the re-opening of public toilets. We have also considered the needs of people with dementia e.g. work with care homes.



A revised timetable for meeting the new Welsh in Education Strategic Plan regulations that came into force in January 2020 has been agreed by the Welsh Government, given the impact of the COVID-19 pandemic on the education sector. Work will now continue on developing the new 10-year strategy which has a new deadline of September 2022 for completion.



A positive impact of the COVID-19 pandemic has been the reduction in carbon emissions from some Council assets. However, there is a need to accelerate our actions on the decarbonisation agenda, contributing to meet Wales' target of carbon neutral public sector by 2030. Further work is required to extend our focus in other areas such as land use, procurement and transport. Again, this work will be considered as part of the wider Council recovery strategy.



A key part of the Council's response to the recent COVID-19 pandemic has seen a significant shift towards greater use of digital technology to prevent spread of infection. However, this may potentially exacerbate the existing digital divide. Potentially, this may significantly disadvantage some of the most vulnerable groups who may not have access to online services. In the longer term this is likely to be a permanent acceleration of the digitisation trend, so additional targeted support may be needed. Given the increased use of digital technology, there is also a need to ensure resilience of our digital infrastructure and public information channels. These issues are being considered as part of the Council's recovery strategy.



We have been unable to re-commence work on creating a sustainable integrated model for single point access to Well-being Matters Services and, as envisaged, the pressures in the system remain. Whilst we are committed to re-establish this project, resources have had to be redeployed to meet other service pressures preventing the capacity to release staff for engagement workshops and dedicate time to this project.



Our workforce is our greatest asset. Initially during the pandemic, the challenge has been centred on keeping our key frontline workers safe whilst continuing to operate our critical services. As we move from crisis towards recovery and more of our operations begin to restart, we will need put in place systems that enable us to safely manage the return of staff to the workplace, especially in those areas where staff are unable to undertake their duties at home. We anticipate that home working will continue to be in place for many staff for several months, but also recognise that for some staff the experience has been challenging as they have had to balance the demands of work with home schooling and/or other caring responsibilities. We have already put in many mechanisms to support staff well-being but recognise that further work is required to enable us to effectively check in and connect with our workforce, whilst supporting their mental health and well-being in the coming months.

Appendix 1: Provides, by Well-being Objective, detailed information relating to the Service Plan actions which have contributed to Corporate Plan commitments outlined in our Annual Delivery Plan 2020/21.




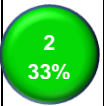


Appendix 2: Provides detailed performance indicator information linked to each Well-being Objective which show for our planned activities, how well we are performing. It must be noted that any annually reported performance indicators will be reported at end of year when data becomes available. In addition, new performance indicators that have been introduced in 2020 aligned to the new Corporate Plan will not have data available until end of year as this year will be used to establish baseline performance. A Not Available (N/A) status will be attributed to all such measures with commentary provided confirming this status. We will continue to develop our key measures within each Well-being Objective to ensure these most accurately reflect our Corporate Plan.

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

Our overall RAG status for ‘Supporting learning, employment and sustainable growth’ is **AMBER**

3.1 Performance snapshot

The report highlights our progress at quarter 2 in delivering the Annual Delivery Plan (ADP) activities aligned to our Corporate Plan commitments that contribute to Well-being Objective 2 for the period 2020/21. There are 21 ADP actions aligned to the 8 Corporate Plan commitments within Well-being Objective 2, ‘To support learning, employment and sustainable economic growth’. In total, 41 service plan actions across a number of council services contribute to the delivery of these ADP priorities.

<p>ACTIONS Our performance against Annual Delivery Plan actions gives us an overall AMBER RAG status for this Well-being Objective.</p>					<p>PERFORMANCE MEASURES our performance against key measures gives us an overall AMBER RAG Status against this Well-being Objective.</p>				
<p>Service Plan Actions Well-being Objective 2: To support learning, employment and sustainable economic growth</p>					<p>Performance Measures Well-being Objective 2: To support learning, employment and sustainable economic growth</p>				
			N/A	Total				N/A	Total
			0	40				40	46

Of the 6 actions contributing to the Well-being Objective, where limited progress has been reported during the quarter and therefore attributed a Red performance status, 6(100%) were as a result of service reprioritisation measures undertaken in response to the impact of the ongoing COVID-19 pandemic.

Actions and Measures Contributing to this Well-being Objective		Number slipped and attributed 'Red' Performance status		Reasons for slippage: COVID-19 related		Reasons for slippage: Other/ Non-COVID related	
Actions	Measures	Actions	Measures	Actions	Measures	Actions	Measures
40	46	6	1	6	1	0	0

3.2 Performance Exceptions

Below are key highlights of our achievements and areas where we need to improve in relation to our ADP activities aligned to this Well-being Objective for 2020/21.

3.2.1 What have we done well?



We remain committed to improving the outcomes for all learners and to reduce inequalities in education. During the quarter we have progressed well with training for early years providers and established good links with early years settings and providers. Alongside this, we are working with alternative providers to ensure we offer a broad range of accessible learning experiences. Pupils whose learning takes place outside of the formal setting (Education other than at school, EOTAS) continue to be well supported during the pandemic through individual wellbeing support and online learning opportunities. The Pupil Referral Unit has continued to engage with learners during quarter 2. The partnership with the Youth Manager and lead officer for Social Inclusion and Wellbeing is strong, resulting in appropriate learning provision which meets individual needs.



We have continued to work with partners through initiatives such as Inspire to Work (I2W) and Inspire to Achieve (I2A) to increase the range of opportunities available to young people and encourage them to remain in education, enter employment or training. In relation to I2W, 207 enrolments were achieved, of which 83 went on to gain qualifications, 79 secured employment and 17 undertook further education or training. In relation to the I2A scheme, 500 enrolments were achieved, of which 107 went onto further education and training, 104 gained qualifications thereby reducing the risk of those not in education, employment or training.

Significant progress has been made towards the delivery of community benefits targets by the 21st Century Schools team. Between January 2019 to September 2020 the Barry Secondary Learning Communities (BSLC) and Western Vale Primaries (WVP) projects delivered:



- Over 5,000 person weeks of New Entrant Jobs with 58 new full-time jobs;
- Over 3,000 person weeks of New Entrant Training, including 26 apprenticeships and 30 work experience placements;
- Nearly 400 hours of School Science Technology Engineering Mathematics (STEM) engagements, reaching over 2,800 pupils;
- 4 supply chain engagement events;
- An average of 99% of construction waste avoiding landfill; and
- An average of 80% construction spend within Wales, with 76% of subcontractors based in Wales and 50% of the workforce coming from the local postcode.

The BSLC procurement project received “highly commended” in the Wales Go Awards, Social Value category and was recognised and short listed for the Welsh Government and UK Go Awards in Social Value.

Contractors also worked closely with the Council's Communities 4 Work programme and successfully provided several work placement opportunities.



Despite the pandemic, our 21st Century Schools Programme improvements remain on track to be completed within the agreed timescales and will provide modern and improved learning environments for our learners and improved local facilities for community use. During the quarter we celebrated the completion of five phases of works as part of the £21.5m investment at Ysgol Bro Morgannwg, in Barry. The site is now home to a new 3G rugby pitch, sports hall, three-storey teaching block and bus drop-off. The main entrance building has also been rebuilt and all works were completed ahead of the autumn school term.



Work is progressing to develop proposals for a centre for learning and well-being to support children and young people with identified social and emotional health needs. During the quarter, we consulted on the development of additional specialist resource base and school places to enable us to meet current and future projected needs in the Vale through closure of Ty Deri in order to create additional classroom space. The findings will now inform final proposals to further develop this provision.



During quarter 2 we have continued to support the development of volunteering and time-banking opportunities available within the community for the benefit of our citizens with care and support needs. Our Support Planners in Learning Disability Services have developed a 'Support Planning Pack' and Activity Checklist to ensure people have as much information as possible about community opportunities. Although people with a Learning Disability are not yet able to commence volunteering, we have managed to secure them volunteering opportunities with the Housing Trust, Goods Shed and local Charity shops. We are also promoting Legacy Scope's online work-based learning courses for people with a learning disability to help get people 'work ready' while also raising awareness of all other digital activities and courses available.



The One Stop Shop advice service continues to offer support services to individuals with housing related support needs, including those who are homeless or threatened with homelessness. During the pandemic, support services including money advice offered by the Council have been delivered remotely ensuring that people can access appropriate advice and debt support at a time when it has been most needed. The identified premises at Holton Road, Barry will open once social distancing rules allow.

In June, Welsh Government asked the Cardiff Capital Region (CCR) Local Authorities to consider re-purposing elements of the Targeted



Regeneration Investment Thematic Grants Programme 2020/21 budget allocation to allow a greater degree of flexibility in adapting to the changes and recovery required in town centres as a result of the COVID-19 pandemic. Up to £3.5m of the budget allocation can now be used by the CCR Local Authorities to deliver measures which support the recovery of town centres. The Council agreed to prioritise its share of this investment in the following town and district centre shopping areas High Street/Broad Street, Holton Road, Barry Town Centre; Cowbridge Town Centre, Llantwit Major Town Centre and Penarth Town Centre.



The Wales Illegal Money Lending Unit (WIMLU) has continued to offer support to the victims of illegal money lending across Wales during quarter 2. The COVID-19 restrictions have meant that that regular telephone contact with victims has become the norm in the absence of face to face contact and this has proven successful. The Unit has also made good use of its social media platforms by providing virtual training via Teams and Zoom.



During quarter 2, we have continued to work with partners including Cardiff Airport and Welsh Government to facilitate the development of the Enterprise Zone at Cardiff Airport. A development brief has been prepared in consultation with Cardiff Airport to guide development in the Enterprise Zone and we are currently considering a major planning application at Model Farm which forms part of the Zone. Officers are working with Neighbourhood Services & Transport and Cardiff Capital Region colleagues to appoint consultants to undertake further analysis of the strategic transport network to support growth in the Western Vale around the Enterprise Zone.



Work with developers to support the regeneration of Barry Waterfront and the Innovation Quarter have progressed well with the converted Goods Shed Urban Village now open. The development is expected to create around 150 jobs and attract many visitors to the area. 42 apartments for Newydd Housing Association are due to be physically completed by the end of October 2020 delivering social and private rented homes development as part of this wider scheme. It is hoped it will offer a perfect place for residents to live and work or launch a new venture. Negotiations are ongoing with Cardiff and Vale College regarding land at Innovation Quarter for the proposed college campus.

3.2.2 What do we need to improve?



Whilst some work has taken place during the first 6 months of 2020/21, including the creation of a variety of resources to support schools and governors with the new curriculum, Welsh Government paused the regional professional learning programme for the Curriculum for Wales

to focus on responding to the COVID-19 pandemic. Work has now recommenced and is being aligned with the 'shared expectations' document which has been revised to take account of the current situation.



Limited progress has been made during the quarter to expand our apprenticeship scheme as our focus has been on responding to the pandemic. This remains a key priority and we will continue to work collaboratively with schools, education establishments and local businesses to increase opportunities as part of the recovery strategy for the Council.



Whilst we strive to improve attendance rates and reduce persistent absence in schools the pandemic has had an impact in this area as schools were forced to close to all pupils for nearly all the Summer term. The ongoing COVID-19 regulations are clearly impacting upon parental decisions not to send their children back to school and alternatively to home educate and at present the Emotional Wellbeing Service are not able to operate in any penal way since Welsh Government have indicated there should be no penal action for nonattendance. The Inclusion Service is supporting schools and parents in navigating this period in the best long-term interest of the child, schools and the Local Authority. There will be no rating of schools by their attendance this year and the service continues to adapt to the post COVID-19 scenario by means of supporting in an ever changing context.



In accommodating the shift in strategy for blended learning as we move forward into the new academic year, there will be a need to further upskill staff in order to develop the specialist skills and expertise required to develop tools and strategies within school settings, the local authority and the Central South Consortium. This work has already begun and will continue throughout the year. Maintaining and improving distance/remote learning for all pupils over the coming year presents enormous challenges both human and technical, especially given the overwhelming demands on existing education portals.



Whilst significant work has already been undertaken during the pandemic, a key challenge over the coming year will be to ensure that the mental health and well-being of children and young people remain supported, particularly in the context of the new school attendance (blended learning) arrangements and ongoing pressure on social care and health services.

One of our goals for 2020/21 was to implement a series of actions to improve business trading practises and support the local economy but the pandemic has meant that we have had to take a new focus. During quarter 2 we have continued to provide advice through the Service's



Primary Authority partnerships (in place with a range of different businesses from large super market chains to specialist online traders) and guided partners through the processes of business closure, social distancing and compliance during re-opening. Unfortunately, we have not been able to deliver our full range of business training courses (for example food safety, allergens and Health & Safety) as these are designed for face to face, classroom sessions. We are exploring options to find alternative delivery models for training sessions, including online platforms which have already proven successful.



The immediate lockdown that occurred during quarter 1 continues to have had a slight impact on planning application performance as the team were unable to determine applications or agree extensions for a short period of time. During quarter 2, the percentage of all planning applications determined within 8 weeks (or subject to Planning Performance Agreement or Extension of Time) missed target with 89% of applications received during the quarter determined within 8 weeks against a target of 92%. The percentage of Listed Building Consent (LBC) applications determined within 8 weeks (or subject to Planning Performance Agreement or Extension of Time) has also missed target during quarter 2. Whilst we aim to determine applications within the required timescale, the focus with LBC applications will always be on delivering quality decisions rather than speed of decision.

Appendix 1: Provides, by Well-being Objective, detailed information relating to the Service Plan actions which have contributed to Corporate Plan commitments outlined in our Annual Delivery Plan 2020/21.







Appendix 2: Provides detailed performance indicator information linked to each Well-being Objective which show for our planned activities, how well we are performing. It must be noted that any annually reported performance indicators will be reported at end of year when data becomes available. In addition, new performance indicators that have been introduced in 2020 aligned to the new Corporate Plan will not have data available until end of year as this year will be used to establish baseline performance. A Not Available (N/A) status will be attributed to all such measures with commentary provided confirming this status. We will continue to develop our key measures within each Well-being Objective to ensure these most accurately reflect our Corporate Plan.

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

Our overall RAG status for ‘Supporting people at home and in their community’ IS **AMBER**

4.1 Performance snapshot

The report highlights our progress at quarter 2 in delivering the Annual Delivery Plan (ADP) activities aligned to our Corporate Plan commitments that contribute to Well-being Objective 3 for the period 2020/21. There are 36 ADP actions aligned to the 12 Corporate Plan commitments within Well-being Objective 3, ‘To support people at home and in their community’. In total, 62 service plan actions across a number of council services contribute to the delivery of these ADP priorities.

ACTIONS					PERFORMANCE MEASURES				
Our performance against Annual Delivery Plan actions gives us an overall AMBER RAG status for this Well-being Objective.					our performance against key measures gives us an overall AMBER RAG Status against this Well-being Objective.				
Service Plan Actions Well-being Objective 3: To support people at home and in their community					Performance Measures Well-being Objective 3: To support people at home and in their community				
			N/A	Total				N/A	Total
			0	61				40	47

Of the 16 actions contributing to the Well-being Objective, where limited progress has been reported during the quarter and therefore attributed a Red performance status, 14(88%) were as a result of service reprioritisation measures undertaken in response to the impact of the ongoing COVID-19 pandemic.

Actions and Measures Contributing to this Well-being Objective		Number slipped and attributed 'Red' Performance status		Reasons for slippage: COVID-19 related		Reasons for slippage: Other/ Non-COVID related	
Actions	Measures	Actions	Measures	Actions	Measures	Actions	Measures
61	47	16	1	14	1	2	0

4.2 Performance Exceptions

Below are key highlights of our achievements and areas where we need to improve in relation to our ADP activities aligned to this Well-being Objective for 2020/21.

4.2.1 What have we done well?



We have further enhanced and developed sustainable travel options via direct provision or by maximising our use of Section 106 contributions. During the quarter, good progress has been made on several sustainable transport schemes across the Vale of Glamorgan including completion of pedestrian crossing upgrades in Wick, a dropped kerb and footpath improvement scheme in St. Athan, a footpath and public transport infrastructure improvement scheme in Treharne Road, Barry and installation of 'Next bike' cycle hire docking stations in Penarth in preparation for the launch of the scheme once COVID restrictions are relaxed. We also remain on track for designing a number of schemes to be implemented in Dinas Powys, Ogmore by Sea, Rhoose and Cowbridge over the coming months. Work has also continued in developing and promoting active travel options which will contribute to the Council's climate change and healthy lifestyles agenda. Examples include; installation of cycle shelters, scooter and cycle pods in schools; 94 balance bikes and 150 helmets have provided to all our primary schools and schemes to help improve pupil movements into and out of school; consultation on an E-bike docking station at Sully which is now awaiting the launch of the Penarth scheme.



Despite the pandemic, positive progress has been made in our work in developing a sustainable approach to meeting the needs of older people in accommodation with care to support greater independence. A recent Housing Learning and Improvement Network report is helping to develop a way forward in terms of sustainable solutions for accommodation with care for older people in the Vale and this has in turn also informed the Vale's wider Housing Strategy.



We have continued to work with partners where possible to promote healthy lifestyles within existing restrictions of the pandemic, in line with Public Health's Move More Eat Well Plan. Our Food Law Enforcement, Communicable Disease and the Health and Safety Service plans were approved during the quarter and work will continue in this respect. Whilst the National Exercise Referral Scheme remains on hold, we are working in partnership to explore options to utilise existing funding to support local sport/ physical activity providers who can impact on the healthy living agenda at this time. We are also planning further recovery initiatives in readiness for when restrictions reduce.



Good progress continues to be made in developing and enhancing new ways of working with children and young people and their families. The development of a strengths-based model for working co-productively with children and their families remains a key priority within Children and Family Services. Developing this approach will enable us to work effectively alongside families and children and young people to identify their strengths and needs in order to co-produce outcomes that will enhance their health and well-being. During the quarter, work has progressed with partners on delivering our agreed priorities in the corporate strategy for Children who need care and support. Through the Vulnerable Groups Team, we have continued to ensure that vulnerable families receive the information they need to enable them to make informed decisions about their child's education.



Enhancing and strengthening our approach to recruitment and retention of foster carers over a regional footprint continues to be a key area of development. At the end of Q2, a regional work plan to address recruitment and retention issues associated with foster caring agreed earlier in the year has been successfully implemented. We continue to promote our services regionally and via our website to enhance our reach and raise awareness of the service.



The development of 'closer to home and strengths-based services' in relation to Adult social care continues to be progressed. Strength based and outcome focussed approaches are seen as fundamental to high quality adult social care. This approach is being supported by the Adult Services Management Team through the development of dedicated training to ensure that this approach can be delivered across all services including case management, day services and in partnership with private providers. Despite the disruption caused by the pandemic, there has been ongoing work in relation to developing a Transition Smart House with the potential to further develop this with First Choice Housing Association. During the quarter, the Castle Avenue property contract has been awarded for refurbishment and it is anticipated work will be completed by March 2021. This facility will help in preventing people leaving the Vale and or bring them back.



Positive progress continues in working towards a new joint model of working with the Health Board to support the commissioning of adult care services. Following on from the successful appointment of a Locality a Manager in Q1, this quarter has seen the development of a draft Adults Advocacy Strategy by the Cardiff and Vale Advocacy Network, that sets out the regional vision for advocacy and Independent Professional Advocacy. We are now engaging with a wide range of stakeholders in finalising the draft strategy which will form the basis of the region's future commissioning of advocacy services for the next 5 years.



Work has continued during the quarter to ensure the Council is prepared for Brexit with appropriate plans in place to manage any impacts. The Council's Brexit preparedness plans have been reviewed by individual service areas. The Corporate Risk continues to be monitored and the Council has participated in a variety of meetings/workshops run by WG and the WLGA to help inform local plans. As further details of the exit from the European Union are announced in the coming months, further work will be undertaken to prepare and respond.



Excellent progress has been made in the quarter in the development of specialist settings to meet the social, emotional and mental health needs of children in Nursery and Primary Schools. A strategy for the future development of provision to this group of pupils has been produced and is subject to key stakeholder engagement and consultation. Further development of the strategy will be ongoing throughout the year.



Safeguarding remains a fundamental focus of our work in ensuring that Wales Safeguarding Procedures are consistently embedded across the whole Council. During the quarter work has continued in ensuring a consistent approach through operational practice, review of policies and procedures and provision of training to support practitioners. A Regional Exploitation Strategy has been launched and a program of awareness raising, and training is currently being developed. At the end of the summer term, there was 100% compliance for level 1 and level 2 safeguarding training across all schools and overall compliance remains high.



Work has been ongoing to deliver the regional Violence Against Women Domestic Abuse Sexual Violence Strategy. The DRIVE programme was launched in the Vale in partnership with Cardiff City Council. The programme is working with high risk perpetrators of Domestic Abuse, which has increased during the pandemic. In order to maximise the outcomes of the project, Atal Y Fro have provided an IDVA (Independent Domestic Abuse Advisor) to work alongside the Drive Co-ordinator which will ensure a timely and focused approach. This is better for the victim and the coordinated approach ensures the process is easier to manage for all agencies. Early indications are that this new way of working is having a positive impact.

Throughout the quarter work has continued with partners to deliver pathways and provide advice and support to people experiencing a host of community safety related issues. The DAARC (Domestic Abuse, Assessment and Referral Co-ordination) Team processed and collected data on 383 domestic abuse PPN incidents (455 in Q1). 129 MARAC



(Multi Agency Risk Assessment Conference) cases were successfully coordinated by the team where all were victims of complex needs, with appropriate pathway support provided from multiple agencies (117 in Q1). Of 129 high risk cases, there were 2 BME victims, 1 LGBT victim, 1 victim registered with a disability and 3 victims that were aged between 16 – 17. Our focus on crime and disorder saw the Anti-social Behaviour (ASB) team working through 1263 ASB incidents during the quarter which generated 532 referrals compared to 361 in Q1. The ongoing changes in COVID-19 restrictions continue to have an impact on the number of ASB incidents and referrals reported and additional CCTV cameras have now been deployed in identified hotspots to help reduce incidents in these areas and early indications are that this is having a positive impact.



In relation to our work with partners across the region to enhance community cohesion, we have developed a Communications Strategy to enhance our engagement with residents on community cohesion-based matters. In line with this strategy, 148 social media posts were made during the quarter across a range of community safety topics. Social media continues to be used to communicate key messages about keeping safe and to disseminate guidance. The Community Cohesion Officer has continued to engage with communities by making use of online polls to gain resident's opinions and utilising zoom to hold meetings with community groups. The Cohesion Officer has worked closely with community leaders from 'at risk' groups to proactively address or prevent any community tensions, particularly the period of Ramadan and the Black Lives Matter protests that occurred at the start of the quarter. During the quarter, 10 Community Tension referrals were received and actioned, less than the 16 reported in Q1 which suggests tensions in communities are reducing. Work is now ongoing to update the Safer Vale Website and also to utilise the Vale Connect App to reach more of the community with community safety information.



We have continued to work collaboratively in utilising the Children and Communities Grant to deliver support to vulnerable children and young people and their families which has been particularly important during the pandemic. Although one to one work has been hindered by the pandemic, innovative methods have been used to keep in contact with and support service users and their families in schemes such as the Families First Holiday Club, Teen Scheme etc. which is helping to improve outcomes for children, young people and families in need.



Despite the disruption of the pandemic, the Brecon Court and Holm View phase 1 development is now ready for new tenants. Land acquisitions have taken place and continue to progress for newly identified sites and in line with the Council's local market assessment.

Opportunities for a partnership package deal continue to be investigated to increase the supply of affordable housing in the Vale of Glamorgan.



We have continued to focus our efforts on increasing the choice and supply of affordable housing in the Vale of Glamorgan. We remain proactive in returning empty properties back into use. During the quarter, it took an average of 19.5 days to let an empty property against a target of 21 days. Whilst still within target, this was slightly longer than the Q1 performance and largely due to the increased number of homes being re-let where works had been refused several times. Good progress has continued in the development of a 5-year Housing Strategy and a draft plan is on track to be presented to the Overarching Housing Forum in December. During Q2, affordable housing was secured in accordance with the Council's Affordable Housing Supplementary Planning Guidance (SPG), comprising 43 dwellings, 100% social rented. 67 further additional affordable homes were also delivered during the quarter in spite of delays caused by the pandemic, double the number delivered in Q1.



During the quarter we have worked effectively with our partners to develop a Housing Support Programme Strategy and associated action plan to prevent homelessness in the Vale of Glamorgan. The annual Housing Support Grant Delivery Plan has also been completed to ensure there is an equality of access to all services. Needs mapping of service requirements continue in order to support the needs of service users and to inform future service development, ensuring also that they remain of a high standard, strategically relevant and provide value for money. We are currently progressing service re-tenders in readiness for commencement in 2021, thus ensuring that we can continue to provide the key services that meet the needs of our clients.

4.2.2 What do we need to improve?



The ongoing pandemic continues to limit our progress in relation to increasing the number of people who access quality sports and physical activity opportunities. Despite ongoing restrictions, we have refocused our efforts on developing online sport and physical activity resources that have been promoted to support families to be more physically active within their own homes/gardens and outdoor environments whilst taking government guidelines into account. We have also been supporting Sport Wales with their emergency funding stream to help local clubs survive the ongoing impact of the pandemic. A collaborative venture with the Healthy Living Team, Social Services, the Prevention & Partnership Team, Education & Vale People First, ensured we successfully delivered a more focused summer play programme during Q2, with a focus on identified vulnerable children/

young people and those being more impacted upon by COVID-19. 131 children attended this provision. In addition, as part of the programme, a virtual national play day event was held, a new Care Inspectorate Wales (CIW) registered provision was created (Vale Play Pavilion) to provide day provision for 29 vulnerable children identified by Social Services (accruing 221 participations) whilst 53 disabled children attended the Families First Holiday Club (488 participations).

The Healthy Living Team also worked in partnership with United Welsh Housing to deliver open access play and sports sessions to children and young people living in Caerleon Road (Dinas Powys) and the surrounding area to help reduce antisocial behaviour that was being experienced in the area. 64 children attended the provision accruing 259 participations over the 12 sessions.



Whilst a lot of developmental work has remained on hold due to COVID-19 restrictions, progress is being made in some areas of the Play Sufficiency plan via some of the projects highlighted above and also in other areas such as feasibility studies on developing a Street Play policy. Plans are in place to reinstate community-based play sessions when current COVID-19 restrictions reduce.



COVID-19 has significantly disrupted the delivery of physical activity opportunities in the Vale of Glamorgan, which has seen the implementation of the Vale Sports and Physical Activity Plan being put partly on hold during the lockdown. Prior to COVID-19 restrictions coming into force, the extension of the management of Leisure Centres was agreed in principle. In light of ongoing restrictions and the current economic situation these conversations continue to remain on hold. Whilst some work is continuing in terms of partnerships and implementation of various strategies these remain limited by the ongoing restrictions which makes significant progress in this area very challenging.



School and library closures due to COVID-19 as well as ongoing restrictions have interrupted our collaborative work with partners on promoting these venues as community hubs for the delivery of leisure and cultural learning opportunities. Despite these challenges, libraries have continued to focus their efforts on making best use of digital technology to provide a greater range of access to reading materials and online activities. The number of opportunities have increased during Q2 as staff have grown in confidence in organising and running virtual activities and it is likely to remain a feature of library services going forward. The Library Service has continued to expand its range of online Library services in the form of e-books, e-audio, eZines and other sources of information. In addition, online arts, crafts activities and weekly story sessions via online book clubs have been regularly

promoted and received encouraging levels of participation, despite the limited number of physical visits to our community libraries. During Q2, the Reading Agency's Summer Reading Challenge was promoted online with participation encouraged via loan of books by click and collect. Overall, take up was positive given the challenging circumstances. Several activities and author events were also run online as part of the summer programme and children could collect their rewards and certificates at the library or online. A highpoint in September was an online talk with Lesley Pearse, a popular author who has sold 10 million books. Vale Libraries were one of 45 services to bid for a chance to host an evening with Lesley Pearse and we were successful along with 4 other services that included the likes of Bristol and Manchester Libraries. We continue to work with community our libraries to maximise digital opportunities for participation in its services.



In relation to implementing an outcomes-based approach to commissioning contracting services for adults who need care and support across both a regional and localised footprint, additional clarification is required regarding the use of the Individual Client Contract and work is currently underway to develop options to resolve the issue. It is anticipated that this work will be completed during Q3.



Whilst Volunteer recruitment to support the running of the Greenlinks Community Transport Service has not been possible during the height of the pandemic. After lockdown measures were reduced, volunteers began offering their services again to drive for Greenlinks or undertake PPE deliveries. A reduced service has since commenced with Greenlinks members being taken on shopping trips, medical appointments and to work. The future of the service will be subject to a Cabinet report in Q3 to consider options for funding the service in 2021/22 and beyond.



Work on developing a new Community Investment Strategy has continued but has been impacted by resource issues. Key priorities have been identified in relation to promoting digital inclusion, strengthening tenant engagement and supporting employability and these will inform the final strategy.

The Council's Events programme remains postponed indefinitely in light of ongoing COVID-19 restrictions. The programme's budget has since been repurposed to support the Vale's town centres through the worst of the pandemic.



The launch of the Regional Carers Strategy has been delayed due to the pandemic. The strategy was in the process of being finalised when the pandemic hit. Work on the strategy has since been put on hold due to the repurposing of key staff to other key projects. It is anticipated that work on the strategy will recommence in the coming months.



Our work with partners to agree a new way of working to enhance young peoples' outcomes informed by the revised National Standards for Children and Young People in the Youth Justice System remains a priority. The National Standards Audit and a benchmarking exercise were presented to the Youth Offending Service Management Board in September 2020 and we are currently developing a single action plan which will identify key leads for each area to progress this work.



The GP Triage pilot has been paused during Q2, as resources continue to be diverted to respond to the pandemic. However, the project team has been working on other models of care and evaluation of the initial phases, and also assisting the cluster in assessing their responses to the pandemic. The pilot will not be re-instated this financial year, but if there is funding available in 2021/22 then a proposal will be submitted for the Regional Partnership Board's consideration to further pilot the project



The ongoing restrictions resulting from the pandemic has prevented officers from visiting households in order to progress DFG grants. Consequently, the average number of days taken to deliver a DFG at 308 days, has fallen well short of our target of 190 days and last year's performance of 186 days in the same period.

Appendix 1: Provides, by Well-being Objective, detailed information relating to the Service Plan actions which have contributed to Corporate Plan commitments outlined in our Annual Delivery Plan 2020/21.




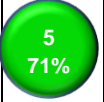

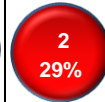
Appendix 2: Provides detailed performance indicator information linked to each Well-being Objective which show for our planned activities, how well we are performing. It must be noted that any annually reported performance indicators will be reported at end of year when data becomes available. In addition, new performance indicators that have been introduced in 2020 aligned to the new Corporate Plan will not have data available until end of year as this year will be used to establish baseline performance. A Not Available (N/A) status will be attributed to all such measures with commentary provided confirming this status. We will continue to develop our key measures within each Well-being Objective to ensure these most accurately reflect our Corporate Plan.

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

Our overall RAG status for 'To respect, enhance and enjoy our environment' is **AMBER**

5.1 Performance snapshot

The report highlights our progress at quarter 2 in delivering the Annual Delivery Plan (ADP) activities aligned to our Corporate Plan commitments that contribute to Well-being Objective 4 for the period 2020/21. There are 21 ADP actions aligned to the 8 Corporate Plan commitments within Well-being Objective 4, 'To respect, enhance and enjoy our environment'. In total, 32 service plan actions across a number of council services contribute to the delivery of these ADP priorities.

ACTIONS					PERFORMANCE MEASURES				
Our performance against Annual Delivery Plan actions gives us an overall AMBER RAG status for this Well-being Objective.					our performance against key measures gives us an overall AMBER RAG Status against this Well-being Objective.				
Service Plan Actions Well-being Objective 4: To respect, enhance and enjoy our environment					Performance Measures Well-being Objective 4: To respect, enhance and enjoy our environment				
			N/A	Total				N/A	Total
			0	31				16	23

Of the 6 actions contributing to the Well-being Objective, where limited progress has been reported during the quarter and therefore attributed a Red performance status, 4(67%) were as a result of service reprioritisation measures undertaken in response to the impact of the ongoing COVID-19 pandemic.

Actions and Measures Contributing to this Well-being Objective		Number slipped and attributed 'Red' Performance status		Reasons for slippage: COVID-19 related		Reasons for slippage: Other/ Non-COVID related	
Actions	Measures	Actions	Measures	Actions	Measures	Actions	Measures
31	23	6	2	4	1	2	1

5.2 Performance Exceptions

Below are key highlights of our achievements and areas where we need to improve in relation to our ADP activities aligned to this Well-being Objective for 2020/21.

5.2.1 What have we done well?



During the quarter, there continues to be positive examples of work across the Council which is helping to tackle Climate Change, a recovery priority for both the Council and the Public Services Board. Significant progress has been made in relation to agile working as a direct consequence of the pandemic with over 70% of council staff continuing to work from home. In that time (March through to September 2020) a good proportion have reported using more sustainable travel options for getting to meetings where face to face is required, including digital means. The considerable reduction in travel, printing and usage of large buildings will have a positive impact on reducing our carbon emissions.

Some progress has also been made this quarter with our PSB partners to develop a range of position statements to enable the next stage in the discussions around climate change and the development of an action plan. A corporate group has been established and is currently co-ordinating the development of a Corporate Green Infrastructure Strategy which will help identify further opportunities to mitigate the impact of our activities on climate change.



We have continued to investigate opportunities for an affordable housing development which is carbon neutral and includes Modern Methods of Construction (MMC). As part of this work we have consulted with companies able to supply MMC packages as well as local suppliers on supporting the Welsh economy. We have also undertaken work to help improve thermal efficiency in our existing housing stock by ensuring external wall insulation packages are identified and packed into tenders ready for contractor appointment and delivery. A bid was recently submitted to Welsh Government for funding assistance to deliver hybrid boilers to 'off-gas' properties. This project will also support the local economy (including small medium enterprises) if the bid is successful.



Positive progress can be reported this quarter in relation to work on a feasibility study and design of a low carbon building as part of the 21st Century Schools Programme. Minimising the negative impact of our activities on the environment remains a key priority for the Council in response its Climate Change Emergency declaration. Under this programme all new schools are designed to meet the BREEAM (Building Research Establishment Environmental Assessment method) Excellent standard, which includes delivering energy efficient buildings, enhancing biodiversity and reducing the carbon cost of construction. We have made good progress on the design of a low in use carbon school in St. David's with design works also commencing on St. Nicholas and Llancafarn as zero carbon schools, the first in Wales. At the same time, a net zero in use model is being developed to pilot.



In line with our commitment to maintain and enhance biodiversity in the Vale of Glamorgan, work has continued in collaboration with partners aimed at embedding biodiversity across the work of the Council. For example, we are seeking to improve air quality around our schools by planting 500 trees this autumn as part of the 21st Century Schools Programme; maximising biodiversity value of untenanted land by reducing the frequency of cutting hedgerows unless required for health and safety reasons; a local Nature Partnership officer is working with the Council's newly appointed Ecologist to progress the establishment of Local Nature Partnership across the Vale to enhance the Vale's biodiversity.



In delivering our statutory planning function we have committed to protect, preserve and where possible enhance our natural and built environment and cultural heritage. With this in mind, we have ensured that all planning decisions taken during the quarter continue to be done in accordance with relevant Local Development Plan Policies. During the quarter, 272 planning applications have been determined, slightly more than reported in Q1 (262). This has included, 8 LBCs (Listed Building Consent); a further 50 Tree applications were also determined; 33 TCA's (Work to trees in a conservation area) and 17 TPO's (Work to trees covered by a Tree Preservation Order). We also resolved 107 planning enforcement cases. 100% of dangerous structures were inspected within one day of reporting with appropriate action taken.



During the quarter, the Council has continued to invest in a number of open spaces for sport and recreational facilities using developer contributions including completion of a new multi-use games area at King George V Playing Fields, Llandough; upgraded play area at Wenvoe; new interactive equipment installed at Central Park, Barry. Tendering has taken place for a new multi-use games area for Wick playing fields with the contractor commencing work in Q3. This work will ensure that new developments deliver appropriate recreation and sports facilities for our citizens to enjoy whilst contributing positively to their physical and mental well-being.



Work has progressed in establishing an integrated enforcement team (comprising civil parking enforcement, environment enforcement, and public space protection orders) to help minimise the detrimental impact of pollution to our environment and on people's well-being. During the quarter, we have taken delivery of and tested a new camera car which is set to begin operating from 5th October 2020. A back office system is in place and training has been provided to staff to support implementation. The focus this quarter has been on safety around schools. Alongside this,



we have worked effectively in partnership to maintain environmental standards by retaining all of our awards for Green and Blue flags for this year. Our Neighbourhood Services Team have continued to remove reported incidents of fly tipping within target timescales thus ensuring our local environment remains clean, attractive and well managed. It took 215 days to clear 229 fly tipping incidents therefore just 0.93 days against a target of 3 days.



Over 72% of household waste collected by the Council was prepared for reuse and/or recycled during the quarter, similar to that reported in Q1. This performance is positive given the temporary closures of Household Waste Recycling Centres due to COVID-19 restrictions and the temporary relaxation of black bag restrictions. This performance exceeds the statutory target of 64% for 2020/21. We are also on track to implement the new waste blueprint in Barry and Penarth which will be operational from 19th October 2020 and it is anticipated that this will impact positively on future performance.



The Stronger Communities Fund continues to support community capacity building across the Vale. This will play a key part in our recovery from the pandemic. So far at Q2, all funding for this year has been allocated to community projects and the Council is working with projects sponsors to capture outcomes.



Despite the challenges of the pandemic, the Council remains committed to delivering a range of environmental projects through its Community Investment Scheme to enhance the local area and improve neighbourhoods. This is in line with our recovery strategy. During the quarter, a community garden scheme was completed at Margaret Avenue however, it has not yet been possible to open the facility to the public due to ongoing COVID-19 restrictions. A risk assessment is being carried out to establish if this can be done safely in the coming quarter. We have also recently secured £20k of external funding via Natural Resources Wales to erect a wooden 'educational centre' on the site, this will enable the local school to facilitate site-based learning on the environment, sustainability and climate change. It will also be a place where employability and support sessions can be run to assist local people experiencing barriers getting into work. It is anticipated that construction of the facility will be completed by the end of the financial year.

5.2.2 What do we need to improve?



Across the Council there continue to be examples of good work which is helping to tackle climate change. Work to develop a strategic response to the Council's declaration of a Climate Change Emergency has been slower than anticipated given the current focus on responding to the impact of the ongoing pandemic. Some progress has been made

in Q2 in developing a range of position statements to enable the next stage in the discussions around climate change and the development of an action plan.



Whilst we have undertaken a considerable amount of work to develop a more environmentally sustainable fleet including the use of electric and hybrid vehicles, the ongoing COVID-19 pandemic has delayed the roll out of new schemes such as the E-bike scheme. Electric bikes have been purchased, preparatory works completed, and training will commence once restrictions are lifted in Wales.



The inability of clubs and organisations to generate income at the present time presents a significant barrier to any potential transfer of assets. Consequently, with no income available to these organisations, discussions regarding new transfers of assets including sports grounds, parks, open spaces, allotments, public conveniences and clubs continue to remain on hold until recovery from COVID-19 is underway.



Embedding biodiversity across the work of the Council remains a priority. During the quarter, work has commenced in partnership with colleagues in Neighbourhood Services & Transport and National Resources Wales to implement strategies to improve air quality around schools. This had previously been delayed by the pandemic. Over Q3 and Q4, 500 trees from the Woodland Trust are due to be planted as part our 21st Century School projects which will help create wildlife areas and also contribute to improved air quality around schools.



Whilst Salix funding is now available to replace another 3,713 lanterns to LED on strategic routes, this work has been delayed due to the pandemic. At present 68% of the Council's street lighting has been converted to LED, short of the 90% target. The contractor appointed for this work has programmed the work to be completed in 14 weeks, much quicker than the 26 weeks originally allocated for this work. Consequently, it is anticipated that this will work be completed at the end of the financial year as scheduled. Completion of this scheme will contribute towards our goal of reducing the organisation's carbon emissions to net zero before 2030 and minimising the negative impact of our activities on the environment.



Some progress has been made during the quarter in relation to the Llanmaes Flood Risk Management Scheme including additional survey and ground investigations (completed in September) and land negotiations with third party landowners which are continuing. However, no specific agreements over the necessary works has as yet been confirmed or formalised. Detailed design by AECOM has recommended following agreement of a new contract and the results of ground investigations. Construction is programmed to commence in

Spring 2021, subject to land negotiations and all necessary consents, including future grant application to Welsh Government.



Preplanning application for the construction of a waste transfer station for Barry is complete and a full planning application is pending. Progress in relation to this work has been delayed due to issues around the drainage proposal and new standards introduced. New designs for approval will now be completed during Q3 and planning permission will be submitted during October/November 2020. It is anticipated that construction will now commence in Q4.

Appendix 1: Provides, by Well-being Objective, detailed information relating to the Service Plan actions which have contributed to Corporate Plan commitments outlined in our Annual Delivery Plan 2020/21.

Appendix 2: Provides detailed performance indicator information linked to each Well-being Objective which show for our planned activities, how well we are performing. It must be noted that any annually reported performance indicators will be reported at end of year when data becomes available. In addition, new performance indicators that have been introduced in 2020 aligned to the new Corporate Plan will not have data available until end of year as this year will be used to establish baseline performance. A Not Available (N/A) status will be attributed to all such measures with commentary provided confirming this status. We will continue to develop our key measures within each Well-being Objective to ensure these most accurately reflect our Corporate Plan.

6.0 Scrutiny Committee Presentations: Quarter 2

The cross-cutting aspects of service activity related to our Corporate Plan Well-being Objectives have been explored through presentations aligned to the scope of each of the five Scrutiny Committees. The presentations identify the key achievements and challenges as aligned to the remit of each committee and also provide members with an update on Coronavirus recovery. See below links below to each of these presentations:

[Healthy Living & Social Care Scrutiny Committee \(8th December 2020\)](#)

[Homes & Safe Communities Scrutiny Committee \(9th December 2020\)](#)

[Learning & Culture Scrutiny Committee \(10th December 2020\)](#)

[Environment & Regeneration Scrutiny Committee \(15th December 2020\)](#)

[Corporate Performance & Resources Scrutiny Committee \(16th December 2020\)](#)

6.1 Useful Corporate Health Information

The section provides links to corporate health reports/information to enable members to maintain oversight of issues that may impact on the work of the Council and their respective committees.

[Q1 Corporate Risk Register](#)

(The Q2 Corporate Risk Register is currently being drafted and will be reported to Audit Committee on 14th December and appended to next quarter's performance report)

[Q2 Half Year report: Sickness Absence 2020/21](#)

[Insight Board: Action Tracker November 2020](#)

(incorporating our progress updates against regulatory proposals and recommendations).

ANNUAL DELIVERY PLAN MONITORING REPORT 2020/21



QUARTER 2 – CORPORATE PERFORMANCE & RESOURCES SCRUTINY COMMITTEE

PERFORMANCE SUMMARY

ANNUAL DELIVERY PLAN 2020 / 2021

OVERALL RAG STATUS FOR THE ANNUAL DELIVERY PLAN IS **AMBER**

Overall Action	RAG	Direction of Travel	Overall PI's	RAG	Direction of Travel	Overall Objective	RAG	Direction of Travel
Objective 1	A	↔	Objective 1	A	↓	Objective 1	A	↔
Objective 2	A	↔	Objective 2	A	↔	Objective 2	A	↔
Objective 3	A	↔	Objective 3	A	↓	Objective 3	A	↔
Objective 4	A	↔	Objective 4	A	↔	Objective 4	A	↔
Annual Delivery Plan	A	↔	Annual Delivery Plan	A	↔	Annual Delivery Plan	A	↔

WHAT HAVE WE ACHIEVED?

Objective 1: Work with and for our communities:

- Accelerated improvements in our use of digital technology to develop online services and in engaging with residents and service users.
- Promoted support available under the Armed Forces Covenant with a focus on access to benefits, schools, homelessness prevention, veterans advice and child care and family support.
- Sickness absence levels improved to 3.40 days per FTE, compared with 4.74 days in the same period last year.
- 50% savings targets achieved despite challenging times.
- 85% customer enquiries to C1V was resolved at first contact (18,015 of 21,184 enquiries).

Objective 3: Support people at home and in their community:

- Despite challenges, we have progressed work to achieve Dementia Friendly status in our libraries by promoting the Reading Well prescription scheme via click and collect.
- Reviewed our Brexit plans to ensure our services and communities are effectively preparing for change.
- Effectively collaborated with key stakeholders to coordinate the Council's response and recovery from COVID-19.

Objective 2: Support learning, employment and sustainable economic growth:

- Increased voluntary organisations and individuals volunteering in response to the pandemic. Worked collaboratively to develop and promote more opportunities within the Council and in our communities.
- Collaborated on a digital learning project for our most disadvantaged communities with a focus on vulnerable people to reduce loneliness, isolation and improve mental health.




Objective 4: Respect, enhance and enjoy our environment:

- Promoted the Public Services Board Staff Healthy Travel Charter via digital well-being opportunities and a new staff cycle scheme – 113 cycles purchased so far.
- Good progress in developing a Green Infrastructure Strategy to help mitigate the impact of our activities on climate change.
- Established a flexible model of remote working across services which has improved efficiency and reduced travel thereby reducing our carbon footprint.



PERFORMANCE SNAPSHOT:

CORPORATE PERFORMANCE & RESOURCES SCRUTINY COMMITTEE

Actions and measures within the remit of this Scrutiny Committee		PERFORMANCE STATUS					
		 GREEN		 AMBER		 RED	
Actions	Measures	Actions	Measures	Actions	Measures	<u>Actions</u>	<u>Measures</u>
102	13	58 (57%)	8 (62%)	11 (11%)	1 (8%)	<u>33 (32%)</u>	<u>4 (31%)</u>

ACTIONS SLIPPED	
COVID-19 Related reasons	31 / 33 (94%)
NON-COVID Related reasons	2/33 (6%)

PERFORMANCE MEASURES SLIPPED	
COVID-19 Related reasons	4/ 4 (100%)
NON-COVID Related reasons	0/4 (0%)

WHAT DO WE NEED TO IMPROVE?

Objective 1: Work with and for our communities:

- Development of a single point of access to Well-being Matters services remain on hold due to COVID-19.
- Work on developing options for income generation as part of our COVID-19 recovery response.
- Programme of engagement planned for Q3 will provide an opportunity to trial new engagement methods to inform our review of the Corporate Consultation and Engagement Strategy and reflect changes to how our communities interact as a result of COVID-19.

Objective 2: Support learning, employment and sustainable economic growth:

- COVID-19 restrictions and the need to reprioritise resources have slowed progress in expanding the Council's Apprenticeship Scheme.
- Whilst we have seen an increase in staff volunteering, the development of a corporate policy remains on hold due to reprioritisation of resources in response to the pandemic.



Objective 3: Support people at home and in their community:

- It has not been possible to promote and generate income from out of hours use of our modern school facilities due to COVID restrictions.
- Expanding and promoting a wide range of accessible physical activity opportunities in line with Public Health's Move More Eat Well Plan remains challenging given ongoing COVID-19 restrictions.

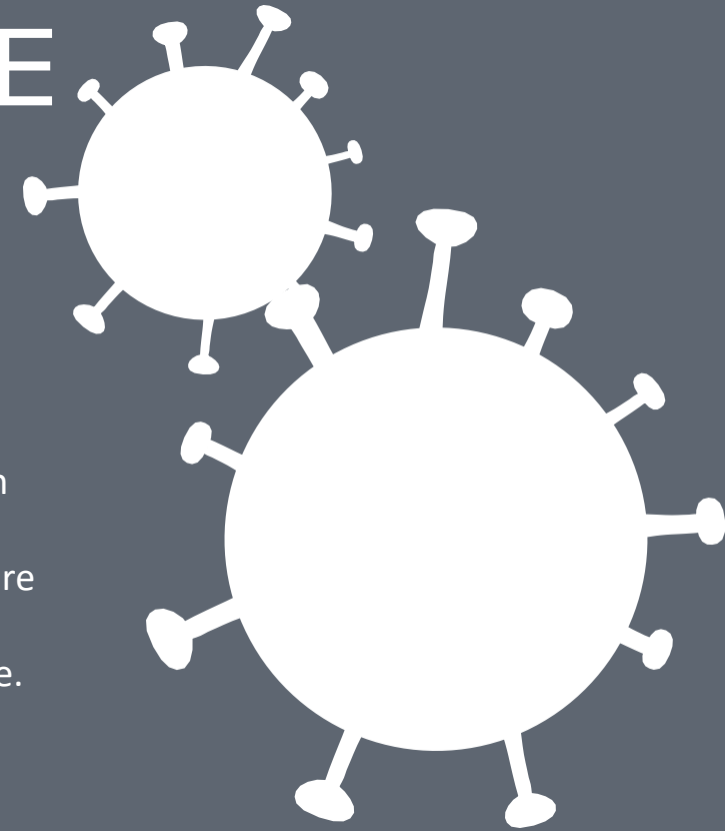
Objective 4: Respect, enhance and enjoy our environment:

- Discussions on potential transfers of assets to clubs and organisations remain on hold due to their inability to generate income at this time.
- Work with the PSB to develop an action plan in response to the Vale's Climate Change Emergency as part of our COVID-19 recovery response.



CORONAVIRUS RECOVERY UPDATE

- ❖ Supported recovery of educational settings with effective communications to pupils, parents, and the wider community highlighting COVID-secure measures in place.
- ❖ Promoting local businesses and town centres whilst observing local and national restrictions in place.
- ❖ Established rolling programme of engagement with local communities, including small businesses, to inform re-focusing of capital programme.
- ❖ Engaging with BAME communities in developing new a regional approach to communicating public health messages.
- ❖ Engaging with local communities and other key stakeholders to inform development of green infrastructure strategy.
- ❖ Developing a long-term communications strategy for promoting commitment to reduce, reuse and recycle.
- ❖ Working collaboratively to develop a new strategy for, and the platforms required to deliver, a new approach to supporting colleagues' development and well-being.
- ❖ Established a flexible model of remote working which has improved efficiency, reduced travel thereby reducing our carbon footprint.



Corporate Performance and Resources Scrutiny Committee

Performance Exceptions

Service Plan Actions	% Complete	Direction of Travel	Commentary
AS/A003: Create a sustainable and integrated model for single point of access to Well-being Matters Services (via the Contact Centre).	15%	↔	We have been unable to re-commence this project in Qtr 2 as envisaged, as the pressures in the system remain. The commitment to re-establish this project remains, however resources have had to be redeployed at present to meet other service pressures, and this prevents the capacity to release staff for engagement workshops and project team to have the space to think innovatively and dedicate the time to this project at this time.
AS/A009: Extend the GP triaging pilot through effective implementation and evaluation.	30%	↑	The GP Triage pilot has remained paused during Q2, as many resources were diverted to respond to the pandemic and remain so. However, the project team has been working on other models of care and evaluation of the initial phases, and also assisting the cluster in assessing their responses to the pandemic. the pilot will not be re-instated this financial year, but if there is funding available in 2021-22 then a proposal will be submitted for the RPB consideration to further pilot the project.
HS/A001: Develop a new Tenant and Leaseholder Engagement Strategy to improve how we involve, engage and communicate with our tenants and leaseholders.	35%	↑	The project lead has been off work for the last 6 weeks which has impeded progress. The work will resume shortly when they are back in work and will be accelerated to ensure the lost time is recovered and the original target times are kept.
HS/A002: Contribute towards the Council's Digital Vale programme by developing a Digital Transformation Strategy for Housing and Building Services.	25%	↔	Awaiting the completion of the service specification by the external consultant which will be used to undertake consultation with staff prior to sign off to tender via Sell2Wales website.
PB/A001: Review the Corporate Consultation and Engagement Strategy to ensure there is clear guidance and principles around how and when to engage with people to ensure that a range of methods are used to meet different needs.	25%	↑	A number of high-profile public engagement activities have been undertaken in Q2 as major projects have come back online. A programme of engagement to run through Q3 that will inform the Annual Delivery Plan and budget setting process is currently being planned and this will provide an opportunity to trial new methods of engagement and review the PE Framework in light of changes to how our communities interact as a result of COVID-19.
PB/A003: Establish mechanisms to ensure that across the Council services, information is shared about planned consultations, engagement and outcomes to reduce duplication and strengthen the Council's evidence-base	25%	↔	A number of high-profile public engagement activities have been undertaken in Q2 as major projects have come back online. A programme of engagement to run through Q3 that will inform the Annual Delivery Plan and budget setting process is currently being planned and this will provide an opportunity to trial new methods of promoting this work, something that now has a heightened importance in light of the continuing decline of the local press.

Service Plan Actions	% Complete	Direction of Travel	Commentary
PB/A009: Progress work in relation to achieving the Age Friendly Status for the Vale of Glamorgan and take steps to become more child friendly and more dementia friendly.	10%	↔	<p>Work has commenced on this action and a presentation for the PSB and a draft letter to the commissioner has been prepared. This will be considered by the PSB at the October meeting as the priorities for the PSB have been the response to the coronavirus pandemic.</p> <p>SLT have endorsed in principle the Council applying for the status and this will now be considered in light of the work being undertaken by the Council in recovering from coronavirus. Decisions about lockdown, services and recovery are considering the needs of older people (e.g. Vale Heroes, crisis team, library services, keeping forum meetings going and developing a newsletter, on line activities for older people from the sports team and in the re-opening of public toilets). We have also considered the needs of people with dementia e.g. work with care homes. From a children perspective an emphasis has been given during the quarter to developing online activities through the libraries and play team. play areas opening as soon as possible, work with schools etc and the youth service.</p>
PB/A012: Develop and co-ordinate a range of activities as part of work to improve inclusivity in the workplace.	25%	↑	An online meeting of the Equalities Consultative Forum (ECF) will take place in November. We have added to ECF membership to strengthen engagement with organisations representing the interests of Black, Asian and minority ethnic people. We continue to send relevant information to ECF Members. We will explore engagement with the Forum.
PB/A018: Develop a strategic response (and associated plan) to the Council's declaration of a Climate Change Emergency including supporting the Public Services Board to undertake work to tackle climate change in partnership.	35%	↑	Across the council there continue to be examples of good work which is helping to tackle climate change. This also continues to be a PSB priority and is a recovery priority for the council. Work has been undertaken to develop a range of position statements to enable the next stage in the discussions around climate change and the development of an action plan.
PB/A017: Lead on and co-ordinate the Council's approach to discharging its duties under the Civil Contingencies Act 2004.	35%	↑	The CPU is currently coordinating, Supporting and advising on the current response and recovery to Covid-19 Pandemic. Including representing on the South Wales Local Resilience Forum (SWLRF) Strategic Coordination Group (SCG) and Recovery Coordination Group (RCG). The re-activation of the SCG response and the Councils stepping back into response. The Civil Protection Officer has been repurposed to support IT for a 3-month period.
RP/A004: Work with colleagues in Estates and Legal Services to develop the Area Based Asset Review Group and identify commercial opportunities from Council land and assets.	15%	↔	This work has temporarily paused as staff have been redirected to COVID efforts but identified assets have been progressing for further development. As and when time allows this work will be picked up.
RP/A006: Work with volunteers to deliver a range of regeneration, rights of way and country parks projects such as Vale Ambassadors and Barry Place Board.	35%	↑	Volunteer engagement has restarted, ensuring safe COVID19 working practices. This has meant that numbers have to be restricted, however sites are trying to accommodate all interested parties where possible. External volunteer groups are still not participating in any activity and are delaying activities until things settle down.

Service Plan Actions	% Complete	Direction of Travel	Commentary
SL/A004: Support delivery of the assets and income generation workstreams of the Council's Reshaping Services Programme by collaborating with partners to optimise use of our assets and maximise income generation opportunities	25%	↑	It has not been possible to progress this work due to school closures and COVID response. Work on this area will be planned as part of COVID recovery in quarter 3 and 4 if this is considered to be feasible.
FS/A004: Support delivery of the income generation and commercial opportunities workstream of the Council's Reshaping Services programme by working with council services to explore and maximise income generation opportunities.	0%	↔	This work has been delayed due to the Covid 19 pandemic. It will be picked up again as work returns to normal.
FS/A006: Lead on embedding the Council's approach to sustainable procurement by working with services to ensure a consistent approach to applying the WBSG Act to our procurement activities.	25%	↑	Work has commenced on reviewing practices within services.
RM/A003: Develop our use of technology to optimise how we contribute to improving the planning and co-ordination of social care services to our citizens.	35%	↑	Progress Q2 in residential services: due to ongoing COVID concerns. Digital Medication administration system 'on hold' until it is possible to facilitate roll out. Digital learning programme for staff has been rolled out and is successful.
RM/A009: Develop and implement an Engagement Action Plan for the Resource Management & Safeguarding Division.	25%	↑	This action has not been prioritised at this time due to the Covid 19 situation.
RM/A011: Implement an outcomes-based approach to commissioning contracting services across both a regional and localised footprint.	35%	↑	Additional clarification has been required regarding the use of the Individual Client Contract, and the issue is currently being resolved. And so, this action is expected to be completed by the end of October.
HR/A001: Support organisational wide change as part of the next stage of the Council's Reshaping Services programme including any HR issues that may arise.	0%	↔	No action in Q2 due to pandemic
HR/A002: Support the development and launch of new corporate service standards to ensure a high standard of customer service for all customers.	15%	↔	No further action due to pandemic. Analysis of information from #itsaboutme will take place from October.
HR/A004: Lead on developing a Talent Attraction Strategy that enables the Council to build and retain a diverse workforce with the right skills for the future.	0%	N/A	No action in Q2 due to pandemic

Service Plan Actions	% Complete	Direction of Travel	Commentary
HR/A005: Contribute to the corporate workstreams associated with creating an inclusive culture and workplace environment for all LGBT employees in the Council.	15%	↔	No further action due to pandemic.
HR/A003: Review recruitment practices to increase diversity within the Council's workforce.	0%	↔	No action in Q2 due to pandemic
HR/A006: Lead on the development and delivery of a Well-being Strategy for the Council.	15%	↑	No further action due to pandemic, however it is planned to commence this work during Q3
HR/A009: Lead on reviewing the Council's Succession Planning scheme to further develop and enhance practices across services to build resilience to meet the challenges of the Reshaping Services Strategy.	25%	↔	No further action due to pandemic.
HR/A018: Develop a strategic workforce plan for the next five years, which identifies skills gaps, growth areas, age profile etc and provides for mitigation.	0%	N/A	No action in Q2 due to pandemic
HR/A008: Create a new Employee Development Programme.	0%	N/A	No action due to delay in #IAM completions and pandemic. Analysis of #itsaboutme data will take place from October.
HR/A011: Implement a Chief Officer Appraisal Scheme as part of the Management Competency Framework to support the development of leadership and management qualities in line with the Reshaping Services Strategy.	0%	N/A	No action in Q2 due to pandemic
HR/A013: Work with our schools, further education establishments, public sector agencies and local businesses to increase opportunities for all, with a particular focus on underrepresented groups and 16-24 year olds to participate in work experience, work placements, apprenticeships and other training opportunities in line with the Council's strategy.	0%	↔	No action due to pandemic. Some work on the Agency provision is planned to take place during Q3 for schools.
HR/A014: Expand the Council's Apprenticeship Scheme to provide a greater number and range of opportunities.	0%	↔	No action due to pandemic and no recruitment of apprentices.
HR/A015: Lead on the development of the Council's approach to supporting its employees to volunteer including the introduction of a volunteering policy	15%	↔	No further action due to pandemic.

Service Plan Actions	% Complete	Direction of Travel	Commentary
SRS/A003: Develop a recruitment strategy together with retention initiatives to address skill gaps within the Shared Regulatory Service.	30%		The strategy approved by the Joint Committee in 2019 has not been developed further during Q2 due to the necessary prioritisation of essential Covid-19 activities together with Test, Trace and Protect responsibilities. Changes to the CIEH professional requirements has resulted in officers being offered opportunities for further development and expressions of interest have been sought. Our commitment to TTP and the expectations being placed on the service has resulted in the creation of three additional temporary COVID Enforcement Supervisor posts to augment the enforcement work we are undertaking across the three Authorities and the recruitment of 11 graduates to backfill posts that have been seconded to TTP and additional enforcement work.
NS/A014: Review and implement the options for the transfer of assets including sports grounds, parks, open spaces, allotments, public conveniences and clubs to Town and Community Councils and other third parties.	0%	↑	With no income available to clubs / organisations at the present time discussions regarding new transfers have been put on hold after discussions with the Cabinet member. Some informal meetings have been held with a few clubs who are were making plans for transfer but their inability to generate income at the present time has been highlighted as a barrier to any potential transfer until the Covid issue improves significantly.

Performance Indicator	Q2 2019/20	Q2 2020/21	Q2 Target 2020/21	Direction of Travel	Commentary
CPM/007 (CPM/214) Spend against approved Council revenue programme.	101.85 %	50.6%	50%	↓	No commentary provided
CPM/008 (CPM/215) Spend against approved Council capital programme.	12.04%	19.9%	50%	↓	No commentary provided
CPM/100 (CPM/154): Percentage of Council streetlights that are LED.	67.33%	68%	90%	↑	Salix funding available to replace another 3713 lanterns to LED on Strategic Routes. Its anticipated work will be completed March 2021
CPM/016 (CPM/223) Percentage of Corporate complaints dealt with within target timescales.	61.17%	59.8%	75%	↓	Performance has declined during the period. However, it is unclear how the move to homeworking has impacted on investigation and / or administration of complaints.

APPENDIX 1: Service Plan Actions contributing to this Well-being Objective

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

CP Commitment: 1.1		Improve how we involve, engage and communicate with others about our work and decisions				
Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP1: Improve how we provide information and communicate with people including timeliness, use of technology and face-to-face contact						
AS/A003: Create a sustainable and integrated model for single point of access to Well-being Matters Services (via the Contact Centre).	31/2/2021	15%	We have been unable to re-commence this project in Qtr 2 as envisaged, as the pressures in the system remain. The commitment to re-establish this project remains, however resources have had to be redeployed at present to meet other service pressures, and this prevents the capacity to release staff for engagement workshops and project team to have the space to think innovatively and dedicate the time to this project at this time.	Red	Amber	Corporate Performance & Resources Healthy Living & Social Care
CS/A001: Explore opportunities to maximise our use of digital platforms to enhance our reach and engagement with and for children and young people and their families.	31/2/2021	100%	This exploration has progressed more quickly in the circumstances of the pandemic. We are now using a range of virtual platforms to engage with children and families across the Division. The platforms have been reviewed and refined based on our six month experience of using them. We have invested in technology for staff to support use of these platforms. A process for partially face to face/partially remote CPC's has also been agreed for implementation.	Green	Amber	Corporate Performance & Resources Healthy Living & Social Care
RM/A001: Develop a broad range of engagement and consultation approaches to enable us to effectively engage with our citizens to help shape and define our services.	31/2/2021	75%	This work is ongoing, alternative ways of engagement and consultation in the longer term are being developed. We are currently using virtual approaches for this area of work.	Green	Amber	Corporate Performance & Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
						Healthy Living & Social care
RM/A005: Co-ordinate the implementation of a new Welsh Government Performance Measurement Framework across Social Services.	31/2/2021	50%	Local Authorities will be required to collect and report on all of the metrics in the performance and improvement framework for 2020/21 to the best of their ability given the Covid context. At present WG are not planning on introducing any new Covid specific metrics. The additional SITREP data collected in the weekly reports, including workforce data continue to publish final metric definitions document as soon as possible. Work is progressing with the development of the reports in WCCIS to support the new framework.	Green		Corporate Performance & Resources Healthy Living & Social care
PB/A002: Establish new methods for promoting, monitoring and evaluating the impact of the wide range of communications work undertaken by the Council both internally and externally.	31/2/2021	50%	New methods for gathering insight into the effectiveness of the Council's media relations, social media, and public engagement work are currently being trialled, and the potential for using new software platforms to support this investigated.	Green		Corporate Performance & Resources
ADP2: Improve how we consult and engage with people, focusing particularly on improving engagement with vulnerable groups, those who are seldom heard and those with Additional Learning Needs.						
ALN/A001: Improve the quality and availability of information to parents/ carers, young people and all service users about additional learning needs provision.	31/3/2021	50%	Hwb SharePoint for schools and teachers has nearly been completed to share ALN resources, advice and information. The Website needs further technical IT advice in order to complete and publish information.	Green	Amber	Corporate Performance & Resources Learning & Culture
ALN/A002: Seek the views of service users on current additional learning needs provision and on how to develop provision in future.	31/3/2021	50%	Further consultation around ALN in relation to developing more centralised provision for wellbeing and trauma involving the resource base at Gladstone, PRU and YYD are being undertaken.	Green		Corporate Performance & Resources Learning & Culture

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
SP/A001: Work with Social Services, Central South Consortium Joint Education Service (CSCJES), schools and other external agencies to strengthen our approach to engaging, involving and communicating with vulnerable children and their families to deliver person-centred services that meet their learning needs within all education settings.	31/3/2021	50%	Within the Directorate at end of Q2 compliance for safeguarding training was at 75% for level 1 and 50% for level 2. There continues to be a drive to increase this compliance rate.	Green	Yellow	Corporate Performance & Resources Learning & Culture
SL/A001: Strengthen our approach to communicating, engaging and involving schools, parents and their children and other key stakeholders to ensure all pupils have access to an appropriate learning environment that meets their needs.	31/3/2021	50%	SLY approved a consultation in September on a School Accessibility Strategy that will allow pupils and parents to be involved in informing strategy on access to physical learning environments. This consultation is programmed for quarter 3 and will be reported to SLT in quarter 4.	Green		Corporate Performance & Resources Learning & Culture
HS/A001: Develop a new Tenant and Leaseholder Engagement Strategy to improve how we involve, engage and communicate with our tenants and leaseholders.	31/3/2021	35%	The project lead has been off work for the last 6 weeks which has impeded progress. The work will resume shortly when they are back in work and will be accelerated to ensure the lost time is recovered and the original target times are kept.	Red		Corporate Performance & Resources Homes & safe Communities
SRS/A001: Improve engagement and consultation with stakeholders including service users and residents and review the effectiveness of current mechanisms used to access Shared Regulatory Services.	31/3/2021	75%	Results from customer feedback and associated equalities data for 2019/20 was reviewed and a report produced on the results achieved. Customer satisfaction with the service was excellent and no areas of concern were identified in relation to the public's ability to access SRS services. The mechanisms used to obtain feedback from customers will continue to be reviewed to ensure that they remain effective.	Green		Corporate Performance & Resources Homes & safe Communities

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
<p>RP/A001: Engage with the community and stakeholders in relation to developer contributions (Section 106) and the planning process to ensure we deliver meaningful social and economic benefits through the planning process.</p>		50%	<p>During Q2, engagement with the communities in the VOG has continued to be difficult in light of the current pandemic. However, the following engagement/consultations have progressed:</p> <ul style="list-style-type: none"> • Belle Vue Pavilion and Park - Community engagement has continued for circa two years. The Vale of Glamorgan Council launched a consultation in 2019 using the Community Mapping Toolkit as a basis, to understand and fully appreciate the views of residents and user groups. Following the feedback from the consultation, the Council applied to Lottery and the “People and Places” grant. This is a two stage application process. The Council has been successful through Stage One and is now preparing the documentation to submit for Stage Two. Subject to approval, the match-funding provided by Lottery could be significant and would help enhance the project. DRAFT plans for Belle Vue Pavilion have been prepared, as a starting point to support discussions going forward. A formal consultation survey is available on the website, and sessions have been held / are being programmed with: The Friends of Belle Vue, Albert Primary School, Belle Vue Bowling Club, Penarth Town Council and other interested parties. • Wenvoe Community Library and hub – S106 Officer currently working with the Community Council to achieve a resolution on this project. • Wick – a scheme for a Multi-use games area has been tendered and it is anticipated that work will start circa December. The scheme has been 	Green		<p>Corporate Performance & Resources</p> <p>Environment & Regeneration</p>

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			<p>developed following consultation between the Vale and St. Bride's Community Council.</p> <ul style="list-style-type: none"> • Arcot Triangle – A final scheme has now been determined and agreed between the artist and residents and it is currently being fabricated. • Paget Road 			
RP/A002: Involve the community and businesses in the preparation and delivery of Vale of Glamorgan Growth Plan 2020/2025.	31/3/2021	50%	This strategy is being developed alongside the Councils recovery work. It is likely that the COVID section of the Growth Plan will mirror the Economic Recovery section of the Councils Recovery Strategy.	Green		<p>Corporate Performance & Resources</p> <p>Environment & Regeneration</p>
PB/A001: Review the Corporate Consultation and Engagement Strategy to ensure there is clear guidance and principles around how and when to engage with people to ensure that a range of methods are used to meet different needs.	31/3/2021	25%	A number of high-profile public engagement activities have been undertaken in Q2 as major projects have come back online. A programme of engagement to run through Q3 that will inform the Annual Delivery Plan and budget setting process is currently being planned and this will provide an opportunity to trial new methods of engagement and review the PE Framework in light of changes to how our communities interact as a result of COVID-19.	Red		Corporate Performance & Resources
PB/A003: Establish mechanisms to ensure that across the Council services, information is shared about planned consultations, engagement and outcomes to reduce duplication and strengthen the Council's evidence-base	31/3/2021	25%	A number of high-profile public engagement activities have been undertaken in Q2 as major projects have come back online. A programme of engagement to run through Q3 that will inform the Annual Delivery Plan and budget setting process is currently being planned and this will provide an opportunity to trial new methods of promoting this work, something that now has a	Red		Corporate Performance & Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			heighten importance in light of the continuing decline of the local press.			
FS/A002: Engage with Vale of Glamorgan citizens on budget issues to inform the Council's budget and Reshaping Services Strategy priorities for 2021/22.	31/3/2021		This work will commence in Autumn 2020 to inform the budget for 2021/22			Corporate Performance & Resources
ADP3: Develop elected members' skills and introduce different approaches to Cabinet meetings and scrutiny, including more public engagement and stronger links with young people.						
LD/A005: Continue to implement the Action Plan developed to deliver the recommendations from the Wales Audit Office (WAO) review of Scrutiny arrangements to increase co-ordination between the Council's Cabinet and Scrutiny functions.	31/3/2021	50%	Cabinet and Scrutiny Committee Forward Work programmes have been reviewed and new work programmes implemented as at September 2020. An update report on progress / ideas going forward with regard to scrutiny is to be considered at the Chairs and Vice Group meeting to be held before December 2020. The COVID pandemic lockdown impacted on the progress of some meetings taking place however, the commencement of the Council's calendar of meetings in September 2020 being undertaken virtually have allowed the Council to recommence the ability for public speaking at the meetings identified within its procedures.	Green	Green	Corporate Performance & Resources

CP Commitment: 1.2	Work innovatively, using technology, resources and our assets to transform our services so they are sustainable for the future.
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Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP4: Introduce a car parking policy						
NS/A001: Support delivery of the income generation and commercial opportunities workstream of the Council's Reshaping Services programme by implementing a Car Parking Policy.	31/3/2021	100%	A Car Parking- Guiding Principles and Charges policy was agreed by Cabinet at its meeting on 23rd March 2020 and the TRO's required to introduce parking charges have been progressed with an objection report due to be considered by Cabinet in October 2020. Subject to the outcome of this Cabinet report, parking charges will be introduced by 1st April 2021 unless the Covid-19 restrictions are still in place, in which case charges will not be implemented until local restrictions have been lifted.	Green	Green	Corporate Performance & Resources Environment & Regeneration
ADP5: Use our property and land assets to support changes in service delivery, the achievement of financial savings and to make a more positive contribution to the environment e.g. reducing energy use, tree planting and re-wilding projects						
RM/A002: Lead on putting in place effective and robust building compliance arrangements in relation to our Social Services buildings that we operate services in and from.	31/3/2021	50%	Some progress made but not all buildings are occupied at present, compliance data up to date.	Green	Amber	Corporate Performance & Resources Homes & Safe Communities
RP/A004: Work with colleagues in Estates and Legal Services to develop the Area Based Asset Review Group and identify commercial opportunities from Council land and assets.	31/3/2021	15%	This work has temporarily paused as staff have been redirected to COVID efforts but identified assets have been progressing for further development. As and when time allows this work will be picked up.	Red		Corporate Performance & Resources
FS/A005: Support delivery of the Assets workstream of the Council's Reshaping Services Programme by working with council services to optimise use of their property assets	31/3/2021	50%	A tenant has been found for South lodge and contractual negotiations are ongoing and planning permission is submitted. The next phase of office accommodation review is being undertaken with accommodation pilots being progressed in each of	Green		Corporate Performance & Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
and where appropriate progress the disposal of surplus or inefficient assets.			the main office buildings. WIVICC lease to GVS is being progressed and is set to complete in Q3. Other CAT applications in the early stages of consideration.			
SL/A004: Support delivery of the assets and income generation workstreams of the Council's Reshaping Services Programme by collaborating with partners to optimise use of our assets and maximise income generation opportunities	31/3/2021	25%	It has not been possible to progress this work due to school closures and COVID response. Work on this area will be planned as part of COVID recovery in quarter 3 and 4 if this is considered to be feasible.	Red		Corporate Performance & Resources
ADP6: Provide further training and support to staff on sustainable procurement to ensure our procurement activities contribute to the national well-being goals and support work around climate change.						
FS/A006: Lead on embedding the Council's approach to sustainable procurement by working with services to ensure a consistent approach to applying the WCFG Act to our procurement activities.	31/3/2021	25%	Work has commenced on reviewing practices within services.	Red	Red	Corporate Performance & Resources
ADP7: Work with our schools to deliver ICT infrastructure improvements within schools in line with the Welsh Government's Education Digital agenda.						
SL/A002: Work in partnership with ICT services and schools to deliver infrastructure improvements within schools in line with Welsh Government's Education Digital Agenda.	31/3/2021	40%	1. Waves 1 -2 (network infrastructure) - 7 schools have now been recalled with Cat6 network cable, these schools have also had new switching and wireless devices installed. 2. Wave 3 (Servers) - A High Level Active Directory plan has been established and we are working with Silversands to produce a similar plan for the actual server build i.e. virtualisation and network config etc. Servers will be delivered to Secondary schools by the end of October.	Amber	Amber	Corporate Performance & Resources Learning & Culture

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			<p>3. Wave 4 (Devices) - Apple devices placed in Orders 1 and 2 have been shipped to schools, with the exception of Romilly Primary. Chromebooks will be delivered in November and it is anticipated that Windows devices will be deployed by January 2021. We will be undertaking a pilot of the Hwb InTune offering to manage devices in 7 Primary Schools.</p> <p>4. Wave 5 (Teaching & Learning Tools) - WG have produced a draft guidance document and we expect these devices to be available from January 2021.</p>			
ADP8: Use technology to develop more on-line services and improve the provision, co-ordination and responsiveness of services including the use of assistive technology						
RM/A003: Develop our use of technology to optimise how we contribute to improving the planning and co-ordination of social care services to our citizens.	31/3/2021	35%	Progress Q2 in residential services: due to ongoing COVID concerns. Digital Medication administration system 'on hold' until it is possible to facilitate roll out. Digital learning programme for staff has been rolled out and is successful .	Red	Amber	Corporate Performance & Resources Healthy Living & Social care
RP/A003: Maximise the potential of Office 365 to promote sustainable and agile working.	31/3/2021	50%	All staff have been given equipment to undertake work from home. Planning & Building Control are shortly to be involved in the hot desk pilot in the Dock offices which will make the best use of Office 365. Staff are encouraged at all times to work from home wherever possible.	Green		Corporate Performance & Resources
RP/A005: Develop the content management system (Evolutive) to help facilitate regional working particularly in the area of local business support and economic development.	31/3/2021	50%	Work is now underway to bring together the databases of Tourism & Town Centres into the overall Evolutive System.	Green		Corporate Performance & Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
						Environment & Regeneration
PB/A004: Lead on the 'Connecting Wales' project and how the Contact Centre can provide greater access to services locally and potentially some regional and national services.	31/3/2021	50%	Further Connecting Wales technology was implemented in Vale of Glamorgan during the period. A Chatbot was implemented to support the Vale Heroes initiative ensuring that residents impacted by Covid19 can be self-navigate towards appropriate sources of support on the Councils website. Customer Relations implemented a bilingual webcast service to support customers seeking to access services and information online during the period. A total of 704 webchat interactions were undertaken by 30 September 2020. Work commenced on the integration of email during before end of the financial year. The technology available via the platform continued to be developed during the period with a Microsoft Teams integration being developed. Following successful product demonstrations a proof of concept implementation has been ordered via Shared Resources Services which supports ICT and telephony for Monmouth, Newport, Blaenau Gwent and Torfaen councils. A similar exercise is underway with Rhondda Cynon Taff Council. It is anticipated that commitment will be made to use the technology platform by end of financial year with implementation following. Implementation has commenced for Wrexham Council however this is not due to be completed until February 2021 as a result of significant network upgrades being undertaken. The project is committed to building links with Centre for Digital Public Services	Green		Corporate Performance & Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			in Wales and the work of the new Chief Digital Officer for Local Government during Quarter 3.			
SRS/A002: Build on initiatives such as the Noise app, to ensure that future funding reductions can be mitigated by innovation and transformation in service delivery and that environmental health services are able to benefit from new technologies.	31/3/2021	50%	Following consultation with ICT Working Group members during Qtr 2, a specification list is currently being prepared with a view to requesting ICT to source and cost a suitable device to facilitate mobile working within the service. Once this has been obtained, a report will be prepared for consideration by SMT.	Green		Corporate Performance & Resources Homes & safe Communities
LD/A001: Following implementation of the IKEN software, work to continue to ensure the delivery of efficiencies within Legal Services.	31/3/2021	50%	Ongoing through 20/21. Improving efficiencies during Q2. Increasing volume of data held electronically with reduction in paper files. Continued use of technology for bundling. Improved efficiencies achieved, reduction in printing and use of resource.	Green		Corporate Performance & Resources
SL/A003: Work with community libraries to increase capacity to deliver new services using digital technology.	31/3/2021	40%	All community libraries are now offering a Click and Collect service in the same way as Council libraries. Books are circulated between all libraries via a courier service to supply new stock and requested items as before. The peripatetic library officer has worked with libraries to help start activities where this advice has been needed. Opportunities of online activities have also been circulated to community libraries where these have occurred. The libraries have also been using social media to keep contact with their users and with Council libraries.	Amber		Corporate Performance & Resources Learning & Culture
AS/A001: Explore the use of digital solutions/technology to maximise our opportunities to support adults	31/3/2021	50%	Building on the progress made in quarter one, we have continued to progress with telecare installations, and commenced a review of the service in order that we can adapt our offered	Green		Corporate Performance & Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
to achieve their own personal outcomes.			plans to meet the needs of the customer base. The review will help us to identify the best service model going forward and is anticipated to be completed by the end of the financial year, with a costing model presented to Cabinet for consideration in the final quarter, with implementation (pending approval) in 2021/2022. The Rapid Response bid for Transformation monies was not successful however, an application has been made to pilot this project utilising Winter funding monies (should this be approved by partner agencies and the Regional Partnership Board). Continued progress with the development of the SeeMe profiles and a meeting planned with the provider in Qtr 3 to consider how this can be further developed. Links made with WG re potential use with people living with dementia. The latter part of this financial year needs to focus on the web pages and how we ensure these are up to date, interactive and useful for citizens. Preliminary discussions have taken place with Customer relations team at C1V re the needs for Adults Services in using digital means and we have requested platforms to increase the ability for paying invoices on-line and also self-referrals.			Healthy Living & Social Care
HS/A002: Contribute towards the Council's Digital Vale programme by developing a Digital Transformation Strategy for Housing and Building Services.	31/3/2021	25%	Awaiting the completion of the service specification by the external consultant which will be used to undertake consultation with staff prior to sign off to tender via Sell2Wales website.	Red		Corporate Performance & Resources Homes & safe Communities

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
PB/A006: Review the Council's Customer Contact Strategy to maximise the use of digital technology.	31/3/2021	50%	Work has commenced to review the councils Customer Contact Strategy and has identified a new digital customer platform as key to maximising use of digital technology by our residents. The existing Customer Relationship Management (CRM) platform is based on old technology which has prevented the delivery of a positive online experience for our residents and end to end service transformation because of systems integration issues. This CRM will be out of service support in December 2021 and work is underway to identify what will be required from a replacement. Work to complete a detailed functional specification has been commenced in conjunction with colleagues from across all directorates, however key requirements have been identified as – Cloud hosted solution, No/ Low Code configuration, ease of 2-way integration with third party systems, Customer Account so that customers can report, track and update issues. This functionality will allow the council to maximise on-line self-service by residents for high volume, low complexity enquiries while freeing up human resources to deal with enquiries that are low volume but high complexity and high risk, where human attributes add value.	Green		Corporate Performance & Resources
ADP9: Deliver the Council's Reshaping Services transformational change programme for 2020-21.						
AS/A002: Explore alternative care and support models to enable us to effectively support our citizens in their communities	31/3/2021	50%	Due to Covid-19 restrictions the day centres remain closed, but the day centre staff and day centre attendees/carers are working together to find safe ways to reopen the day centres but at the same time explore new ways to open up day time opportunities within the day centre, in people's	Green	Amber	Corporate Performance & Resources Health Living & Social Care

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			<p>homes and utilising community and universal amenities. Due to the restrictions, this is currently limited to phone and video calls and in-home activities, but a recent engagement exercise is being under to inform the re-opening of the day centres.</p> <p>The Covid-19 restrictions do limit the potential for innovative domiciliary care, as staff and service users attempt to minimise contact with potential sources of infection. However, Your Choice domiciliary care is being rolled out in Golau Caredig, to ensure all residents move away from time and task care delivery plans to more flexible outcome focussed care plans. The Social Work reviews have been delayed due to restrictions on face to face meetings but will be reinitiated in Q3.</p>			
AS/A013: Review our working practices to enable us to operate more sustainably.	31/3/2021	50%	Qtr 2 has continued in the same way as Qtr 1, with the majority of the Divisional workforce working successfully from home, and only going into office space, and meeting service users in their own homes when risk assessed as being required to do so. This has become the new way of working for the Division and it is anticipated that with the current displacement of some Adults teams (ty Jenner) that this will remain he situation and preferred practice during Qtr 3 and possibly qtr 4.	Green		<p>Corporate Performance & Resources</p> <p>Environment & Regeneration</p>
CS/A012: Reviewing our working practice to operate more sustainably.	31/3/2021	50%	Staff remain working from home which has reduced travel and the need for office space. It is expected much of this learning will continue through a flexible approach and efficiencies will be achieved.	Green		Corporate Performance & Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
						Environment & Regeneration
RM/A004: Explore and optimise opportunities to support the income generation workstream of the Council's Reshaping Services programme.	31/3/2021	100%	Due to Covid-19 there will be no further options for income generation during this financial year.	Green		Corporate Performance & Resources
SL/A005: Develop the use of ONE's business intelligence module to enable effective decision making in response to pupil needs within school settings, to improve learning outcomes.	31/3/2021	50%	<ul style="list-style-type: none"> The ONE MIS Manager has returned to work and already started to pick-up the back log of report writing. The new MIS Development Officer has made commendable progress developing reports for all Teams; The Wellbeing Team can now use ONE to produce their Welsh Government return. New Portal Software has been brought in order to support homeworking, develop processes between Schools, LA, Professionals and Families. The Portal is also ALN Act compliant, enabling all SEN data/processes to remain in ONE. 	Green		Corporate Performance & Resources Learning & Culture
PB/A005: Lead on the development of Tranche 5 of the Council's Reshaping Services programme to ensure that the Council continues to use innovative ways to ensure services are sustainable.	31/3/2021	50%	The Reshaping Services Programme project portfolio has been agreed in line with the revenue budget. During the quarter, further work was undertaken on the digital strategy including the roll-out of MS365 to further users and using new applications, particularly in support of CV19 responses. Work has continued on the new customer relationship management system, with a series of supplier bootcamps underway to inform the final functional specification. Some work has progressed on income generation, but this has been impacted by the coronavirus pandemic, however, will be refocused further in quarter 3. An	Green		Corporate Performance & Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			audit of the programme by Audit Wales was completed and the draft report is being considered and will be reported to committee and Cabinet in Q3. The development of the Recovery Strategy and Annual Delivery Plan is informing thoughts on the future direction of the Reshaping Services Programme.			
FS/A004: Support delivery of the income generation and commercial opportunities workstream of the Council's Reshaping Services programme by working with council services to explore and maximise income generation opportunities.	31/3/2021	0%	This work has been delayed due to the Covid 19 pandemic. It will be picked up again as work returns to normal.	Red		Corporate Performance & Resources
HR/A001: Support organisational-wide change as part of the next stage of the Council's Reshaping Services programme including any HR issues that may arise.	31/3/2021	0%	No action in Q2 due to pandemic	Red		Corporate Performance & Resources
SL/A021: Contribute to the delivery of the Digital Employee and Digital Customer workstreams of the Council's Digital Vale programme by supporting services to utilise technology to transform how council services are delivered.	31/3/2021	40%	Reprioritised due to COVID-19. Council's infrastructure has been upgraded to meet demands of remote working following COVID-19.	Amber		Corporate Performance & Resources
RM/A016: Review our working practices to enable us to operate more sustainably.	31/03/2021	50%	Staff continue to work from home successfully, utilising the ICT equipment provided to them, hybrid mail system and video calling functionality. Staff are due to be upgraded to Office 365 during October 2020.	Green		Environment & Regeneration Corporate Performance and Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee

CP Commitment: 1.3	Develop our strong culture of good customer service aligned to the Council's values of being ambitious. Open, together and proud
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Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP10: Launch new corporate service standards to ensure a high standard of customer service for all customers.						
PB/A007: Refresh and promote a revised set of corporate service standards and behaviours to ensure that across the Council there is a strong focus on a high standard of customer service for all customers.	31/3/2021	50%	Work in this area has been impacted by Covid19. However, work commenced on developing an understanding of the technologies required to enable the service transformation required to meet customer expectations. A project has been initiated to identify a replacement technology for the Oracle CRM platform that will enable end to end service transformation, improve customer communications and deliver a positive experience of accessing services and tracking progress online.	Green	Amber	Corporate Performance & Resources
LD/A002: Continue to increase performance in service delivery through the Lexcel standard and achieve the Lexcel accreditation.	31/3/2021	100%	Full assessment during 12-14 October 2020. Accreditation for 2020/21 confirmed and practice reaccredited. AMR now scheduled June 2021.	Green		Corporate Performance & Resources
HR/A002: Support the development and launch of new corporate service standards to ensure a high standard of customer service for all customers.	31/3/2021	15%	No further action due to pandemic. Analysis of information from #itsaboutme will take place from October.	Red		Corporate Performance & Resources

CP Commitment: 1.4	Promote equality of opportunity and work with the community to ensure we are responsive to the diverse needs of our customers
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Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP11: Develop the role of outreach services, and support inclusion in all educational settings, including working with the Health Board to create a shared understanding of evidence-based approaches to support learners with additional needs.						
ALN/A004: Further develop the role of outreach services, and support inclusion in all educational settings more effectively.	31/3/2021	50%	Through cluster work, outreach services are working towards impact measures, and analysing data to measure effective service. Use of ONE data base and analysing caseloads is improving the amount of data collected. Outreach has discussed effective school-based provision and shared good practice. Contact with the health board is improving, looking at shared understanding of educational settings.	Green	Green	Learning & Culture
RM/A006: Enhance our learning from complaints to enable us to better understand the service-user experiences of our citizens in order to further improve the quality of services we deliver.	31/3/2021	50%	The Complaints Officer has developed a means of disseminating / highlighting both learning and good practice through the learning gleaned from complaints/compliments.	Green		Corporate Performance & Resources
RM/A007: Consolidate and enhance the consistency of our quality assurance mechanisms.	31/3/2021	75%	Work ongoing in the development of a Directorate wide Quality Assurance Framework. Also, work being undertaken with health colleagues and other partners in relation to consultation and engagement to support area plan priorities through the Regional Partnership Board.	Green		Healthy Living & Social Care
ALN/A005: Work with schools to ensure that pupils are happy, safe and free from discrimination.	31/3/2021	50%	Specialist teachers have developed parent, school and pupil questionnaires, which can be shared with Outreach to inform and improve service and provision.	Green		Learning & Culture
SL/A006: Work with schools and other key stakeholders to ensure that all learners (especially vulnerable learners) are able to access school places in appropriate locations which	31/3/2021	50%	The draft strategy consultation document was approved by SLT in September and the consultation will take place in quarter 3. The results and agreed action plan will be reported in quarter 4.	Green		Learning & Culture

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
meets their needs and are able to be part of the school community.						
ADP12: Provide local youth services for young people aged 11-25 which support their well-being and provide a range of programmes and activities to meet diverse needs including Welsh Language and support for those who are more vulnerable or marginalised.						
SP/A002: Provide local youth services for young people aged 11-25 which support their well-being and provide a range of programmes and activities to meet diverse needs including Welsh Language and support for those who are more vulnerable or marginalised.	31/3/2021	50%	The Universal Service has increased its provision and now offers digital online sessions, detached and outreach sessions across the Vale, additionally looking to implement a booking system to start to do face to face indoors again. Participation groups continue to meet both digitally and in small groups outside. The YEP team are continuing to deliver their school-based package and also have the availability to offer distanced learning if required, alongside the possibility of increased wellbeing and vulnerable calls for those not engaged. All other targeted projects are back in schools or undertaking their roles in supporting vulnerable learners - this includes I2A, Wellbeing, Homelessness and also I2W; we have seen a rise in referrals for those classed as unemployed or NEET and have added support in this area. Wellbeing Team have reopened to new referrals and are running small group sessions for emojis. The Silver Youth Quality Mark is stalled slightly due to COVID however meetings have taken place and discussions restarted with EWC to get this up and running. The Urdd continue to offer online support and are introducing new online offers in October. Potential for work placements utilising the new project Kickstart and a number of student placement being offered.	Green	Green	Learning & Culture
ADP13: Deliver year one of the Council's Strategic Equality Plan including a review of the Equality Consultative Forum and changes arising from the new Socio-Economic Duty.						

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
PB/A008: Work with all council services and Member Champions to deliver year one of the Council's Strategic Equality Plan and put in place effective monitoring and reporting arrangements	31/3/2021	50%	Much of the information for the annual equality report has been submitted by services so work will begin on chasing for outstanding information and bringing it together as one report.	Green	Green	Learning & Culture
HS/A004: Work in partnership with Cardiff City Council to explore the Council's participation in a regional Global Resettlement initiative to ensure that we are able to meet the needs of refugees	31/3/2021	50%	Regional work has continued during the period, but the Home Office has continued to put on hold all new arrivals during the pandemic. New guidance is expected before these commence again to ensure compliance with social distancing etc. In the meantime, all settled refugees in the region have continued to be supported remotely with integration, employment, housing and education support.	Green		Learning & Culture Homes & safe Communities
CS/A002: Explore and enhance opportunities for how we involve, engage and communicate with all children, young people and families that use our service (including those with protected characteristics).	31/3/2021	50%	We have been limited in meeting face to face but have developed the beginnings of a focus group with parents whose children are subject of placement with parent regulations. Of significance is our engagement of a parent who will co-run this group when face to face opportunities for this type of non-priority work resume.	Green		Learning & Culture
HR/A004: Lead on developing a Talent Attraction Strategy that enables the Council to build and retain a diverse workforce with the right skills for the future.	31/3/2021	0%	No action in Q2 due to pandemic	Red		Learning & Culture Corporate Performance & Resources
ADP14: Review recruitment practices to increase diversity within the Council's workforce.						
HR/A005: Contribute to the corporate workstreams associated with creating an inclusive culture and	31/3/2021	15%	No further action due to pandemic.	Red	Red	Learning & Culture

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
work place environment for all LGBT employees in the Council.						Corporate Performance & Resources
HR/A003: Review recruitment practices to increase diversity within the Council's workforce.	31/3/2021	0%	No action in Q2 due to pandemic	Red		Learning & Culture Corporate Performance & Resources
ADP15: Work with our partners to achieve Age Friendly status for the Vale and take steps to become more child friendly and more dementia friendly						
PB/A009: Progress work in relation to achieving the Age Friendly Status for the Vale of Glamorgan and take steps to become more child friendly and more dementia friendly.	31/3/2021	10%	<p>Work has commenced on this action and a presentation for the PSB and a draft letter to the commissioner has been prepared. This will be considered by the PSB at the October meeting as the priorities for the PSB have been the response to the coronavirus pandemic.</p> <p>SLT have endorsed in principle the Council applying for the status and this will now be considered in light of the work being undertaken by the Council in recovering from coronavirus. Decisions about lockdown, services and recovery are considering the needs of older people (e.g. Vale Heroes, crisis team, library services, keeping forum meetings going and developing a newsletter, on line activities for older people from the sports team and in the re-opening of public toilets). We have also considered the needs of people with dementia e.g. work with care homes. From a children perspective an emphasis has been given during the quarter to developing on line activities through the libraries and play team. play</p>	Red	Red	Learning & Culture Corporate Performance & Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			areas opening as soon as possible, work with schools etc and the youth service.			
ADP16: Promote the support available under the Armed Forces Covenant.						
FS/A013: Promote the support available under the Armed Forces Covenant with specific focus on housing and council tax benefits.	31/3/2021	50%	At Q2, 16 customers have been assisted in relation to Housing Benefit (10 cases) and Council Tax Reduction (16 cases) claims. In line with council policy, payments of War Disablement Pensions, War Bereavement Pension and Armed Forces Compensation & Independence payments were disregarded in full for both Housing benefit and Council tax reduction claims.	Green	Green	Corporate Performance & Resources
SP/A013: Work in partnership to promote the support available under the Armed Forces Covenant, to further improve the standards and the quality of teaching and learning experiences for Service children.	31/3/2021	50%	The Services Children - RSLO is in post and is beginning to consult with stakeholders about the educational needs of Services children and their families.	Green		Corporate Performance & Resources
SL/A023: Promote the support available under the Armed Forces Covenant with a specific focus on school admissions, reviewing catchment areas and active engagement with SSSE, the Supporting Service Children in Education Wales, Cymru network and other local and national organisations supporting service families and their communities.	31/3/2021	50%	Service family school admission applications processed appropriately with children securing admission to local schools without due delay. School and catchment areas reviewed in areas of service family demand. Active engagement with SSSE network, emails and newsletters.	Green		Corporate Performance & Resources
PB/A019: Promote the support available under the Armed Forces Covenant via C1V.	31/3/2021	50%	The veteran's advice service has continued during the pandemic, switching to a mainly telephone based support. The service is being promoted through the Vale Heroes initiative and referrals	Green		Corporate Performance & Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			continue to be received via the Adult Services Intake and Assessment Service			
HS/A025: Support armed personnel and their families access to housing and homelessness prevention support.	31/3/2021	50%	Since last quarter support continues to be available for armed forces personal and their families and we are now currently supporting 4 households following the successful allocation of social housing to a household in June.	Green		Corporate Performance & Resources
CS/A013: Support armed personnel and their families access to child care and family support services as appropriate.	31/3/2021	50%	During quarter 2 CYPS worked in partnership with representatives from Education and Play to provide support to key workers in response to the VCovid19 pandemic. This included the coordination and provision- through the C-CAS funding stream - of childcare to keyworkers, provided by Flying Start where 12 families who self-identified as Armed Forces Personnel were supported throughout the period. Although childcare was primary need the supporting services were offered and signposting for early intervention where appropriate.	Green		Corporate Performance & Resources
NS/A028: Under the Armed Forces covenant, continue to promote access to leisure facilities.	31/3/2021	50%	These schemes have been restarted but are subject to Covid operating restrictions.	Green		Corporate Performance & Resources
ADP17: Identify a potential Gypsy and Traveller site						
HS/A003: Identify and develop a suitable Gypsy and Traveller site in consultation with Gypsy and Travellers and other stakeholders including Welsh Government to ensure equality of opportunity for all and compliance with the Housing (Wales) Act 2014.	31/3/2021	0%	Report written by Planning to seek approval from the Strategic Housing Board (SHB) on how to proceed to try to identify a site to go to next SHB in December for approval as September meeting cancelled due to local lockdown.	Red	Red	Learning & Culture Homes & safe Communities

CP Commitment: 1.5	Promote the use of the Welsh Language and contribute to the Welsh Government target of 1 million Welsh speakers by 2050.
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Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP18: Enhance and promote Welsh Language Services and increase the Welsh Language skills of Council staff, with a particular focus on Social Services in response to the More Than Just Words Framework.						
PB/A010: Roll out the next phase of the Council's Welsh Language Strategy with a particular focus on increasing the Welsh Language skills of council staff.	31/3/2021	50%	Advertising took place this week for classes starting on 21st September. Taster sessions will be available online and the Welsh Welcome course continues to be available as well as a specialised one for Social work staff. We are trying to re-start the Mwy Na Geiriau group working with Social services and with Cardiff Council.	Green	Amber	Learning & Culture
PB/A011: Work with council services and partners to identify how Welsh language services and learning opportunities can be enhanced and promoted.	31/3/2021	50%	We continue to work closely with Menter Bro Morgannwg who will be providing play sessions in half term. An online festival took place in the summer which we part-funded.	Green		Learning & Culture
RM/A008: Co-ordinate and embed the 'More than just Words' Framework across the Social Service.	31/3/2021	25%	Contact has been made with Cardiff Council with a view to re-establish the Regional Forum. A contact with Welsh Government is being sought to ascertain the status of More than Just Words and whether there is a Plan for 2020/21.	Red		Learning & Culture Healthy Living & Social Care
AS/A004: Build on the linguistic skills of the Division to support roll out the next stage of the Welsh Language Strategy.	31/3/2021	15%	Adult Services is committed to the promotion of the Welsh language throughout our services. All posters and signage in public facing offices/reception areas are bilingual, reception staff answering our phones respond in Welsh and actively offer the call to be conducted in Welsh. Unfortunately, we have minimal Welsh speakers in the department to manage enquiries in Welsh which may lead to a delay. We will seek to review the barriers to us extending the offer in qtr. 2 and develop an Action Plan to remove any delay for people wishing to interact with the department in	Red		Learning & Culture

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			Welsh. This action is outstanding and will be addressed in Qtr 3.			
LD/A003: Review the house style of the Council's minute production in light of the requirements of the Welsh Language Act.	31/3/2021	50%	The changes currently proposed from September 2020 are considered housekeeping to make the minute preamble more focused without impacting on the recorded decision. This will continue be monitored in line with WG regulations with any plans to significantly amend the format of minutes to be reported to Cabinet for approval. Minutes once published will also be linked to the published recording of the meeting ion acknowledgement of remote meetings taking place (where applicable). Any issues raised as to the accuracy of minutes can be dealt with by any committee at the time of their approval.	Green		Learning & Culture
CS/A003: Explore opportunities for how we better engage and understand the Welsh Language needs of our children, young people and families that use our services.	31/3/2021	25%	The current Covid-19 circumstances have not allowed for progression of this work in this area during Q2 other than all posters and signage in public facing offices/reception areas are bilingual, reception staff answering our phones respond in Welsh and actively offer the call to be conducted in Welsh.	Red		Learning & Culture
ADP19: Implement the Vale of Glamorgan Welsh in Education Strategic Plan (WESP)						
SL/A007: Lead on implementing the Vale of Glamorgan Welsh in Education Strategic Plan (WESP), focusing on the six key priority areas.	31/3/2021	25%	The new Welsh in Education Strategic Plan (WESP) regulations that came into force in January 2020 laid down the timetable and requirements for the introduction on the new ten-year strategic plans. Welsh Government due to Covid-19 have relaxed the timetable for the introduction of the new ten-year strategic plans. This means that plans will now need to be in place by September 2022, rather than September 2021.	Red	Red	Learning & Culture

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			All Council's in Wales are awaiting a full revised timetable with more detailed information regarding any proposed changes from Welsh Government.			
ALN/A006: Develop a regional approach to increase the ALN provision available to Welsh medium schools to ensure sufficiency of provision.	31/3/2021	25%	No further work has been undertaken on a regional level in relation to this area this term. A meeting with the regional transformation lead is scheduled in October to discuss how this area of work can be progressed.	Red		Learning & Culture

CP Commitment: 1.6	Support the development and well-being of our staff and recognise their contribution to the work of the Council
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Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP20: Develop a new HR strategy with a particular focus on supporting and improving staff well-being						
HR/A007: Develop a new HR strategy with a particular focus on supporting and improving staff well-being.	31/3/2021	50%	Progress has slipped slightly due pandemic, however has resumed. Consultation will commence during Q2 and into Q3.	Green	Amber	Corporate Performance & Resources
HR/A006: Lead on the development and delivery of a Well-being Strategy for the Council.	31/3/2021	15%	No further action due to pandemic, however it is planned to commence this work during Q3	Red		Corporate Performance & Resources
HR/A009: Lead on reviewing the Council's Succession Planning scheme to further develop and enhance practices across services to build resilience to meet the challenges of the Reshaping Services Strategy.	31/3/2021	25%	No further action due to pandemic.	Red		Corporate Performance & Resources
HR/A018: Develop a strategic workforce plan for the next five years, which identifies skills gaps,	31/3/2021	0%	No action in Q2 due to pandemic	Red		Corporate Performance & Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
growth areas, age profile etc and provides for mitigation.						
HR/A017: Foster collaborative working relationships with all recognised trade unions groups, based on trust, openness, collaboration and mutual respect.	31/3/2021	50%	Regular contact is made with the Trade Unions, with a number of the regular meeting being set up again following a break due to the pandemic. Other meetings such as the Corporate JCF and Corporate H&S meetings will commence in Q3.	Green		Corporate Performance & Resources
ALN/A007: Support the development and well-being of our staff and recognise their contribution to the work of the Council.	31/3/2021	50%	The #itsaboutme process was completed and all identified training has been reflected in learning plans. Managers are attending corporate online engagement sessions again in quarter 2/3. However, as a result of nearly all staff working remotely, planned staff development days have not taken place.	Green		Corporate Performance & Resources
AS/A005: Develop and implement an Engagement Action Plan for the Adult Services Division.	31/3/2021	50%	During quarter two we have continued to engage with staff if they are working from home (which is a significant proportion of our Division) through digital means and organising appropriate socially distanced gatherings in outdoor spaces (as per government and VoGC guidelines) . Whilst we are working from home, we are conscious that some staff deal with this better than others for a variety of reasons - we have been working on opportunities to facilitate access to office space for staff. This is consistent across the Directorate and is based on tasks they are struggling to complete at home, or for wellbeing issues. This is based on individual and service risk assessments. We have regular meetings and prioritise supervision/1-1 sessions. Qtr 2 has seen completion of #itsaboutme plans which will be very useful to assess how staff are coping. A draft engagement plan is in development and will be shared with	Green		Corporate Performance & Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			managers for discussion with team members during October 2020. Additionally, for our staff that remain at work, either in offices or continuing tasks in people's homes (e.g. VCRS, day services provision) we ensure that we are seeking staff regularly to check their wellbeing and offering opportunities for discussions.			
RM/A009: Develop and implement an Engagement Action Plan for the Resource Management & Safeguarding Division.	31/3/2021	0%	This action has not been prioritised at this time due to the Covid 19 situation.	Red		Corporate Performance & Resources
CS/A004: Develop a targeted approach to recruitment of specialist and critical posts and the effective retention of staff within Children and Young People Services to increase service resilience.	31/3/2021	50%	Recruitment activity is continuing although interest through our advert for Social Workers has reduced. Staff retention remains a key priority and staff are being supported.	Green		Corporate Performance & Resources
SP/A003: Promote and involve staff in directorate and corporate engagement initiatives, staff development and well-being activities.	31/3/2021	40%	As with Q1, engagement has been limited due to working remotely. However, there has been an increase in training via Microsoft Teams allowing for development activities to continue. The directorate's planned staff development days have not taken place.	Amber		Corporate Performance & Resources
SL/A008: Further develop directorate development days in order to provide opportunities for skills development, knowledge transfer and disseminate good practice.	31/3/2021	50%	The #itsaboutme process was completed and all identified training has been reflected in learning plans. Managers are attending corporate online engagement sessions again in quarter 2/3. However, as a result of nearly all staff working remotely, planned staff development days have not taken place.	Green		Corporate Performance & Resources
PB/A012: Develop and co-ordinate a range of activities as part of work to improve inclusivity in the workplace.	31/3/2021	25%	An online meeting of the Equalities Consultative Forum (ECF) will take place in November. We have added to ECF membership to strengthen	Red		Corporate Performance & Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			engagement with organisations representing the interests of Black, Asian and minority ethnic people. We continue to send relevant information to ECF Members. We will explore engagement with the Forum.			Learning & Culture
SRS/A003: Develop a recruitment strategy together with retention initiatives to address skill gaps within the Shared Regulatory Service.	31/3/2021	30%	The strategy approved by the Joint Committee in 2019 has not been developed further during Q2 due to the necessary prioritisation of essential Covid-19 activities together with Test, Trace and Protect responsibilities. Changes to the CIEH professional requirements has resulted in officers being offered opportunities for further development and expressions of interest have been sought. Our commitment to TTP and the expectations being placed on the service has resulted in the creation of three additional temporary COVID Enforcement Supervisor posts to augment the enforcement work we are undertaking across the three Authorities and the recruitment of 11 graduates to backfill posts that have been seconded to TTP and additional enforcement work.	Red		Corporate Performance & Resources
ADP21: Create a new Employee Development Programme.						
HR/A008: Create a new Employee Development Programme.	31/3/2021	0%	No action due to delay in #IAM completions and pandemic. Analysis of #itsaboutme data will take place from October.	Red	Green	Corporate Performance & Resources
HR/A011: Implement a Chief Officer Appraisal Scheme as part of the Management Competency Framework to support the	31/3/2021	0%	No action in Q2 due to pandemic	Red		Corporate Performance & Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
development of leadership and management qualities in line with the Reshaping Services Strategy.						
SL/A009: Consult with staff (SCL&R) on working practices in order to promote involvement and staff engagement.	31/3/2021	50%	The #itsaboutme me process was a key aspect to this action this quarter with 100% completion reported in Strategy & Resources. Wellbeing and support with home working remains a priority for this quarter with informal and formal online engagement sessions timetabled.	Green		Corporate Performance & Resources
HR/A012: Support all council services to review and strengthen their performance arrangements in relation to attendance management to minimise absence levels and increase resilience	31/3/2021	50%	Results of the staff survey were produced with further actions related to staff wellbeing being considered. Absence levels have fallen based on the same period last year, however, this needs to be taken into context as we have never been in this situation before. Work will progress in Q3 to refresh the Care First information and offer further support to our staff.	Green		Corporate Performance & Resources
ADP22: Promote the Public Services Board Staff Healthy Travel Charter and encourage staff to use their cars less and to be more active.						
HR/A010: Promote the Public Services Board Staff Healthy Travel Charter and encourage staff to use their cars less and to be more active.	31/3/2021	50%	New cycle scheme launched and a total of 113 orders placed. A new scheme will be made available during Q4/Q1 of next year.	Green	Green	Corporate Performance & Resources Healthy Living & Social Care

CP Commitment: 1.7	Ensure we have robust governance and scrutiny arrangements in place and support our elected members to fulfil their roles.
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Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP23: Respond to the changes introduced by the Local Government and Elections (Wales) Bill, including new performance monitoring arrangements to support the Corporate Plan.						

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
FS/A008: Establish a Corporate Governance & Audit Committee to review the Council's response to self-assessment, peer assessment and combined assessment and governance reviews in line with the requirements of the Local Government and Elections (Wales) Bill.	31/3/2021	25%	Delayed by COVID. Awaiting further information from Welsh Government. Internal meetings to be held w/c 12/10/20 to agree way forward .	Red	Amber	Corporate Performance & Resources
LD/A004: Review the work flowing from the Local Government and Elections (Wales) Bill to enable electoral reform and ensure a robust governance framework.	31/3/2021	50%	Although the timescale for debate of the various stages of the Bill have shifted, the work flow has been reviewed by the Electoral Registration Officer in consultation with Electoral Services and the appropriate measures put in place to reflect the associated electoral reform which extends the electoral franchise and changes to voter registration. These have been reflected in work programmes to raise awareness with Vale residents, encourage registration and the Service's operating practices in respect of the 2020 Canvass. In the wider context various Officer meetings have been held and an Action Plan drafted to ensure compliance with the Bill when it becomes enacted and in force.	Green		Corporate Performance & Resources
PB/A013: Introduce and promote a refreshed performance and risk reporting framework to support the implementation of the new Corporate Plan 2020-25 and the changes associated with the Local Government Bill.	31/3/2021	50%	During the quarter preparatory work was undertaken to develop a new Performance Management Framework to reflect the new performance monitoring requirements of the Corporate Plan. The framework has been designed to enable us to extract data and action updates across the breadth of service areas to that can feed into multiple cross-cutting aspects of the Corporate Plan. To complement this a new	Green		Corporate Performance & Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			performance reporting template has been developed in consultation with the Chairs and Vice Group that will enable us to report performance updates against the Council's Annual Delivery Plan in a singular report. The cross-cutting and holistic nature of the report will enable us to better demonstrate how multiple aspects of what we are doing are contributing to the achievement of our Well-being Objectives as outlined in our Corporate Plan and towards the Welsh Government's Well-being Goals. The new report format will be presented to Committees during September. The review of the risk reporting framework be undertaken later this year to reflect the new Corporate Plan and any requirements arising from the Local Government and Elections (Wales) Bill.			
PB/A014: Support the Public Services Board to deliver the Vale Well-being Plan ensuring there is effective scrutiny of progress and a robust Annual Report.	31/3/2021	50%	The PSB Annual Report was approved by the PSB in July and will be published bi-lingually. Progress with regards to the work of the PSB was reported to scrutiny in July and will be reported again in October. The Move More Eat Well Plan has been launched and the initial focus of work will be on workplaces and then schools. Work is continuing with regards to the priorities around climate change, volunteering and engagement and these will be discussed further at the October PSB meeting.	Green		Corporate Performance & Resources
ADP24: Strengthen the Council's approach to information governance to ensure our systems are robust, fit for purpose and compliant with current legislative requirements.						
FS/A010: Strengthen the Council's approach to Information Governance to ensure our systems are robust, fit for purpose and	31/3/2021	50%	Due to Covid 19 changes to working arrangements have had to be made very quickly. Checks on security have been undertaken and advice given to services as these have been enabled.	Green	Green	Corporate Performance & Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
compliant with current legislative requirements.						
ADP25: Safeguard the Council's assets and interests by complying with the National Fraud initiative and implementing the Council's Fraud action plan.						
FS/A009: Safeguard the Council's assets and interests by complying with the National Fraud Initiative and implementing the Council's Fraud action Plan.	31/3/2021	50%	This work has continued. Advice has been provided on particular initiatives such as the grants being made in relation to Covid. Work has continued on issues arising from the NFI data sets.	Green	Green	Corporate Performance & Resources

APPENDIX 2: Performance Indicators

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

Performance Indicator	Q2 2019/20	Q2 2020/21	Q2 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
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	N/A	11,490	7,000	Green	N/A	The two main social media channels continue to consistently engage large numbers of residents in news and information about the Vale of Glamorgan Council. There is considerable variation between posts but the average as well as total post reach for each account continues to rise.	Corporate Performance & Resources
CPM/002 (CPM/084) Average daily impressions achieved by @VOGCouncil Twitter account	13,000	13,800	10,000	Green	↑	The two main social media channels continue to consistently engage large numbers of residents in news and information about the Vale of Glamorgan Council. There is considerable variation between posts but the average as well as total post reach for each account continues to rise.	Corporate Performance & Resources
CPM/003 (CPM/076) Percentage residents who are satisfied with communications from the Council.						This performance indicator is monitored annually.	Corporate Performance & Resources
CPM/004 (CPM/065) The total number of subscribers to Vale Connect.	58,217	75,315	60,000	Green	↑	Subscribers to the email service continues to grow with the September 2020 figure representing a 29.37% growth over the 12-month period. Overall engagement rate stands at 66.2%	Corporate Performance & Resources

Performance Indicator	Q2 2019/20	Q2 2020/21	Q2 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
CPM/005 (AD/0010) The number of contacts for adults received by statutory Social Services during the year.	N/A	N/A	N/A	N/A	N/A	N/A	Corporate Performance & Resources Healthy Living & 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.	N/A	1,849	No Target	N/A	N/A	3911 referrals opened.	Corporate Performance & Resources Healthy Living & Social Care
CPM/118 Percentage of Annual canvass returns (including secondary checks).	N/A	N/A	N/A	N/A	N/A	This performance indicator is monitored annually.	Corporate Performance & 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.	101.85%	50.6%	50%	Red	↓	This is not a positive variance and should be red	Corporate Performance & Resources
CPM/008 (CPM/215) Spend against approved Council capital programme.	12.04%	19.9%	50%	Red	↓	No commentary provided	Corporate Performance & Resources
CPM/009 (CPM/216) Performance against savings targets.	80.59%	50%	50%	Green	↓	No commentary provided	Corporate Performance & Resources
CPM/010 (CPM/217) Performance against agreed Reshaping Services targets.	80%	50.6%	50%	Green	↓	No commentary provided	Corporate Performance & 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						This performance indicator is monitored annually.	Corporate Performance & Resources Healthy living & Social Care

Performance Indicator	Q2 2019/20	Q2 2020/21	Q2 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
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						This performance indicator is monitored annually.	Corporate Performance & Resources Healthy living & Social Care
CPM/013 (AD/031) The total number of adults who were charged for care and support						This performance indicator is monitored annually.	Corporate Performance & Resources Healthy Living & Social Care
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.	N/A	N/A	N/A	N/A	N/A	No data has been collected for Q2 as project has been delayed due to Covid-19 activities and changes to working arrangements.	Corporate Performance & Resources
CPM/015 (CPM/001) Customer enquiries to C1V resolved at first contact.	82.13%	84.5%	70%	Green	↑	Based on enquires logged on Oracle CRM. Work is underway to include activities not undertaken through Oracle CRM. Performance has stayed consistent during Q1 and Q2 at circa 85%. The highest percentage achieved was for Waste Management at 98.75% on 8561 enquiries. These enquiries are high volume and relatively low complexity. However, even for a high complexity, high risk service such as Adult Services a first contact resolution rate of 84.3% was achieved on 7082 enquiries.	Corporate Performance & Resources

CPM/016 (CPM/223) Percentage of Corporate complaints dealt with within target timescales.	61.17%	59.8%	75%	Red	↓	Performance has declined during the period. However, it is unclear how the move to homeworking has impacted on investigation and / or administration of complaints.	Corporate Performance & Resources
CPM/017 (CPM/226) Number of Ombudsman complaints upheld against the Council (including Social Services).	0	1	5	Green	↓	14 PSOW complaints have been closed during the period only one of which was upheld. 10 were closed as "Not Investigated" and 2 closed as "Premature".	Corporate Performance & Resources
CPM/018 (CPM/222) Percentage of customers satisfied overall with services provided by the Council.						This performance indicator is monitored annually.	Corporate Performance & Resources
Performance Indicator	Q2 2019/20	Q2 2020/21	Q2 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
CPM/019 (CPM/007) Percentage of service desk calls/tickets resolved within agreed timescales.	94.2%	87.6%	95%	Amber	↓	ICT (specifically the Service Desk and the Network Support Teams) were inundated with calls and work tickets in the second quarter of 2020. People returning to work after long absence, new technologies being implemented, changes to working practices, working from home and Office 365 have all contributed to this drop in the target. You can see from the amount that the volumes increased a large amount.	Corporate Performance & Resources
CPM/020 (AD/001) The number of contacts for adults received by statutory Social Services during the year.						This performance indicator is monitored annually.	Corporate Performance & Resources Healthy Living & Social Care

CPM/021 (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						This performance indicator is monitored annually.	Corporate Performance & Resources Healthy Living & 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/022 (CPM/077) Percentage of black, minority and ethnic respondents to corporate consultation and engagement exercises.						This performance indicator is monitored annually.	Learning & Culture
CPM/024 (CPM/167a (PAM/046)) Percentage of Year 11 leavers known not to be in education, training or employment (NEET).						This performance indicator is monitored annually.	Learning & Culture
Performance Indicator	Q2 2019/20	Q2 2020/21	Q2 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
CPM/023 (CPM/167c) Percentage of Young people leaving year 13 who are not in education, employment or training.						This performance indicator is monitored annually.	Learning & Culture
CPM/025 (AD/032) The total number of adults during the year where the need for an independent professional advocate was identified						This performance indicator is monitored annually.	Learning & Culture Healthy Living & Social Care
CPM/026 (CH/053) The total number of children during the year who received the "Active Offer" of advocacy						This performance indicator is monitored annually.	Learning & Culture Healthy Living & Social Care
CPM/119 Increase in number of people registered to vote anonymously e.g. victims of Domestic violence, homeless people.						This performance indicator is monitored annually.	Learning & Culture

							Homes & Safe Communities
CPM/120 Number of passenger journeys undertaken on the Greenlinks service	N/A	N/A	N/A	N/A	N/A	Due to Covid 19 the Greenlinks service has been closed	Learning & Culture Environment & Regeneration
CPM/121 Number of Members who used the community transport service over the year.	N/A	N/A	N/A	N/A	N/A	Due to Covid 19 the Greenlinks service has been closed	Learning & Culture Environment & Regeneration
Performance Indicator	Q2 2019/20	Q2 2020/21	Q2 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
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.						This performance indicator is monitored annually.	Learning & Culture
CPM/028 (CPM/181) Number of adult Welsh learners.						This performance indicator is monitored annually.	Learning & Culture
WO1.6 Support the development and well-being 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 fulltime equivalent (FTE) local authority employee lost due to sickness absence.	4.74	3.40	4.15	Green	↑	Q2 Sickness absence stands at 3.40 days lost per FTE which is lower than the Q1 target of 4.15 days per FTE. Absence is generally lower in Q1 for 2020/2021 due to the ongoing global pandemic	Corporate Performance & Resources

CPM/030 (CPM/210) Employee turnover (voluntary).	5.29%	2.69%	3.74%	Green	↓	Q2 Voluntary turnover stands at 2.69% which is lower than the target of 3.74%. Turnover in Q2 is historically over the target due to the large number of school leavers at the end of August. This year in Q2, there has been a number of leavers, but this is lower than normal and also under the Q2 target. We believe this is due to the ongoing global pandemic.	Corporate Performance & Resources
Performance Indicator	Q2 2019/20	Q2 2020/21	Q2 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
CPM/031 (CPM/211) Percentage of staff appraisals completed.						This performance indicator is monitored annually.	Corporate Performance & 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.	1.24	0.57	No Target	N/A	↑	No target is set for short term sickness absence hence a performance status is not possible. On average, 0.57 days per FTE were lost due to short term sickness absence during quarter 2. This is significantly lower than the Q2 figure for the previous year (1.24).	Corporate Performance & 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.	3.50	2.83	No Target	N/A	↑	No target is set for long term sickness absence hence a performance status is not possible. On average, 2.83 days per FTE were lost due to long term sickness absence during quarter 2. This is lower than the Q2 figure for the previous year (3.50).	Corporate Performance & 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.						This performance indicator is monitored annually	Corporate Performance & Resources
CPM/123 Percentage of scrutiny recommendations agreed by cabinet.						This performance indicator is monitored annually	Corporate Performance & Resources
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.						This performance indicator is monitored annually	Corporate Performance & Resources

APPENDIX 1: Service Plan Actions contributing to this Well-being Objective

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

CP Commitment: 2.1	Ensure there is appropriate access to quality early years nursery and education provision enabling people to achieve their best possible outcomes whatever their age.
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Service Plan Actions (will include service plan ref no)	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP26: Work in partnership with the Central South Consortium Joint Education Service and our schools to introduce the new education curriculum.						
SP/A006: Work in partnership with the Central South Consortium Joint Education Service to prepare our schools for the introduction of the new education curriculum in 2022.	31/03/2021	40%	<ul style="list-style-type: none"> • Work on the cross regional programme has recommenced and is being aligned to the shared expectations document which has been revised to take account of the current situation • Shared expectations document to be published by Welsh Government in October • Leading Change module and Curriculum for Wales conceptual model of Professional Learning Programme to begin in CSC in October, with professional learning opportunities for senior and middle leaders in the second half of the autumn term. 	Amber	Amber	Learning & Culture
ADP27: Work in partnership with the Central South Consortium Joint Education Service, schools, children and their families to improve the outcomes for all learners and reduce inequalities in education						
ALN/A008: Develop early years ALN provision in line with the expectations of the ALNET (Wales) Act.	31/03/2021	50%	Early years Regional job description has been developed and a post is being advertised in order to establish an Early year's forum. Good links have been made with early years settings and providers. A regional transition pathway and model way of working has been considered with Cardiff.	Green	Green	Learning & Culture
SP/A004: Collaborate with the CSCJES, schools, providers of education other than at school (EOTAS) governors,	31/03/2021	50%	EOTAS pupils continue to be well supported and their needs met as effectively as possible. The PRU engages well with learners, and the	Green		Learning & Culture

Service Plan Actions (will include service plan ref no)	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
parents and carers and other key stakeholders to improve learner outcomes by providing a broad range of accessible learning experiences that enhances their learning and well-being and meets their individual needs.			partnership with the Youth Manager and lead officer for Social Inclusion and Wellbeing is strong, resulting in appropriate learning provision which meets individual needs. Contracts with alternative learning providers have been reviewed and amended as appropriate.			
SP/A005: Work in partnership with the Central South Consortium Joint Education Service, schools, children and their families to improve the outcomes of vulnerable learners and reduce inequalities in education.	31/03/2021	50%	<ul style="list-style-type: none"> • Ongoing discussions between Improvement Partners and headteachers in relation to use of the Recruit, Recover, Raise Standards: Accelerating Learning Programme grant. Strong focus on identification of vulnerable learners to be involved in any catch-up sessions / wellbeing sessions funded by the grant. • Initial discussions beginning between Improvement Partners and headteacher regarding the use of the PDG; discussions delayed due to the operational manner of schools due to Covid-19. • Further cross-authority work on ALN transformation. • Facilitation of a workshop on behaviour and relationships examining how we can develop effective cultures and climates in our schools. All invites extended to LA well-being staff. • Chairing of attendance, EOTAS and exclusion leads meetings sharing common issues across the consortium. • Delivery of the Equity and Excellence strategy. Information shared with schools through Improvement Partners and CSC website. Further promotion of strategy planned during October. • Mapping support for adopting the whole school 	Green		Learning & Culture

Service Plan Actions (will include service plan ref no)	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			<p>approach to mental health in the new curriculum for Wales.</p> <ul style="list-style-type: none"> • Refining professional learning offer linked to equity and wellbeing. • Working on multiple groups involving vulnerable learners including BAME, Young Carers, More able and Talented, Service Children in Education, Children in Wales and the Child Poverty Action • Ongoing collation and evaluation of PDG LAC cluster plans. 			
<p>SP/A007: Work in partnership with schools and the Central South Consortium Joint Education Service to further improve standards and the quality of teaching and learning experiences which results in an increase in the proportion of schools being judged as excellent by Estyn in these two inspection areas.</p>	<p>31/03/2021</p>	<p>50%</p>	<ul style="list-style-type: none"> • Completion of CSC Strategy for Equity and excellence. Information shared with schools through Improvement Partners and CSC website. Further promotion of strategy planned during October. • Teaching models document shared on CSC website to support focus on high quality learning and teaching • Further resources to support blended learning shared with all schools, including a playlist that shares the experiences and reflections of six schools from the Vale. • New document to be published early October 'Continuity of learning during COVID-19. Planned webinars in place for October to discuss and share ideas in relation to the continuity of learning. • Further support provided to individual schools to improve practitioners' technical and digital skills in order to support distance / blended learning. • Comprehensive professional learning 	<p>Green</p>		<p>Learning & Culture</p>

Service Plan Actions (will include service plan ref no)	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			opportunities in place for practitioners to undertake to enhance their understanding of distance / blended learning/pedagogy. • Ongoing reflections on school provision during lockdown with improvement partners with a focus on identification of barriers and strengths for development.			
SP/A008: Improve attendance rates and reduce persistent absence in schools.	31/03/2021	50%	Schools were closed to all pupils for nearly all of the Summer Term. Currently the EWS are not able to operate in any penal way since although school is compulsory WG have indicated there should be no penal action for non-attendance. The ongoing Covid regulations outside of school are clearly impacting upon parental decisions not to send their children back to school currently or to choose to home educate them. The Inclusion service is trying to support schools and parents in navigating this period in the best long-term interest of the child, schools and the LA. There will be no rating of schools by their attendance this year and the service is trying to adapt to the post covid scenario by means of supporting in an ever changing context.	Green		Learning & Culture
SL/A010: Strengthen our approach to school place planning to ensure there are sufficient and quality diverse school places in the Vale of Glamorgan to meet the needs of learners now and in the future.	31/03/2021	50%	A review of primary catchment areas is ongoing and this data, along with information from a variety of sources has been fed into school place planning during quarter 2. A proposed change to the oversubscription criteria for secondary admissions has been put forward for consideration by SLT in October and if approved will be presented for consideration by Cabinet in November 2020 as part of the proposed annual consultation process.	Green		Learning & Culture

Service Plan Actions (will include service plan ref no)	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
NS/A002: Provide a reliable system of transportation to carry primary and secondary age pupils to and from school / college whilst encouraging walking.	31/03/2021	50%	All school transport provided in line with WG Covid guidance.	Green		Environment & Regeneration

CP Commitment: 2.2	Invest in our schools to provide the right learning environment for the 21st century and facilities which benefit the wider community.
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Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP28 : Deliver 21st Century Schools Programme improvements at Sant Baruc, Llancarfan, St. David's, St. Nicholas, Cowbridge, Bro Morgannwg, Pencoedre and Whitmore schools.						
SP/A009: Work with the 21st Century Schools' team and other stakeholders to develop proposals for a centre for learning and well-being that meets the increasing need to support children with identified social and emotional health needs.	31/3/2021	50%	Consultation is due to end on 18th October. Thus far, responses have been positive and in support of the proposal. The proposal is due to be shared with scrutiny committee on 15th October.	Green	Green	Learning & Culture
SL/A011: Lead on progressing all approved school investment projects identified for Band B of the 21st Century Schools Programme to deliver modern and fit for purpose learning environments for Vale of Glamorgan pupils and improved local facilities which benefit the wider community.	31/03/2021	50%	Good progress has been made. 5 phases of Ysgol Bro Morgannwg were handed over on time and to budget ready for the new term. After issues with the consortium on the Waterfront St. Baruc school designs now progressing. Planning permission has been received for St David's and Llancarfan. Issues with the transfer of the land from Taylor Wimpey at Rhoose have delayed the start on site.	Green		Learning & Culture
ADP29: Develop additional capacity at Ysgol Y Deri to meet the needs of learners with Additional Learning Needs.						
ALN/A009: Develop additional specialist resource base and special	31/03/2021	50%	The consultation is now complete, and a report will be presented to Cabinet for consideration.	Green	Green	Learning & Culture

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
school places to meet current and projected need.						

CP Commitment: 2.3

Work with schools, families and others to improve the services and support for those with additional learning needs.

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP30: Roll out Person-Centred Planning and Individual Development Plans in a range of educational settings to enable timely identification of the support needed for learners with additional learning needs.						
AS/A006: Work with schools, families and others to improve the services and support for those with additional learning needs so we can effectively plan and prepare for legislative changes.	31/03/2021	50%	The draft transition protocol has been consulted on with health colleagues and now a wider consultation with therapies is taking place. An easy read version will then be developed with a launch planned by the end of the financial year. Meeting regarding 16-25 educational provision between our officers and key stakeholders yet to take place.	Green	Amber	Learning & Culture
ALN/A010: Support development of the ALNCo role in schools as set out in the ALNET (Wales) Act.	31/03/2021	50%	A new IDP coordinator has been employed. Training for school on IDPs is ongoing and schools have been asked to implement the training and begin piloting the use of IDPs in specified year groups. PCP training has been revisited and PCP toolkit distributed. Additionally, ALNCO Training is being provided via cluster leads and the transformation lead.	Green		Learning & Culture
ALN/A011: Support schools in the introduction of Person Centred Planning (PCP), Individual Development Plans (IDPs) and further develop Provision Mapping and tracking of the progress of pupils with ALN.	31/03/2021	25%	An officer has worked with governor support team to keep Governors abreast of ongoing developments for the ALN Act. Regional work on this area is now recommencing due to current circumstances.	Red		Learning & Culture

CP Commitment: 2.4	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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Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP31: Expand the Council's Apprenticeship Scheme to provide a greater number and range of opportunities.						
HR/A013: Work with our schools, further education establishments, public sector agencies and local businesses to increase opportunities for all, with a particular focus on underrepresented groups and 16-24 year olds to participate in work experience, work placements, apprenticeships and other training opportunities in line with the Council's strategy.	31/03/2021	0%	No action due to pandemic. Some work on the Agency provision is planned to take place during Q3 for schools.	Red	Red	Corporate Performance & Resources
HR/A014: Expand the Council's Apprenticeship Scheme to provide a greater number and range of opportunities.	31/03/2021	0%	No action due to pandemic and no recruitment of apprentices.	Red		Corporate Performance & Resources
ADP32: Work with partners through initiatives such as Inspire to Work (I2W) and Inspire to Achieve (I2A) to increase the range of opportunities available to young people.						
SP/A010: Work with partners through initiatives such as Inspire to Work (I2W) and Inspire to Achieve (I2A) to increase the range of opportunities available to young people and encourage them to remain in education, enter employment or training.	31/03/2021	50%	Full allocation of ESF funds continue to be drawn on to deliver 2 ESF funded projects for young people. Both the operations are looking to draw down extra funds From August 2020 alongside 2 new work profiles in order to take on additional clients. Current figures for the operations are: I2W – to Q17 Enrolments – 207 achieved against 165 target (125.4%) Outcomes:	Green	Green	Learning & Culture

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			<p>Further education/training – 17 achieved against 10 target (170%) Qualifications – 83 achieved against 28 target (296.4%) Employment – 79 achieved against 41 target (192.6%)</p> <p>I2A – to Q17 Enrolments – 500 achieved against 515 target (97%) Outcomes: Further education/training – 107 achieved against 48 target (222.9%) Qualifications – 104 achieved against 144 target (72.2%) Reduced Risk of NEET – 265 achieved against 311 target (85.2%)</p>			
ADP33: Enhance people’s skills and readiness for work through community investment opportunities including the Council housebuilding programme, Supporting People Scheme and 21st Century Schools Programme training and work opportunities.						
SL/A012: Collaborate with contractors, local businesses and the third and public sectors to deliver a range of community benefits which improves people’s skills and employment prospects.	31/03/2021	50%	The project has all continued to deliver exciting opportunities for local people. To date 58 full time jobs have been created, 30 work experience opportunities have been taken, 26 apprentices have been employed, 400 hours of STEM engagement and 9 community activities supported.	Green	Amber	Learning & Culture
HS/A005: Continue to promote community investment opportunities to assist Council tenants into volunteering, training and work opportunities.	31/03/2021	25%	It has been necessary to suspend the majority of face to face CI interventions and projects in line with the Covid regulations. This has included the Timebanking scheme and Employability initiatives. Recently it has been possible to restart some of the training via the Opportunity Knocks programme, albeit at a lower scale and in a different venue	Red		Homes & Safe Communities

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			which allows for social distancing. The programme continues to support those tenants furthest from the job market to get back into employment or training.			
SRS/A004: Implement a series of actions to improve business trading practises and support the local economy.	31/03/2021	30%	The focus of business advice during Q2 has continued to be COVID-19 compliance related and many businesses have been supported through the provision of detailed audits of measures and evaluation of risk assessments. Our Primary Authority support has also been heavily weighted with regard to advice and guidance on COVID compliance. It has not however been possible to provide training courses again during Q2 as a result of the ongoing restrictions on face to face interaction and also as a result of key members of staff being seconded to the TTP service.	Amber		Environment & Regeneration Homes & Safe Communities
ADP34: Collaborate with further education and training providers to develop and promote education and training opportunities for young people 16-25 with additional learning needs.						
ALN/A012: Develop strategic links at a regional and local level with further education colleges to meet the needs of learners with additional learning needs post 16.	31/03/2021	50%	The multi-agency transition protocol is being shared with comprehensive transition leads. A multi-agency forum with CAVC has been set up to review individual ALN pupils and transition.	Green	Green	Learning & Culture
ALN/A013: Work with partners to develop an education and training offer for young people 16-25.	31/03/2021	50%	A local offer has been drafted for further consideration and school transition leads are being consulted to develop links with CAVC to input into the local offer.	Green		Learning & Culture

CP Commitment: 2.5	Work with partners to ensure people can access appropriate money advice, information and debt support relating to housing, benefits, education training and employment.
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Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP35: Establish a one stop shop to provide residents with money advice, information and debt support on a range of issues including Housing, Benefits, employment and training.						
HS/A006: Develop a centrally located housing advice and support hub for all residents of the Vale of Glamorgan to ensure that citizens are able to access appropriate money advice and support.	31/03/2021	50%	The One Stop Shop advice service commenced on schedule on 6th April 2020 managed by Pobl. However due to the pandemic the support services, including Money Advice offered by the Council have been delivered remotely as far as possible. The provider now has keys to the building and is working on designing the project so that is able to open while adhering to social distancing regulation.	Green	Green	Homes & Safe Communities
SRS/A005: Support victims of illegal money lending to access debt advice, rebuild their finances and make a sustainable transition to legal credit.	31/03/2021	50%	The WIMLU has continued to support the victims of loan sharks throughout Q2. Delivery of training and awareness raising sessions for partner agencies has continued successfully via Teams and Zoom. Also, during the quarter expressions of interest have been sought from community groups and similar for the latest round of Proceeds of Crime Awards. These will be assessed in Q3, however unlike in previous years there will be no 'in person' awards ceremony due to COVID restrictions.	Green	Green	Homes & Safe Communities
ADP36: Work across the Council and with partners to support residents as changes to the welfare system are rolled out.						
HS/A023: Work across the Council and with partners to support residents as changes to the welfare system are rolled out.	31/03/2021	50%	The existing measures remain in place and staff in the Income team review rent accounts weekly and speak to tenants to identify households experiencing difficulties managing their income. Referrals are made to the Money Advice team and a wide variety of agencies including Credit Union,	Green	Green	Homes & Safe Communities

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			Foodbank, Housing Related Support Providers etc. The Council has adhered to the moratorium on evictions during the Covid period and has recently revised its rent recovery processes to ensure a full assessment of the Covid implications of each arrears case be considered before any recovery actions are taken. In addition, a new 6 month notice requirement has been adopted to give tenants more time to adjust to changes in their employment/ income. As the furlough scheme ends it is anticipated that some tenants will lose their jobs and move onto Universal Credit. These tenants will be individually contacted by a specialist Money Advisor and offered a package of assistance to help them adjust to their new circumstances.			

CP Commitment: 2.6 | **Support and promote volunteering and community learning recognising the range of benefits to individuals and the community.**

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP37: Develop, promote and support a range of volunteering and time-banking opportunities that benefit our communities and enhances well-being.						
AS/A007: Support the development of volunteering and time-banking opportunities available within the community for the benefit of our citizens with care and support needs.	31/03/2021	50%	Support Planners in Learning Disability Services have developed a spreadsheet and 'Support Planning Pack' plus Activity Checklist to ensure people have as much information as possible about community opportunities. Although people with an LD are not able to commence volunteering yet, they have many opportunities pending with the Housing Trust, Goods Shed and Charity shops too. They are also promoting Legacy Scopes online work based learning course for people with a LD to help get them 'work read' as well as encouraging	Green	Amber	Healthy Living & Social Care Corporate Performance & Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			all other digital activities and courses available. Good links with housing colleagues in respect of Time banking have also been forged.			
SL/A013: Work in collaboration with partners to promote the benefits of accessible and supported opportunities for volunteering and community learning through our community libraries, the Vale Learning Community and the 21st Century School Investment Programme to increase take up and enhance citizen well-being.	31/03/2021	40%	Due to Covid-19 21st Century schools' projects have been unable to work directly with community groups on volunteering.	Amber		Learning & Culture Corporate Performance & Resources
HS/A007: Investigate and promote the expansion of the Timebanking scheme with other stakeholders and partners.	31/03/2021	50%	Discussions with Public Health Wales has identified flexibility to use the allocated funding for a revised project focussing on digital engagement in our most disadvantaged communities. Working with vulnerable people to reduce loneliness, isolation and improving mental health. A revised project plan has been drafted along with a new Job Description and Person Specification. This is due to be considered by a Task Group of the PSB on 14 October and if agreed will go to Cabinet for final approval.	Green		Homes & Safe Communities Corporate Performance & Resources
RP/A006: Work with volunteers to deliver a range of regeneration, rights of way and country parks projects such as Vale Ambassadors and Barry Place Board.	31/03/2021	35%	Volunteer engagement has restarted, ensuring safe COVID19 working practices. This has meant that numbers have to be restricted, however sites are trying to accommodate all interested parties where possible. External volunteer groups are still not participating in any activity and are delaying activities until things settle down.	Red		Environment & Regeneration Corporate Performance & Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
PB/A015: Develop a set of principles and a new approach to promoting, encouraging and supporting volunteering opportunities which support council services.	31/03/2021	50%	The work has taken a different approach to the one originally envisaged but work continues through Vale Heroes and established relationships and working practices will continue to be built on.	Green	Yellow	Corporate Performance & Resources
ADP38: Introduce a staff volunteering policy.						
HR/A015: Lead on the development of the Council's approach to supporting its employees to volunteer including the introduction of a volunteering policy.	31/03/2021	15%	No further action due to pandemic.	Red	Red	Corporate Performance & Resources

CP Commitment: 2.7	Work as part of the Cardiff Capital Region to progress strategic planning and transport initiatives and promote sustainable economic growth and employment.
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Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP39: Progress transport improvements in Penarth through to Cardiff Bay and work with the Cardiff Capital Region to develop the Strategic Development Plan.						
NS/A003: Continue to progress the WeITAG studies which deliver transport improvements for Penarth to Cardiff Bay, M4 Junction 34 to A48 and Dinas Powys.	31/03/2021	50%	WeITAG Stage Two Plus Study on M4 J34 to A48 road link public consultation began end of Sept.	Green	Green	Environment & Regeneration
RP/A007: Continue to work with the Cardiff Capital Region to reach agreement to submit a proposal to Welsh Government for a Strategic Development Plan for the Cardiff Capital Region in agreement with all South East Wales Local Authorities.	31/03/2021	50%	CCR decision to progress with a SDP is currently on hold pending the WG proposals for corporate joint committees to be introduced via the Local Government and Elections Bill due to be considered by the Senydd in Q2.	Green		Environment & Regeneration
ADP40: Work with partners to progress plans for a transport interchange at Barry Docks and more sustainable transport links to the airport.						

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
RP/A020: Work with partners to progress plans for a transport interchange at Barry Docks and more sustainable transport links to the airport.	31/03/2021	50%	<p>Transport interchange at Barry Dock: Amey continue with the consultancy work and expect to report the Stage 2 report in November 2020. Ecological reports show slow works and common lizard on land north of the line. Some assumptions about ground conditions will therefore need to be made. In similar fashion there are some issues with data for demand modelling and appropriate assumptions will need to be made.</p> <p>Sustainable transport links to the Airport: Funding provided by WG in FY20/21 to undertake detailed design of potential active travel route from Waycock Cross to Cardiff Wales Airport. A meeting was held in October with WG to discuss the application for funding to construct in FY21/22. WG felt that the design needed to be revised and more detailed work was required on usage.</p> <p>It should be noted that other forms of sustainable transport (bus/train) are subject to Covid restrictions and working with providers to establish better links to the airport at this time are not priority.</p>	Green	Green	Environment & Regeneration
ADP41: Support the growth of the Enterprise Zone at St Athan and Cardiff Airport.						
RP/A008: Work with partners including Cardiff Airport and Welsh Government to facilitate the development of the Enterprise Zone at Cardiff Airport.	31/03/2021	50%	Development brief has been prepared in consultation with Cardiff Airport to guide development in the EZ. We are currently considering a major planning application at Model Farm which forms part of the EZ. Officers are working with Visible Services (Transportation) and CCR colleagues to appoint consultants to	Green	Green	Environment & Regeneration

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			<p>undertake further analysis of the strategic transport network to support growth in the Western Vale around the EZ.</p> <p>The Council continues to work with key partners regarding facilitating the comprehensive master planned development of the airport within the EZ. The Council owns substantial landholdings alongside the airport, part of this land is proposed for a new educational campus for Cardiff and Vale College.</p> <p>In addition, the Council is negotiating with Cardiff and Vale College regarding Heads of Terms for disposal of land for a new educational campus. The Council continues to work with the Cardiff Capital Region team to support potential inward investment from companies such as Brititshvolt.</p>			

CP Commitment: 2.8 **Support economic growth through regeneration, improved infrastructure and support for town centres, tourism and industry.**

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP42: Adopt an Economic Growth Plan for the Vale.						
RP/A023: Adopt an Economic Growth (Recovery) Plan for the Vale.	31/03/2021	50%	This strategy is being developed alongside the Councils recovery work. It is likely that the COVID section of the Growth Plan will mirror the Economic Recovery section of the Councils Recovery Strategy.	Green	Green	Environment & Regeneration
ADP43: Deliver improvements to our town centres focusing particularly on supporting the development of new business premises and homes.						
RP/A009: Deliver economic and regeneration strategies to improve infrastructure and support town centres, tourism and industry.	31/03/2021	50%	Regarding the Thematic Grants element of Implement TRI in Barry, officers continue to provide help and advice to meet the needs of eligible applicants in Barry Town Centre (Holton Road). In June of this year, the Welsh Government asked the	Green	Green	Environment & Regeneration

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			<p>Cardiff Capital Region Local Authorities to consider re-purposing elements of the 2020/21 budget allocation to allow a much greater degree of flexibility in adapting to the changes required in town centres because of the covid-19 pandemic. Cabinet 21st September 2020 (Urgent Item) considered this matter and a link to the report and minute C337 can be found here: https://www.valeofglamorgan.gov.uk/Documents/Committee%20Reports/Cabinet/2020/20-09-21/Urgent-Item-Town-Centres-Recovery-Measures.pdf</p> <p>https://www.valeofglamorgan.gov.uk/Documents/Committee%20Reports/Cabinet/2020/20-09-21/Minutes.pdf</p> <p>The report was categorised as urgent by reason of the need to consider town centres recovery measures in Barry, Cowbridge, Llantwit Major and Penarth because of the covid-19 pandemic.</p>			
ADP44: Work with developers to support the regeneration of Barry, Barry Waterfront and the Innovation Quarter.						
RP/A021: Work with developers to support the regeneration of Barry, Barry Waterfront and the Innovation Quarter.	31/03/2021	50%	Converted Goods Shed/Container Village has opened, with the 42 apartments for Newydd due to be physically completed end of October. Heads of Terms negotiations ongoing with Cardiff and Vale College regarding land at IQ for proposed campus.	Green	Green	Environment & Regeneration
ADP45: Maximise opportunities to access grant funding to support regeneration and economic growth within our communities.						
RP/A022: Maximise opportunities to access grant funding to support regeneration and economic growth within our communities.	31/03/2021	50%	The Council continues to administer COVID grant fund on behalf of the Government and is now seeking to target capital funding in town centres to support their recovery.	Green	Green	Environment & Regeneration

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP46: Implement a road and pavement surfacing programme for 2020/2021.						
NS/A004: Improve the condition of the Council's local highway by delivering the Highway Resurfacing programme, including a programme of footway improvements for 2020 / 2021.	31/03/2021		Completed in Q1		Amber	Environment & Regeneration
NS/A005: Improve structures within Dinas Powys to enhance access to existing school and community establishments.	31/03/2021	40%	Negotiations are ongoing with the preferred contractor for the Library bridge regarding potential Covid-19 related cost increases. A date for the associated service diversion works has now been agreed for w/c 19/10/22. Liaison with stakeholders ongoing and works programmed for Q4. Liaison with NRW has been ongoing over the main river working window. An extended working window has been agreed for the library site but refused for the Murch Field crossing. Due to the NRW restrictions on working in the watercourse due to brown trout spawning season construction of the Murch Field scheme will be unable to proceed until early next financial year. The impact on the programme for completion of both schemes will need to be continually assessed in light of the changing impact of the Coronavirus pandemic. Representatives of the Murch Junior School, Library, Murchfield Community Centre and football club will be contacted and updated on the current positions and any likely delays to the commencement of works as a consequence of the situation reported above.	Amber		Environment & Regeneration

APPENDIX 2: Performance Indicators

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

Performance Indicator	Q2 2019/20	Q2 2020/21	Q2 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
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: 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.						This performance indicator is monitored annually.	Learning & Culture
CPM/035: 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.						This performance indicator is monitored annually.	Learning & Culture
CPM/036: Percentage of Year 11 leavers known not to be in education, training or employment (NEET).						This performance indicator is monitored annually.	Learning & Culture
CPM/037: Percentage of Young people leaving Year 12 who are not in education, employment or training.						This performance indicator is monitored annually.	Learning & Culture
CPM/038: Percentage of pupil attendance in Primary schools.						This performance indicator is monitored annually.	Learning & Culture
CPM/039: Percentage of pupil attendance in Secondary schools.						This performance indicator is monitored annually.	Learning & Culture
CPM/040: Percentage of schools judged good or better by Estyn (in all 5 judgements).						This performance indicator is monitored annually.	Learning & Culture
CPM/041: The percentage of school days lost due to fixed-term exclusions during the academic year in primary schools.						This performance indicator is monitored annually.	Learning & Culture
CPM/042: The percentage of school days lost due to fixed-term exclusions during the academic year in secondary schools.						This performance indicator is monitored annually.	Learning & Culture

Performance Indicator	Q2 2019/20	Q2 2020/21	Q2 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
WO2.2 Invest in our schools to provide the right learning environment for the 21st century and facilities which benefit the wider community.							
No measures identified.							
WO2.3 Work with schools, families and others to improve the services and support for those with additional learning needs.							
CPM/125: Percentage of children making expected progress in Maths between KS1 and KS2.						This performance indicator is monitored annually.	Learning & Culture
CPM/126: Percentage of children and young people making expected progress in English between KS2 and KS4.						This performance indicator is monitored annually.	Learning & Culture
CPM/127:Percentage of schools rated by Estyn as good or excellent in KQ4 "Care Support and Guidance.						No Estyn inspections planned this year in light of circumstances so no data will be reported for 2020/21 period.	Learning & 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/043: Percentage success rate on accredited courses for priority learners.						This performance indicator is monitored annually.	Learning & Culture
CPM/044: The percentage of young people in contact with the youth service who achieve an accredited outcome.						This performance indicator is monitored annually.	Learning & Culture
CPM/045: Percentage of those taking up the Digital Champion service who report feeling more confident in using ICT on a day to day basis.						This performance indicator is monitored annually.	Learning & Culture
CPM/128: Percentage of I2A young people engaged against target.	N/A	0%	18%	N/A	N/A	This quarter the project enrolments are 100% unachieved due to the COVID situation, with schools closed we have had no referrals. Overall, however the project is still looking positive and within its 15% variance.	Learning & Culture
CPM/129: Percentage of I2W young people engaged against target.	N/A	7%	12%	Red	N/A	To date this quarter, we are behind on profile due to COIVD, although we are behind overall the project is 25% over target so no issues moving forward.	Learning & Culture

Performance Indicator	Q2 2019/20	Q2 2020/21	Q2 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
CPM/130: Percentage of C4W people engaged against target.	N/A	41%	15%	Green	N/A	Due to the really high number of referrals the team continue to overachieve. It is perceived that this will only continue due to the current economic climate and the impacts of both Covid19 and Brexit.	Learning & Culture
CPM/131: Percentage of C4W+ people engaged against target.	N/A	59%	40%	Green	N/A	Due to the really high number of referrals the team continue to overachieve. It is perceived that this will only continue due to the current economic climate and the impacts of both Covid19 and Brexit.	Learning & Culture
WO2.5 Work with partners to ensure people can access appropriate money advice, information and debt support relating to housing, benefits, education, training and							
CPM/046: Number of tenancies maintained six months after receiving Money Advice.						This performance indicator is monitored annually.	Homes & Safe Communities
WO2.6 Support and promote volunteering and community learning recognising the range of benefits to individuals and the community.							
No measures identified.							
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: Value of investment levered into the Council that is dedicated to transport improvement schemes.						This performance indicator is monitored annually.	Environment & Regeneration
WO2.8 Support economic growth through regeneration, improved infrastructure and support for town centres, tourism and industry							
CPM/048: Public satisfaction with facilities on Barry Island where they are rated as 'Good' or 'Excellent'.						This performance indicator is monitored annually.	Environment & Regeneration
CPM/049: The number of jobs created in the Vale of Glamorgan Enterprise Zone.						This performance indicator is monitored annually.	Environment & Regeneration
CPM/050: Total number of visitors to the Vale of Glamorgan for Tourism purposes (as measured by STEAM survey).						This performance indicator is monitored annually.	Environment & Regeneration

Performance Indicator	Q2 2019/20	Q2 2020/21	Q2 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
CPM/051: Amount of s106 money secured in the financial year.						This performance indicator is monitored annually.	Environment & 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.	94.66%	91%	93%	Amber	↓	We are very close to hitting the target of 93%. An extra 6 applications determined would have resulted in us meeting target. 91% of all householder applications determined within 8 weeks is still an excellent result given the complexities of the current working environment and remote working generally.	Environment & Regeneration
CPM/053: Average vacancy rate in the Vale's main town centres. (IO)						This performance indicator is monitored annually.	Environment & Regeneration
CPM/054: Amount of s106 money spent in the financial year.						This performance indicator is monitored annually.	Environment & Regeneration
CPM/055: Total number of staying visitors to the Vale of Glamorgan for tourism purposes (as measured by STEAM survey).						This performance indicator is monitored annually.	Environment & Regeneration
CPM/056: The percentage of staying visitors to the Vale of Glamorgan for tourism purposes that have a serviced stay (this includes hotels, guest houses and B&Bs) (as measured by STEAM survey).						This performance indicator is monitored annually.	Environment & Regeneration
CPM/057: Percentage of customers satisfied with Heritage Coast Project as determined via satisfaction survey.						This performance indicator is monitored annually.	Environment & Regeneration
CPM/058: The percentage of staying visitors to the Vale of Glamorgan for tourism purposes that have a non-serviced serviced stay (this includes self-catering, C&C and alternative e.g. Shepherds Huts etc) (as measured by STEAM survey).						This performance indicator is monitored annually.	Environment & Regeneration

Performance Indicator	Q2 2019/20	Q2 2020/21	Q2 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
CPM/059: The percentage of staying visitors to the Vale of Glamorgan for tourism purposes that have a SFR stay (staying with friends or relatives) (as measured by STEAM survey).						This performance indicator is monitored annually.	Environment & Regeneration
CPM/060 (CPM/239): Percentage of Listed Building applications determined within 8 weeks or subject to Planning Performance Agreement or Extension of Time.	63.63%	70%	75%	Amber	↑	The focus with LBC applications will always be on delivering quality decisions rather than speed of decision. See similar response to householders above.	Environment & 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.	96.8%	89%	92%	Amber	↓	Q1 included the immediate impact of going into lockdown for the Corona Virus pandemic which had an immediate but short-term impact on our ability to determine applications within 8 weeks or agree extension of times.	Environment & Regeneration
CPM/062 (PAM/019): Percentage of all appeals dismissed.						This performance indicator is monitored annually.	Environment & Regeneration
CPM/132: Number of community lead organisations advised to deliver our regeneration priorities						This performance indicator is monitored annually.	Environment & Regeneration
CPM/133: Number of local businesses advised in relation to funding, business planning and new start-ups.						This performance indicator is monitored annually.	Environment & Regeneration
CPM/134: Number of new business start-ups that have received support from the Council.						This performance indicator is monitored annually.	Environment & Regeneration
CPM/135: Number of community lead organisations that are financially supported.						This performance indicator is monitored annually.	Environment & Regeneration

Additional National Performance Indicator Measures

Performance Indicator	Q2 2019/20	Q2 2020/21	Q2 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
WO2.1 Ensure there is appropriate access to quality early years, nursery and education provision enabling people to achieve their best possible outcomes whatever the							
PAM/040: Percentage of Welsh Public Library Standards Quality Indicators (with targets) achieved by the library service.						This performance indicator is monitored annually.	Learning & Culture
PAM/032: Average Capped 9 score for pupils in year 11.						This performance indicator is monitored annually.	Learning & 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.							
PAM/044: Number of apprentices, excluding teachers, on formal recognised apprenticeship schemes within the authority during the year per 1,000 employees.						This performance indicator is monitored annually.	Corporate Performance & Resources
WO2.8 Support economic growth through regeneration, improved infrastructure and support for town centres, tourism and industry							
PAM/021: Percentage of principle B roads that are in overall poor condition.						This performance indicator is monitored annually.	Environment & Regeneration
PAM/022: Percentage of non-principle C roads that are in overall poor condition.						This performance indicator is monitored annually.	Environment & Regeneration
PAM/020: Percentage of principle A roads that are in overall poor condition.						This performance indicator is monitored annually.	Environment & Regeneration

APPENDIX 1: Service Plan Actions contributing to this Well-being Objective

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

CP Commitment: 3.1		Encourage people of all ages to have active and healthy lifestyles to promote better physical and mental well-being.				
Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP47: Work in partnership with the Public Services Board to implement the Move More Eat Well Plan.						
NS/A011: Work in partnership with the Health Authority to assist in the implementation of the Move More Eat Well Agenda for 2020/21 including exploring the potential for specific posts.	31/3/2021	10%	These posts are currently on hold due to the Covid situation impacting on this area of work. Also, still waiting for written confirmation from Public Health regarding the duration of the funding, as this will determine the duration of the post. The NERS scheme is not currently being allowed to restart (as determined by Public Health who fund NERS) so it is not an appropriate time to employ a new NERS Officer. Discussions have taken place with Health Authority to try to progress this action and they will continue to be chased to decide on most appropriate time to advertise these posts. Potential ideas have been identified by the Healthy Living Team for use of underspend (to establish a funding programme which would be available to local sport/physical activity providers who can impact on this agenda). Awaiting feedback from Public Health as to whether they are happy to progress with this use for the underspend.	Red	Amber	Healthy Living & Social Care Corporate performance & Resources
SRS/A006: Encourage healthy lifestyles by delivering the actions set out within the Communicable Disease and Health Service Plan, Health and	31/03/21	50%	The draft Food Law Enforcement Service Plan, The Communicable Disease Service Plan and the Health and Safety Service plans were approved by Joint Committee on 21 September 2020.	Green		Healthy Living & Social Care Homes & Safe Communities

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
Safety Enforcement Service plan and Food and Feed Law Service Plan.						
ADP48: Expand the range of physical activities available to citizens at our country parks, community green spaces, the heritage coast and schools.						
SL/A016: Promote community use of school facilities and maximise opportunities to generate income from out of hours use of these modern facilities by community and other groups.	31/03/21	25%	This has not as yet progressed initially as a result of school closures and more recently due to covid restrictions on community groups/ meetings.	Red	Red	Healthy Living & Social Care Learning & Culture
NS/A008: Improve the health and well-being of people in the Vale of Glamorgan by increasing the number of people who have access to quality sports and physical activity opportunities.	31/03/21	10%	Facilities have reopened with significantly reduced capacities. Other activities such as sports development are also looking at practical ways, in partnership with their funding partners, that they can provide services but again these are significantly reduced from previous service standards. Work is continuing to plan how more activities can be offered within the existing restrictions and how the service will implement further recovery initiatives when permitted to do so.	Red		Healthy Living & Social Care
RP/A010: Expand opportunities for physical activity at Country Parks to encourage people of all ages to have active and healthy lifestyles.	31/03/21	50%	The ongoing COVID19 pandemic has continued to impact visitor numbers and in particular group / organisation numbers are down. However, the sites have seen an increase in footfall as more residents are using the areas for their daily exercise. There are no longer any plans to pilot an Events post this year due to the pandemic. The Council is currently considering parking management proposals for the parks.	Green		Healthy Living & Social Care
ADP49: Work in partnership to facilitate and promote inclusive opportunities for play and sports development with a particular focus on physical and mental well-being and tackling physical inactivity at all ages.						

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
AS/A008: Optimise opportunities for universal and community services to promote active and healthy lifestyles.	31/3/2021	35%	The progress to shift our services on line has continued to grow over qtr 2. We have been considering how we return to some provision of day services, and anticipate a return to provision during Qtr 3, dependent on the guidance from PHW, WG and local policy at the relevant time. Ensuring that we have Covid-safe spaces and practices to welcome people back to. Support Planners within LD have secured and are developing an allotment space for people who receive Direct Payments to use to grow produce and develop skills in a safe outdoor environment, particularly important during the pandemic.	Red	Red	Healthy Living & Social Care
CS/A005: Consolidate our approach to promoting active and healthy lifestyles with children, young people and families who access our services.	31/3/2021	50%	Our support to families has continued, encouraging active and healthy lifestyles through the promotion of a range of virtual materials and interaction, working in partnership with other agencies.	Green		Healthy Living & Social Care
NS/A006: Work with partners to increase levels of participation and physical activity opportunities in the Vale of Glamorgan to encourage active and healthy lifestyles for all.	31/3/2021	15%	Whilst Leisure facilities have reopened the long term financial picture is far from clear and as such it is not possible to progress with the contract extension with so many unknowns. Work is continuing in terms of partnerships and implementation of strategies but again the current issues surrounding Covid 19 make significant progress impossible.	Red		Healthy Living & Social Care
NS/A007: Work in partnership to deliver a comprehensive play programme that improves the well-being of children and their families.	31/3/2021	25%	Whilst Covid 19 prevented the delivery of the usual summer programme, a more focused programme was delivered, with a particular focus on identified vulnerable children / young people and those being more impacted upon by Covid. Projects included: <ul style="list-style-type: none"> • Delivery of summer provision for identified 	Red		Healthy Living & Social Care

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			<p>vulnerable children/young people and disabled children/young people as part of a collaborative approach with Healthy Living Team, Social Services, Prevention & Partnership Team, Education & Vale People First which was funded by Welsh Government Covid funding and Families First funding. 131 children / young people attended this provision. A new CIW registered provision was created (Vale Play Pavilion) to provide day provision for 29 vulnerable children identified by Social Services (accruing 221 participations) whilst 53 disabled children attended the Families First Holiday Club (488 participations).</p> <ul style="list-style-type: none"> • Healthy Living Team worked in partnership with Wick Community Council to deliver family- based sessions in the community over a 4 week period. Feedback highlighted in addition to increase access to play/physical activity, the sessions also supported the families and increased their confidence to go back into the community following lockdown. • Healthy Living Team worked in partnership with United Welsh Housing to deliver open access play and sports sessions to children and young people living in Caerleon Road (Dinas Powys) and the surrounding area. The activities were delivered to assist with reducing antisocial behaviour that was being experienced in the area. Members of the South Wales Neighbourhood Police Teams attended some of the sessions and the Youth 			

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			<p>Service attended a couple of the sessions to distribute free food. 64 children attended the provision accruing 259 participations over the 12 sessions.</p> <ul style="list-style-type: none"> Promotion of low cost/no cost activities via online Active August campaign and a virtual National Play Day event. <p>Whilst some areas of development have had to stop due to Covid, progress is being made in some areas of the Play Sufficiency plan via the above projects and also in other areas such as feasibility of developing Street Play policy. Plans are in place to reinstate community-based play sessions if current Covid restrictions do not change.</p>			
ADP50: Develop a new Community Investment Strategy to improve our tenants' quality of life and well-being.						
HS/A008: Develop a new Community Investment Strategy to include initiatives that will build strong resilient communities and improve tenant quality of life and wellbeing.	31/3/2021	35%	Work on the Strategy had continued but has been impacted by the project lead being off work. Priorities have been identified to promote digital inclusion, strengthen tenant engagement and continue to support employability	Red	Red	Homes & Safe Communities

CP Commitment: 3.2	Provide more opportunities for cycling and walking and develop a range of travel options to encourage people out of their cars.
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Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP51: Work in collaboration to increase safe walking, cycling and public transport infrastructure both within and to connect new developments to existing active travel integrated networks and proactively promote these.						
NS/A009: Improve cycle and pedestrian facilities and revise the Active Travel Integrated Network Map for the Vale of Glamorgan in accordance with Welsh Government requirements.	31/3/2021	40%	<ul style="list-style-type: none"> • S106 funding opportunity explored to continue Biglis to Dinas Powys AT route • ATNM pre-work started (updating ERM) • ATNM available on VoG website - linked from AT webpage (Find my AT route) • Work continues to promote AT on social media 	Amber	Amber	Environment & Regeneration
RP/A011: Ensure new developments deliver appropriate sustainable travel facilities either via direct provision or through the section 106 process.	31/3/2021	50%	<p>During Q2, progress has been made on several schemes to deliver sustainable transport, including:</p> <ul style="list-style-type: none"> • Wick – pedestrian crossing upgrade – completed; • St. Athan – dropped kerb and footpath improvement scheme; • ‘Next bike’ cycle hire docking stations in Penarth have been installed in preparation for the launch of the scheme; • Treharne Road, Barry – footpath and public transport infrastructure improvement scheme completed; <p>And a number of schemes are also being designed, including within areas such as Dinas Powys, Ogmore by Sea, Rhoose and Cowbridge</p>	Green	Amber	Environment & Regeneration
ADP52: Launch a Next Bike programme in Penarth and explore the potential for expansion across the Vale						
NS/A026: Launch a Next Bike programme in Penarth and explore the potential for expansion across the Vale.	31/3/2021	40%	Progress delayed due to the pandemic. The scheme will be ready to roll out once COVID-19 restrictions have been relaxed.	Amber	Amber	Environment & Regeneration

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP53: Work regionally to progress the metro and facilitate more sustainable transport options.						
NS/A027: Work regionally to progress the Metro and facilitate more sustainable transport options.	31/3/2021	40%	As per Q1 although more work has been carried out on Barry Dock Interchange by Consultants, Amey. Capita to begin Cogan Interchange study in Q3.	Amber	Amber	Environment & Regeneration
ADP54: Recruit more volunteers and support the running of the Greenlinks Community Transport service to transport passengers around the Vale.						
NS/A010: Continue to support the running of the Greenlinks Community Transport service to transport passengers around the Vale.	31/3/2021	25%	Covid-19 volunteer recruitment has not been possible during the height of the pandemic. However, since lockdown measures were reduced volunteers have been offering their services again to drive for Greenlinks or undertake PPE deliveries (something the Passenger Transport Team have been assisting with). Greenlinks members are being taken on shopping trips, medical appointments and work. A report will be presented to Cabinet in Q3 to look at how the service will be funded in 21/22 and beyond.	Red	Red	Environment & Regeneration

CP Commitment: 3.3	Promote leisure, art and cultural activities which meet a diverse range of needs.
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Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP55: Support the programme of events such as Barry Island Weekenders, Pride, Gŵyl Fach y Fro and Gigs Bach y Fro.						
RP/A012: Continue to develop and promote the Vale of Glamorgan events programme focusing on economic and tourism growth.	31/3/2021	15%	All events are postponed until further notice for safety reasons. Budget repurposed to support town centres through the current crisis.	Red	Red	Environment & Regeneration
ADP56: Respond to the outcome of the consultation on the Council's Arts Strategy.						
SL/A024: Respond to the outcome of the consultation on the Council's Arts Strategy.	31/3/2021	40%	Due to the Covid 19 restrictions no further progress has been made with this matter as the	Amber	Amber	Learning & Culture

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			Gallery has been closed throughout the pandemic and the steering group has not met.			
ADP57: Pilot the Makerspace project in Penarth and identify further opportunities to expand the use of local creative spaces in communities across the Vale.						
SL/A018: Pilot a Makerspace project in Penarth to promote opportunities for people to get together and be creative and learn new skills.	31/3/2021	50%	Building work is now on track and this project will be completed in October. However due to the renovation work taking place on the ground floor of the library the launch date will be held back until all works are complete. The target date for completion is the end of January with a launch date to be set for early February subject to installation of equipment and staff training. Recruitment for the project officer post to oversee the makerspace will take place in November.	Green	Green	Learning & Culture
ADP58: Collaborate with partners to promote our schools and libraries as community hubs and increase the diversity of leisure, art and cultural learning opportunities available.						
SL/A014: Work in collaboration with partners to promote our schools and libraries as community hubs and maximise their benefits for learners, their families and communities as a whole.	31/3/2021	40%	All the activities which began in lockdown and at the end of Q1 have continued and strengthened as staff have grown in confidence in running activities online. Much thought and effort has gone into this and it is likely to remain a feature of library services from here on. The Reading Agency's Summer Reading Challenge attracted fewer participants than usual. Some library services decided not to run the challenge this year, but the Vale persevered in promoting reading and encouraging participation online and via the loan of books by click and collect. Several activities and author events were run online as part of the summer programme and children could collect their rewards and certificates at the library or online. The vale comms team supported libraries by retweeting, as did FIZ and other organisations.	Amber	Amber	Learning & Culture

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
SL/A017: Work in collaboration with our partners to develop, support and promote accessible opportunities for participation in arts and cultural events across the Vale of Glamorgan.	31/3/2021	40%	Libraries have continued to promote the role of reading in cultural life. There have been multiple promotions online to eBooks, eMagazines and other sources of information and arts. There have been online craft activities. There has been an ongoing promotion of the library photo collection. Highpoint in September was an online talk with Lesley Pearse, a popular author who has sold 10 million books. Vale Libraries were one of 45 services to bid for a chance to host an evening with Lesley Pearse and we were successful along with 4 other services that included the likes of Bristol and Manchester Libraries.	Amber		Learning & Culture

CP Commitment: 3.4 **Work in partnership to provide more seamless health and social care services.**

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP59: Develop a sustainable approach to meeting the needs of older people in accommodation with care to support greater independence.						
RM/A012: Contribute to the development an Older Person's Accommodation with Care and Support Strategy to provide sustainable solutions that enable our citizens to live independently.	31/3/2021	50%	The Housing LIN report provided an assessment and suggested way forward for accommodation with care for older people. This has in turn informed the wider housing strategy. Changes to Supporting People Grant guidance and RPB governance structures are in process of being reviewed regionally.	Green	Amber	Homes & Safe Communities Healthy Living & Social Care
HS/A009: Develop an Older Person Accommodation with Care, Care Ready and Support Strategy to meet the needs of older people.	31/3/2021	25%	The focus continues on the pandemic and additional homelessness presentations and responding to Welsh Government requirements. Priority must be given to continue with implementing Phase 2 & 3 of the Welsh Government guidance to deal with the high	Red		Homes & Safe Communities Healthy Living & Social Care

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			number of people in temporary accommodation in the Vale and to find them an appropriate permanent home with support that meets their individual need. Work continues on the Penarth Village proposal and preplanning advice will be sought in the next few weeks. Still awaiting the result of the ICF capital bid for £573k to fund the continued site investigations and planning development.			
ADP60: Agree a joint contract with the Health Board and other providers to improve outcomes for adults who need care and support.						
RM/A011: Implement an outcomes-based approach to commissioning contracting services across both a regional and localised footprint.	31/3/2021	35%	Additional clarification has been required regarding the use of the Individual Client Contract, and the issue is currently being resolved. And so, this action is expected to be completed by the end of October.	Red	Red	Healthy Living & Social Care Corporate Performance & Resources
ADP61: Support integrated services operated jointly with the Local Health Board as part of the 'Healthier Wales' agenda e.g. the GP triaging project.						
AS/A009: Extend the GP triaging pilot through effective implementation and evaluation.	31/3/2021	30%	The GP Triage pilot has remained paused during Q2, as many resources were diverted to respond to the pandemic and remain so. However, the project team has been working on other models of care and evaluation of the initial phases, and also assisting the cluster in assessing their responses to the pandemic. the pilot will not be re-instated this financial year, but if there is funding available in 2021-22 then a proposal will be submitted for the RPB consideration to further pilot the project.	Red	Amber	Healthy Living & Social Care Corporate Performance & Resources
RM/A010: Contribute to the 'Healthier Wales' agenda to enable our citizens to live well for longer.	31/3/2021	50%	New contracts include the requirement for providers to promote the health and well-being of the clients they support.	Green		Healthy Living & Social Care

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP62: Launch a regional strategy that supports carers and recognises their contribution.						
RM/A013: Deliver a consistent and coherent strategy for carers that recognises the vital contribution they make within their communities and the people they care for.	31/3/2021	50%	The regional strategy work had been suspended due to the impact of Covid-19 and key staff being repurposed to other key roles. Workstream has been reinstated and planned activity for strategy to be finalised is underway.	Green	Green	Healthy Living & Social Care

CP Commitment: 3.5 | **Provide care and support to children and families in need which reflects their individual strengths and circumstances.**

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP63: Utilise the Children and Communities Grant to deliver targeted interventions for children and young people and their families including the Youth Well-being, Young Carers, Families First Holiday Club, Families Vale Life Skills and the Assisted Places schemes.						
CS/A006: In implementing the Children and Communities Grant maximise opportunities for aligning services and minimising duplication in service delivery whilst continuing to deliver in required areas.	31/3/2021	50%	Those involved in receipt and delivery of grants under the CCG have worked effectively together to deliver coordinated services, particularly important during the current pandemic. This has included collaborative delivery of support to vulnerable children during the school holidays.	Green	Green	Healthy Living & Social Care Learning & Culture
ALN/A014: Deliver a variety of targeted projects and interventions to improve outcomes for children, young people and families in need.	31/3/2021	50%	CCG delivers a wide variety of C&YP services. Guidance from WG has been changed to allow temporary suspension of original CCG plan until Sept 2020 and a redrafted CCG delivery plan has been approved by WG. All projects are reporting regularly and delivering what is expected although Covid19 has hindered direct 1-1 work, but projects have used innovative methods to keep in contact with service users . Monitoring has been ongoing and RBA report cards are due October and will reflect how well these have projects have managed in the current crises. FFHC and teen	Green		Learning & Culture Healthy Living & Social Care

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			scheme actively contributed to a specific vulnerable children project through the summer.			
ADP64: Work with partners to develop and implement a new way of working with children and their families that maximises their strengths to improve outcomes and enhance their well-being.						
CS/A007: Scope and implement a strength-based model for working co-productively with children and their families.	31/3/2021	50%	Scoping complete, development and implementation slightly delayed due to COVID-19. Approach and model drafted. Implementation plan about to be drafted and commenced.	Green	Green	Healthy Living & Social Care
CS/A009: Work with partners to deliver the Corporate Strategy for children who need care and support.	31/3/2021	50%	The Corporate Strategy Management Group met during Q2 to review progress against the action plan. Pleasingly progress remains on track and partners continue to work effectively to deliver on our agreed priorities.	Green		Healthy Living & Social Care
SP/A011: Work in partnership to ensure children and families of vulnerable groups receive the information they need to make informed decisions about their children's education.	31/3/2021	50%	The Vulnerable Groups Team work in partnership to support schools and Children Services, on a needs led basis, to ensure the families of the 7 identified vulnerable groups receive information to make informed decisions about their child's education.	Green		Learning & Culture Healthy Living & Social care
ADP65: Increase the number of foster carers through improved recruitment and retention to enhance placement stability for children and young people in need of care and support.						
CS/A008: Enhance and strengthen our regional approach to recruitment and retention of foster carers.	31/3/2021	100%	Completed, regional work plan agreed and implemented.	Green	Green	Healthy Living & Social Care

CP Commitment: 3.6	Provide person-centred care and support to adults in need
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Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP 66: Work in collaboration with partners to develop service options such as the 'Get me Home' and 'Get me Home Plus' services.						
AS/A010: Develop more 'closer to home' and strengths-based services.	31/3/2021	50%	A programme of staff training in strength-based and outcome-focussed approaches to care	Green	Green	Healthy Living & Social Care

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			management will be undertaken during qtr3 to support the implementation of these approaches throughout Adult Services. Castle Avenue property - contract has been awarded for the refurbishment and is awaiting sign off. This house will assist in preventing people leaving the Vale and/or bring people back to the Vale. The house should be completed by March 2021.			
ADP67: Develop a new model of joint working with the Health Board to commission adult care services with a particular focus on sustainable long-term care and nurse assessor services.						
AS/A011: Development of an 'alliance model' within the Vale locality that will enable us to operate more effectively across organisational boundaries.	31/3/2021	30%	The Locality Manager post did not become full time in Q2, and will remain part time for some time yet, due to the need to support testing within the Region. However, some progress has been made towards the development of the Alliance model and further progress is planned for Qtr 3 to regain some of the momentum lost due to the response to the pandemic.	Red	Amber	Healthy Living & Social Care
AS/A012: Review and develop our commissioning strategies to ensure that we can continue to meet the needs of our citizens both now and in the future	31/3/2021	50%	The Cardiff and Vale Advocacy Network has developed a draft Adults Advocacy Strategy, that sets out the regional vision for advocacy and Independent Professional Advocacy. A series of consultation exercises will take place in qtr 3 to ensure a wide stakeholder involvement in the development of the final draft. The strategy will form the basis of the region's future commissioning of advocacy services for the next 5 years.	Green		Healthy Living & Social Care

CP Commitment: 3.7	Work with our partners to ensure timely and appropriate mental health and emotional well-being support.
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Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP68: Deliver a Psychology Support Service for Children Looked After to enhance placement stability and promote emotional well-being.						
CS/A010: Consolidate the effective use and governance of a Psychology Service for Children Looked After to promote emotional well-being and placement stability.	31/3/2021	100%	Completed, monthly psychology panel implemented to oversee and monitor the work of the psychology service.	Green	Green	Healthy Living & Social Care
ADP69: Work with schools to develop trauma-informed approaches to meet the social, emotional and mental health needs of pupils.						
ALN/A015: Provide training for schools to develop trauma informed approaches to meet the social, emotional and mental health needs of pupils.	31/3/2021	50%	<p>A significant amount of training has been delivered in this area of work.</p> <p>Professional training opportunities 19-20 (in addition to CSC offer)</p> <ul style="list-style-type: none"> • Trauma and Mental Health Informed Schools training <ul style="list-style-type: none"> o Supporting the Return to School - 3 hours o Whole school- 3 hours o Senior Leads - 2 days o Practitioner - 10 days • Therapeutic workshops at Ysgol y Deri <ul style="list-style-type: none"> o Therapeutic music approaches for the classroom – 3 hours o Therapeutic play approaches for the classroom – 3 hours o Understanding the sensory basis of behaviours o Understanding the functions of behaviours • Unpicking Neurodevelopmental Differences – 1 day • Whole School Autism training – 1 hour • Autism/SCD staff training via EIB placements – 1 day per week for duration of placement • Bespoke training/action learning for individual staff through Engagement Service 	Green	Green	<p>Learning & Culture</p> <p>Healthy Living & Social Care</p>

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			<p>Support for vulnerable learners</p> <ul style="list-style-type: none"> • Engagement Service advice and support (and other LA and outreach services) • Engagement Service interventions • Specialist SEMH assessments - Motional • Access to play and music therapy • Access to OT assessments and advice • Access to RP Team Formulation meetings • Intensive intervention and support through placements at SRBs • Support for parents of vulnerable learners through parent training, Early Bird/Early Bird Plus/Teen Life <p>Additional 20-21</p> <ul style="list-style-type: none"> • Repeat of all training and support above - virtual delivery • Co-delivering whole school trainings, 'Understanding distress' with Resilience Team • Just Right State – pupil programme and accompanied parent and staff training. Meeting sensory attachment needs of young people. • Rainbow curriculum – Trauma and mental health informed PSHE curriculum for KS1 and KS2 to support return to school during covid pandemic 3 x 2.5 hr Supervision for TIS practitioners supporting the most vulnerable and complex pupils to support their capacity to be emotionally available adults at school. 			
SP/A012: Work with partners to enhance the capacity of all educational settings to meet the	31/3/2021	50%	A review of the Social Emotional Mental Health Procedures has been undertaken and a proposal for the implementation of a formalised panel will	Green		Learning & Culture

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
social, emotional and mental health needs of all children and to maximise well-being.			be presented to Learning and Skills Directorate Management Team in the coming weeks. Feedback from stakeholders was overwhelmingly in support of the panel.			Healthy Living & Social Care
ADP70: Further develop outreach services for Nursery and Primary schools to support pupils with social, emotional and mental health needs.						
ALN/A016: Develop specialist settings to meet the needs of children and young people with complex social, emotional and mental health needs.	31/3/2021	50%	A report on the strategy for the future development of this provision has been produced and has been out to stake holder consultation. Once complete the report will be completed and submitted to Cabinet for consideration.	Green	Green	Learning & Culture Healthy Living & Social Care
ADP71: Work with community libraries to achieve Dementia Friendly status for all our public libraries.						
SL/A015: Work with community libraries to achieve Dementia Friendly status for all our public libraries.	31/3/2021	40%	Limited face to face activity has been possible although books in the libraries Reading Well prescription scheme for people with dementia and their carers has been available to loan via the click and collect scheme and this is being promoted.	Amber	Amber	Learning & Culture Healthy Living & Social Care Corporate Performance & Resources

CP Commitment: 3.8	Undertake our safeguarding duties to protect people from harm
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Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP72: Work in partnership to protect vulnerable citizens from the adverse effects of rogue trading, scams, harmful substances and products, slavery and exploitation.						
SRS/A007: Conduct enforcement actions that would remove loan sharks from the communities gradually reducing the incidence of illegal lending.	31/3/2021	30%	A number of cases of illegal lending are in the investigation phase, but enforcement has been hampered to some extent by the COVID19 restrictions. It is hoped that from Quarter 3 on the Illegal Money Lending Unit will be able to take the	Red	Amber	Homes & Safe Communities

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			necessary enforcement action in a more normal landscape.			
SRS/A008: Undertake a series of activities 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, slavery and trafficking.	31/3/2021	50%	The COVID 19 restrictions have meant that it hasn't been possible to run face to face events raising awareness of rogue trading and scams, nevertheless strong links are being retained with partner agencies to ensure that cases are identified and appropriate support given to those affected. During Q2, further doorstep crime / rogue trading cases have concluded in court with a number of custodial sentences being received by the perpetrators and some in some cases compensation for the victims. There has been a good deal of press activity around these cases.	Green		Homes & Safe Communities
ADP73: Implement the Wales Safeguarding Procedures and work in partnership to embed a consistent approach to safeguarding our citizens.						
RM/A014: Embedding a consistent approach to safeguarding to ensure that we can effectively safeguard our citizens from abuse, harm and neglect.	31/3/2021	75%	Work continues to ensure a consistent approach through operational practice, review of policies and procedures and planning for the availability of training to support practitioners.	Green	Green	Healthy Living & Social Care
RM/A015: Work with partners to develop a thematic approach to how we enhance our knowledge and understanding of exploitation and how this can be used to inform policy.	31/3/2021	90%	The Regional Exploitation Strategy has been launched and a programme of awareness raising and training is being developed.	Green		Healthy Living & Social Care
ALN/A017: Implement the Wales Safeguarding Procedures within all education settings.	31/3/2021	50%	At the end of the summer term, there was 100% compliance for level 1 and level 2 Safeguarding training across schools. The training during autumn term is well attended and compliance remains high.	Green		Healthy Living & Social Care Learning & Culture
ADP74: Implement the Regional Safeguarding Board Annual Plan						

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
RM/A017: Implement the Regional Safeguarding Board Annual Plan.	31/3/2021	50%	The priorities of the Regional Safeguarding Board will be overseen and monitored through representation and engagement with regional board work. This will be reflected across the service area.	Green	Green	Healthy Living & Social Care

CP Commitment: 3.9	Work in partnership to develop cohesive communities and promote community safety
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Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP75: Implement the Vale of Glamorgan Community Safety Strategy and the Regional Violence against Women, Domestic Abuse and Sexual Violence Strategy (VAWDASV)						
HS/A010: Work in partnership with Cardiff City Council and Cardiff and Vale University Health Board to improve the outcomes of individuals and families affected by violence and abuse.	31/3/2021	50%	Joint work has continued with Cardiff Council and the Health Board to continue to towards agreed outcomes. Within Qtr 2 the Drive Project was launched in the Vale (Perpetrator Programme) that will work with High risk perpetrators of Domestic Abuse. In order to maximise the outcomes of the project Atal Y Fro have provided an IDVA (Independent Domestic Abuse Advisor) to work alongside the Drive Co-ordinator. The impact of Covid on domestic abuse has been comparable to last year's incidents up until September 2020 where there was an increase of High Risk cases. As a result of the increases the Community Safety team working in partnership with agencies has implemented twice weekly discussions on cases. The impact of this will be that a joined up approach is agreed quicker which is better for the victim and the process is easier to manage for all agencies. Early indications are that this new way of working is having a positive impact. Train the	Green	Green	Homes & Safe Communities Healthy Living & Social Care

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			trainer sessions have commenced during Qtr 2 for levels 2 and 3 for the National Training Framework. It is anticipated that within the Vale that this training will go live before the end of the financial year. Due to Covid it has meant that the training can no longer be completed within a classroom setting, so ICT solutions are now being reviewed in order to deliver this training.			
HS/A011: Work with partners across the Cardiff and Vale region to improve the way we engage with communities and enhance community cohesion in the Vale.	31/3/2021	50%	The Safer Vale Strategy and action plan are due to be presented to Cabinet during Qtr 3. Police, Probation, Health and Fire and Rescue Service have formally signed off the Strategy and work has commenced on delivering the actions. Due to the restrictions that Covid 19 have had on agencies, the annual Safer Vale Fun day was cancelled as well as a number of other engagement events that had been planned over the summer months. However there have been 143 social media posts completed across a range of community safety issues. Work to support Neighbourhood Watches continues and attendance at NHW committee meetings (via Zoom) have taken place. The Cohesion officer has received 10 tension monitoring referrals during Qtr 2, which is lower than Qtr 1 which is an indicator that tensions in communities whilst still high are reducing. As a result of high tensions, the Cohesion Officer has met residents in open spaces (as a result of Covid - 19 restrictions) to discuss their issues and to explain next steps. The Community Highlight reports continue to be produced and shared internally and with partners to show the current demands on community safety. During Qtr 3 work	Green		Homes & Safe Communities

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			is planned on updating the Safer Vale Website and also utilising the Vale Connect System to reach more of the community regarding community safety updates/ information.			
HS/A012: 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.	31/3/2021	50%	Across the Qtr, the DAARC has processed and collected data on 383 domestic abuse PPN's. The figures have reduced from 455 standard and medium PPN'S received in Qtr 1. However there has been an increase in high risk cases during qtr 2 with 129 cases being discussed via a formal MARAC process, compared to 117 in Qtr 1 and 89 for the same period last year. Out of the 129 cases, there were 2 BME victims, 1 LGBT victim, 1 victim registered with a disability and 3 victims that were aged between 16 - 17. Ongoing work is being developed to capture equalities data for the wider VAWDASV remit. The Police boundary areas changed during Qtr 2, with the Vale now part of a Cardiff and Vale Police region. A meeting took place with the Hate Crime Officer that will be covering the Vale so that closer links can be made. An update regarding Hate Crime will be provided during Qtr 3.	Green		Homes & Safe Communities Healthy Living & Social Care
HS/A013: Improve community safety and well-being for those that live, work and visit the Vale of Glamorgan by working with our partners to reduce crime and disorder.	31/3/2021	50%	The ASB team has worked through 1263 ASB instances during Qtr 2, a substantial reduction from Qt1 figures. However, there was a higher number of incidents that generated an ASB referral, 532 referrals compared to 361 in Qtr 1. The change in Covid 19 restrictions was the main area for a reduction in incidents, however the increase in referrals was mainly due to the nice weather and people socialising more and gathering in open spaces. As a result, the Community Safety	Green		Homes & Safe Communities

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			team purchased 5 deployable CCTV cameras to assist the Council and the Police in manging some of the hotspot areas. The cameras were installed in Maslin Park Barry, Romily Park Barry, Cearwent Gardens Dinas Powys, Rhoose Point and the remaining camera is due to be installed in Ogmored during Qtr 3. Once the Council and Police are satisfied that the issues in these locations have been solved then the cameras will be redolyed to other areas. It is anticipated that some of the cases that are currently being managed through the ASB process will have a long term impact on community cohesion due to the level of neighbour disputes that have been received over Qtr 1 and Qtr 2. These are currently being managed, however are resource intensive. The change in Covid 19 regulations being implemented in the Vale during Qtr 3 will impact on the ASB instances being reported, therefore close working will continue between Council departments and the police. The Community Safety team will continue to use social media in order to highlight areas of concern or information to the public.			
ADP76: Work with partners to agree a new way of working to enhance young people’s outcomes informed by the revised national standards for children and young people in the youth justice system.						
CS/A011: Under the direction of the Youth Offending Service Management Board, work in collaboration with our partners to identify and agree a set of priorities for the service that will enable us to enhance outcomes for children and young people.	31/3/2021	25%	The National Standards Audit and a benchmarking exercise were presented to the YOS Management Board on 08 September 2020 where a request was made for a single action plan to be developed to enable identification of leads for each area. A new date to discuss the action plan is to be arranged.	Red	Red	Homes & Safe Communities Healthy Living & Social Care

CP Commitment: 3.10	Keep people safe through strong and resilient emergency planning and regulatory services which protect the public, consumers and business.
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Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP77: Deliver a public awareness campaign and programme of inspections to ensure retailers are complying with the Minimum Unit Pricing (MUP) controls for alcohol that comes into force in the Spring of 2020.						
SRS/A009: Deliver the actions identified in the Shared Regulatory Business Plan 2020/21.	31/3/2021	40%	Elements of the SRS Business Plan 2020-21 have been delivered as far as possible alongside the SRS response to the Covid-19 pandemic which has included a significant amount of enforcement of the Health Protection Coronavirus Restrictions (Wales) Regulations and providing staff to work on the Test Trace, Protect initiative. Just as SRS was at the forefront of the initial business closure work during Qtr 1, it has been playing a crucial role in supporting businesses as they prepared to re-open to the public during Qtr 2, with the focus changing to one where businesses are being challenged as to the continued adequacy of the measures they have in place as well as their ability to control the behaviours of customers through the issue of Improvement Notices and Closure Orders. Other work includes resolving complaints and service requests surrounding the coronavirus pandemic from consumers and traders requesting advice about covid related matters including non-compliance with social distancing; premises trading in breach of the regulations and refunds for holidays that were cancelled as a result of the pandemic. Further work has included market surveillance of hand sanitisers and face masks that have been supplied as PPE which resulted in	Amber	Amber	Homes & Safe Communities

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			several brands of hand sanitiser being identified as ineffective against viruses including Covid-19.			
ADP78: Work with our partners and engage our citizens to effectively co-ordinate our response to Brexit to ensure our services and communities are effectively prepared for change.						
PB/A016: Co-ordinate work to ensure the Council is prepared for Brexit and ensure there are plans in place to manage any impacts.	31/3/2021	50%	During the quarter, The Council's Brexit preparedness plans have been reviewed by individual service areas. The Corporate Risk continues to be monitored and the Council has participated in a variety of meetings/workshops run by WG and the WLGA. As further details of the exit from the European Union are announced in the coming months, further work will be undertaken to respond.	Green	Amber	Corporate Performance & Resources
PB/A017: Lead on and co-ordinate the Council's approach to discharging its duties under the Civil Contingencies Act 2004.	31/3/2021	40%	The CPU is currently coordinating, Supporting and advising on the current response and recovery to Covid-19 Pandemic. Including representing on the South Wales Local Resilience Forum (SWLRF) Strategic Coordination Group (SCG) and Recovery Coordination Group (RCG) . The re-activation of the SCG response and the Councils stepping back into response. The Civil Protection Officer has been repurposed to support IT for a 3 month period.	Amber		Corporate Performance & Resources

CP Commitment: 3.11 | **Increase the supply of good quality, accessible and affordable housing by working in partnership to address housing need.**

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP79: Complete the Brecon Court and Holm View Phase 1 developments and identify new sites for future development as part of the Council's House building programme.						
HS/A014: Increase the supply of council rented accommodation	31/3/2021	50%	Brecon Court and Holm View phase 1 are well underway towards being completed and ready for	Green	Green	Homes & Safe Communities

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
through the new Council House Build Programme.			<p>the new tenants, despite some delays due to Covid.</p> <p>Land acquisitions have taken place and continue to progress for newly identified sites and in line with the Council's local market assessment.</p> <p>Opportunities for a partnership Package deal are being investigated to increase the supply of affordable housing in the Vale of Glamorgan.</p> <p>The Housing Development Strategy has been approved.</p>			
ADP80: Increase the choice and supply of good quality, accessible and affordable housing by maximising opportunities through the planning system, being proactive in returning empty properties back into use and developing a five-year Local Housing strategy.						
HS/A015: Develop a new five-year Local Housing Strategy in consultation with all stakeholders to address local housing needs.	31/3/2021	25%	Discussion held at the Overarching Housing Forum on 28th September 2020 on action plan for taking forward the new LHS strategy where it was agreed to retain the 4 aims of the current strategy and update based on the consultation received at Planning Day in February. A draft strategy and action plan will be developed with a task and finish group and will be presented to the next Overarching Housing Forum in December.	Red	Amber	Homes & Safe Communities
RP/A013: Deliver good quality and affordable housing through the planning system including through Section 106 Agreements and professional support from housing colleagues.	31/3/2021	50%	<p>During Q2 the following affordable housing has been secured in accordance with the Council's Affordable Housing SPG.</p> <ul style="list-style-type: none"> - Planning Application 2019/01408/RES- Land of Cowbridge Rd St Athan- 43 Affordable Dwellings (100% social rented). 	Green	Amber	Homes & Safe Communities
RP/A014: Work with colleagues across the Council to deliver the Empty Homes Strategy and ensure the Vale of Glamorgan Council	31/3/2021	50%	Progress is back up to speed as work practices have been adjusted in line with social distancing regulations, particularly in relation to the housing loans workstream. End of year 2019/20 figures	Green	Amber	Homes & Safe Communities

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
continues to be proactive in its approach to returning empty properties back into use.			and supporting evidence for PAM/013 and PAM/045 have been finalised; the final version of the Empty Homes Strategy 2019-24 has been published on the Council's website; and, the annual Empty Homes Survey for 2020 has commenced. Welsh Government has re-opened the Empty Property Management Support Programme and arrangements are being made to hold a virtual Training Event in Q.3. In the interim bite size workshops have been held between officers and the Welsh Government's industry expert.			
ADP81: Work in partnership to maximise opportunities to deliver additional affordable homes						
HS/A024: Work in partnership to maximise opportunities to deliver additional affordable homes.	31/3/2021	50%	67 Units have been delivered in the second quarter in spite of delays caused by the pandemic. This is more than double the number delivered in the first quarter.	Green	Green	Homes & Safe Communities
ADP82: Work in partnership to develop a new Housing Support Programme Strategy to prevent homeless in the Vale of Glamorgan and support people to be independent with a particular focus on LGBT young people.						
HS/A016: Improve housing advice and support to ensure that residents have access to housing and services they need to live independently and plan their housing futures.	31/3/2021	50%	The SP team has recently completed a needs mapping exercise which has included mapping the needs of people placed in TA during the pandemic. Needs mapping of service requirements will continue annually in order to inform future service development and service reviews continue to ensure services remain of a high standard, strategically relevant and provide value for money, whilst also meeting the support needs of the service users. The SP team will continue to work with the Housing Solutions Team to retender several services ready for commencement in 2021, ensuring that service specifications are reviewed and that services meet the needs of our clients.	Green	Green	Homes & Safe Communities

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
HS/A017: Deliver and promote equality of access to housing and housing services.	31/3/2021	50%	The HSG lead continues to be an active member of the End Youth Homelessness for care experienced young people and promotes the initiatives that arise from this agenda. Ongoing discussions are taking place with Stonewall in order to arrange LGBTQ+ training sessions for all staff before Christmas.	Green		Homes & Safe Communities
HS/A018: Develop a Housing Support Programme Strategy to prevent homelessness in the Vale of Glamorgan.	31/3/2021	100%	Completed at Q1- A Homelessness Prevention Strategy and Action Plan is in place which incorporates homeless prevention and housing support requirements. In addition the Housing Support Grant Delivery Plan has been developed and circulated to all Members.			Homes & Safe Communities

APPENDIX 2: Performance Indicators

Well-being Objective 3: To Support People at Home and in their Community

Performance Indicator	Q2 2019/20	Q2 2020/21	Q2 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
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.	55	N/A	56	N/A	N/A	No data. Community clubs are starting to re-open, however, some clubs have indicated that they have not established their disability provision yet due to the increased risk of Covid amongst this group. Clubs are focussing on re-establishing provision as opposed to gaining additional accreditation. Online awareness training has been undertaken by some clubs who have indicated they would like to progress with the in sport accreditation process once some stability has resumed within their clubs.	Healthy Living & Social Care
CPM/064 (CPM/191): Percentage of adults reporting that they participate in sports/ physical activity three or more times a week.						This Performance Indicator is monitored annually.	Healthy Living & Social Care
CPM/065 (CPM/196): Percentage of Council catered schools that offer healthy food options.						This Performance Indicator is monitored annually.	Healthy Living & Social Care Learning & Culture
PAM/042: Percentage of NERS clients whose health had improved on completion of the exercise programme.	74%	N/A	91%	N/A	N/A	No data. Due to COVID-19 restrictions, the service has been temporarily shut down in its normal guise (by Public Health who fund the provision). We have not started any new clients since the 16th of March 2020. The team are	Healthy Living & Social Care

Performance Indicator	Q2 2019/20	Q2 2020/21	Q2 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
						continuing to deliver an online programme of live sessions/videos and contacting clients to offer support. The team have provided an online timetable of sessions for clients who are interested in keeping fit and active prior to 'normal' service resuming. Timetable has 9 weekly classes and caters for ability levels. Viewing figures have dropped since lockdown restrictions have lifted. Sessions are continuing along with the production of additional shorter videos each focussing on different activities / areas.	
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.	5115.5	304.4	11,370	Red	↓	Nil return from key contributors to PI include Schools, Community Centres and Sports Development. Leisure Centre usage only roughly 20% of normal quarter figures.	Healthy Living & Social Care
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.						This Performance Indicator is monitored annually.	Environment & Regeneration
CPM/067 (CPM/258): Satisfaction with public transport in the Vale of Glamorgan.						This Performance Indicator is monitored annually.	Environment & Regeneration
CPM/068 (CPM/017): Percentage of adults 60+ who have a concessionary bus pass.						This Performance Indicator is monitored annually.	Environment & Regeneration
WO3.3: Promote leisure, art and cultural activities which meet a diverse range of needs							

Performance Indicator	Q2 2019/20	Q2 2020/21	Q2 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
CPM/069 (CPM/174): Percentage of people attending or participating in arts, culture or heritage activities at least 3 times a year.						This Performance Indicator is monitored annually.	Learning & Culture
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.						This Performance Indicator is monitored annually.	Homes & Safe Communities Healthy Living & Social Care
CPM/071 (CH/006): The total number of new assessments completed for children during the year						This Performance Indicator is monitored annually.	Healthy Living & 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	N/A	N/A	No Target	N/A	N/A	No update available at this time	Healthy Living & Social Care
CPM/073 (CH019a): The number of reviews completed within statutory timescales that were: child protection reviews	N/A	53	No Target	N/A	N/A	53 completed during the quarter	Healthy Living & 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)	N/A	123	No Target	N/A	N/A	During the quarter - CLA reviews = 119 within timescale, Adoption = 2 & Pathway = 2	Healthy Living & 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						This Performance Indicator is monitored annually.	Healthy Living & Social Care
CPM/076 (CH/039): The number of children looked after at 31st March	N/A	265	No Target	N/A	N/A	No commentary provided	Healthy Living & Social Care
WO3.6: Provide person-centred care and support to adults in need							
CPM/077 (CPM/107): Percentage of Supporting People service users who confirm that the support						This Performance Indicator is monitored annually.	Homes & Safe Communities

Performance Indicator	Q2 2019/20	Q2 2020/21	Q2 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
that they have received has assisted them to maintain their independence.							Healthy Living & Social Care
CPM/078/ (CPM/112): Percentage of Supporting People clients satisfied with support provided.						This Performance Indicator is monitored annually.	Homes & Safe Communities Healthy Living & Social Care
CPM/079 (CPM/206): Percentage of telecare customers satisfied with the telecare monitoring service.						This Performance Indicator is monitored annually.	Healthy Living & Social Care
CPM/080 (CA/004): The total number of carers needs assessments for adults undertaken during the year	N/A	101	No Target	N/A	N/A	No commentary provided	Healthy Living & Social Care
CPM/081 (AD/015b): The total number of services started during the year where that service is: Domiciliary Care	N/A	611	N/A	N/A	N/A	No commentary provided	Healthy Living & Social Care
CPM/082 (AD/15c): The total number of services started during the year where that service is: Day Care	N/A	4	N/A	N/A	N/A	No commentary provided	Healthy Living & Social Care
CPM/083 (AD/016): The number of care and support plans that were due to be reviewed during the year	N/A	835	N/A	N/A	N/A	No commentary provided	Healthy Living & 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	N/A	544	N/A	N/A	N/A	No commentary provided	Healthy Living & Social Care

Performance Indicator	Q2 2019/20	Q2 2020/21	Q2 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
CPM/085 (AD/018): The number of adults supported with direct payments that were due for review during the year	N/A	50	N/A	N/A	N/A	50 supported during the quarter	Healthy Living & 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	N/A	27	N/A	N/A	N/A	27 completed during the quarter	Healthy Living & Social Care
WO3.7: Work with our partners to ensure timely and appropriate mental health and emotional well-being support							
CPM/136: Percentage of schools rated by Estyn as good or excellent in KQ2 "Well-being"						This Performance Indicator is monitored annually.	Learning & Culture
WO3.8: Undertake our safeguarding duties to protect people from harm							
CPM/087 (AD/020): The total number of reports of an adult suspected of being at risk received during the year	N/A	145	N/A	N/A	N/A	145 reported during the quarter	Healthy Living & Social Care
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.	100%	100%	100%	Green	↔	A total of 22 target hardening referrals were received during Qtr 2. 3 clients did not require the service due to being rehomed out of area, therefore 19 properties received target hardening. 7 evaluations have been completed, with 7 reporting that they felt happy with the service and it had stopped them from seeking refuge. The referrals have increased since Qtr 1 which is positive however for the same period last year, 24 properties were target hardened. The Council and partner agencies continue to promote the service with clients. The team are in the process of contacting clients for their feedback on outstanding evaluations.	Homes & Safe Communities Healthy Living & Social Care
WO3.10: Keep people safe through strong and resilient emergency planning and regulatory services which protect the public, consumers and business							

Performance Indicator	Q2 2019/20	Q2 2020/21	Q2 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
PAM/023: Percentage of food establishments which are 'broadly compliant' with food hygiene standard.	96.3%	97.35%	94%	Green	↑	Target Exceeded.	Homes & Safe Communities
WO3.11: Increase the supply of good quality, accessible and affordable housing by working in partnership to address housing need							
CPM/091 (CPM/260): The percentage of tenants satisfied with the programmed works.	N/A	N/A	85%	N/A	N/A	This Performance Indicator is monitored annually.	Homes & Safe Communities
CPM/092 (CPM/010): Average number of working days to let an empty property (standard condition). (Housemark)	20.6 days	19.5 days	21 days	Green	↑	The relet performance has deteriorated slightly in Q2 but is still ahead of target. There was an increase in the number of homes being relet and a small number of homes took longer to let (which affected overall performance). These tended to be homes which required extensive repair works, which had been refused several times and where adaptations were required for disabled people. Homes continue to be advertised during the tenancy notice period, but repairs cannot start till the keys have been received. On average, void repairs take 11 days and there are 8 days with Housing post offer. This is because of refusals and down to fact tenancies all start on a Monday.	Homes & Safe Communities
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.						This Performance Indicator is monitored annually.	Healthy Living & Social Care Homes & Safe Communities
CPM/094 (CPM/027) (PAM015): Average number of calendar days taken to deliver a Disabled Facilities Grant.	186 days	308 days	190 days	Red	↓	The pandemic has prevented officers from visiting households in order to	Healthy Living & Social Care

Performance Indicator	Q2 2019/20	Q2 2020/21	Q2 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
						progress DFG grants. The ongoing lockdown has perpetuated this'	Homes & Safe Communities
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.						This Performance Indicator is monitored annually.	Homes & Safe Communities
PAM/045: Number of new homes created as result of bring empty properties back into use.						This Performance Indicator is monitored annually.	Homes & Safe Communities
PAM/037: Average number of days to complete all repairs.	8.3 days	1.8 days	8 days	Green	↑	The demand for repairs has increased but is still below pre-covid demand levels. However there has been some difficulty in obtaining some material lines which has resulted in delays to service speed.	Homes & Safe Communities
PAM/036: Number of additional affordable housing units delivered during the year per 10,000 households.						Annual national performance indicator. To be reported at quarter 4.	Homes & Safe Communities
CPM/137: Number of new accessible/adapted homes delivered	N/A	N/A	No Target	N/A	N/A	There have been no handovers this quarter which had specially adapted properties or which were considered as accessible.	Homes & Safe Communities Healthy Living & Social Care
WO3.12: Provide housing advice and support to prevent homelessness.							
PAM/012: Percentage of households successfully prevented from becoming homeless.	82%	81%	82%	Amber	↓	As a result of the pandemic it has been extremely challenging to identify housing solutions for households presenting in housing need particularly in the private rented sector as movement has been extremely slow. Also whilst the Homes4U advert has	Homes & Safe Communities

Performance Indicator	Q2 2019/20	Q2 2020/21	Q2 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
						continued throughout, allocation of social housing has also been adversely affected although this is now much improved with social housing in most cases being let promptly with the exception of some new development sites. The Housing Solutions Team continue to engage with private sector landlords and agents to help maximise the options available in this sector, offering additional support and advice to help sustain threatened tenancies. Despite these very challenging times and the significant demands on the Homelessness Service homelessness prevention success continues to be very high and the team should be commended.	
CPM/096 (CPM/012): Percentage of all households where a positive prevention action succeeded in preventing/relieving homelessness.	N/A	N/A	80%	N/A	N/A	This Performance Indicator is monitored annually.	Homes & Safe Communities

Additional National Performance Indicator Measures

Performance Indicator	Q1 2019/20	Q1 2020/21	Q1 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
WO3.1: Encourage people of all ages to have active and healthy lifestyles to promote better physical and mental well-being.							
PAM/041: Percentage of NERS clients who completed the exercise programme.	N/A	N/A	N/A	N/A	N/A	Due to COVID-19 restrictions our service has been temporarily shut down in its normal guise. We have not started any new clients since the 16th of March 2020. Public Health Wales have postponed the scheme until further notice.	Healthy Living & Social Care
WO3.3: Promote leisure, art and cultural activities which meet a diverse range of needs							
PAM/040 Percentage of Welsh Public Library Standards Quality Indicators (with targets) achieved by the library service.						This Performance Indicator is monitored annually.	Learning & Culture
WO3.4: Work in partnership to provide more seamless health and social care services.							
PAM/025: Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	N/A	N/A	No Target	N/A	N/A	This data is not available or published by WG at this time.	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: Percentage of child assessments completed in time.	65%	70.6%	No Target	N/A	↑	No update available	Healthy Living & Social Care
PAM/029: Percentage of children in care who have had to move 3 or more times.	2.3%	3.02%	No Target	N/A	↑	No update available	Healthy Living & Social Care
WO3.11: Increase the supply of good quality, accessible and affordable housing by working in partnership to address housing need							
PAM/038: Landlord Services: Percentage of homes that meet the Welsh Housing Quality Standard (WHQS).	100%	100%	100%	Green	↔	At present the stock is 100% compliant with WHQS. Currently Keystone is reporting 644 properties with acceptable fails (AFs) and 3207 fully compliant properties. This means that 16.7% of the Council's stock is classed as AFs. During the last quarter 3 properties were changed from non-compliant (with one or more	Homes & Safe Communities

Performance Indicator	Q1 2019/20	Q1 2020/21	Q1 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
						<p>component failures) to fully compliant. A total of 13 properties have been made fully compliant since the start of the 20/21 year.</p> <p>As a result of the continued impact of the pandemic a total of 9 component failures were rectified during the last quarter. This included (works completed by the Voids team) such components as Kitchens, rewires, bathrooms and works to increase a properties SAP rating equal to or above EPC rating 65.</p> <p>The Capital Projects and Voids Teams continue to pick up the upgrade of WHQS elements whereby a scheme is packaged, procured and completed, or a property becomes void or a tenant changes their mind and requests for the WHQS works to be completed.</p> <p>At present none of the external and internal works delayed by Covid-19 are failing on WHQS, this is because the calendar year is Jan-Dec on Keystone, so as far as Keystone is concerned, they are still compliant. It is highly likely that the AFs will rise as a result of Covid-19 and the delays in the delivery of the capital programme.</p>	

Performance Indicator	Q1 2019/20	Q1 2020/21	Q1 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
PAM/039: Landlord Services: Percentage of rent lost due to properties being empty.	0.70%	0.47%	N/A	N/A	N/A	The easing of lockdown measures have meant that works could restart in empty homes, however restrictions on the number of people working in voids as well as material supplies, have meant that some properties have remained empty for longer. In addition, it has not been possible to progress contract works in complex voids as some contractors have not been in work or there have been delays letting contracts (as most new contracts were not issued by the Council in light of Covid risks raising viability concerns regarding some contractors.	Homes & Safe Communities

Note: In addition to the above listed Public Accountability Measures, the Welsh Government also require that Social Services reports metrics annually as part of its Performance and Improvement Framework for Social Services aligned to the *Social Services and Well-being (Wales) Act 2014* and the associated Code of Practice. This [Framework](#) contains metrics categorised by Adults, Children and Carers that have been split across the 9 thematic of the *Social Services and Well-being (Wales) Act 2014*.

APPENDIX 1: Service Plan Actions contributing to this Well-being Objective

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

CP Commitment 4.1	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					
Service Plan Actions (will include service plan ref no)	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP83: Work with our Public Services Board partners to develop a strategic response (and associated plan) to the Climate Change Emergency.						
PB/A018: Develop a strategic response (and associated plan) to the Council's declaration of a Climate Change Emergency including supporting the Public Services Board to undertake work to tackle climate change in partnership.	31/03/2021	35%	Across the council there continue to be examples of good work which is helping to tackle climate change. This also continues to be a PSB priority and is a recovery priority for the council. Work has been undertaken to develop a range of position statements to enable the next stage in the discussions around climate change and the development of an action plan.	Red	Amber	Corporate Performance and Resources Environment & Regeneration
FS/A011: Contribute to the Council's evolving response to the Climate Change emergency and its associated workstream.	31/03/2021	50%	Work is being planned on Council buildings to ensure that they are as energy efficient as they can be.	Green		Corporate Performance and Resources Environment & Regeneration
RP/A015: Contribute to the Council's response to the declared climate change emergency and develop specific plans and strategies to support this work.	31/03/2021	40%	A corporate Green Infrastructure working group has been established to help guide the work on the Green Infrastructure Strategy. A presentation providing an overview of the Green Infrastructure Strategy and anticipated time scales will be given to SLT in October. The 2nd AMR has re-confirmed that the relevant LDP policies (e.g. SP1, MG16, MD1, MD2, MD4, MD9) are being implemented effectively and will continue to be monitored in future AMRs.	Amber		Corporate Performance and Resources Environment & Regeneration

Service Plan Actions (will include service plan ref no)	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			A Council wide tree audit (iTree survey) has been commissioned, the survey will provide the Council with a data base of tree coverage and their financial worth and importance to climate change, this data will be seen as a starting point for the development of a formal tree strategy .			
SL/A019: Progress the feasibility and design of a low carbon building as part of the 21st Century Schools Programme.	31/03/2021	50%	St David's a low carbon in use building, St Nicholas and Llancarfan will be next zero carbon schools- the first in wales. We are developing a net zero in use model to pilot.	Green		Corporate Performance & Resources Learning & Culture Environment & Regeneration
HS/A021: Develop a sustainable alternative sewage arrangement for residents at Channel View, Marcross.	31/03/2021	40%	All contract documentation has been produced with the exception of the tender document itself (e.g.) specification, topographical survey, cost plan, etc), the officer developing the tender package has ended their employment with the Council thereby setting the project back a little. The project documentation is now being prepared by others and time lost is approx. six weeks.	Amber		Homes & Safe Communities
ADP84: Develop a more environmentally sustainable fleet including the use of electric and hybrid vehicles.						
NS/A012: Continue to develop a more environmentally sustainable fleet including the use of hybrid and electric vehicles, electrical charge points and expansion of electric bike scheme.	31/03/2021	0%	Due to the onset of Covid-19 and inability to progress this scheme no work has been undertaken in Q1. As we move to recovery phase this area of work can be picked up. Electric bikes have been purchased but not yet used as training was scheduled for the week Wales went into lockdown.	Red	Red	Environment & Regeneration

Service Plan Actions (will include service plan ref no)	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP85: Progress the main road LED lighting scheme with the use of SALIX finance.						
NS/A013: Implement the main road LED lighting scheme with the use of SALIX finance.	31/03/2021	25%	Lanterns, columns and equipment has been ordered but no installation has taken place as yet, this has slipped due to current circumstances. However, it is worth noting that originally VoGC allocated 26 weeks for this work, but appointed Contractor has programmed to complete this work in 14 weeks ensuring we get back on track.	Red	Red	Environment & Regeneration
ADP86: Investigate opportunities for an affordable housing development which is carbon neutral and includes Modern Methods of Construction (MMC) and off-site manufacturing.						
HS/A019: Investigate opportunities for an affordable housing development which is carbon neutral and includes Modern Methods of Construction (MMC) and off-site manufacturing.	31/03/2021	75%	Consultation with Companies able to supply MMC packages are being investigated and local suppliers are being consulted to support the Welsh economy.	Green	Green	Homes & Safe Communities
ADP87: Improve thermal efficiency in our existing housing stock by maximising the performance of the existing components and materials of our homes and looking at alternative fuel supplies to support carbon reduction and reduce fuel poverty.						
HS/A020: Continue to improve thermal efficiency in our existing housing stock by maximising the performance of the existing components and materials of our homes and looking at alternative fuel supplies to support carbon reduction and reduce fuel poverty.	31/03/2021	50%	External Wall Insulation packages continue to be identified and packed into tenders ready for contractor appointment and delivery. A grant funded bid has been submitted to Welsh Government for grant funding assistance to deliver hybrid boilers to off gas properties. this project will also support the local economy SME's if successful.	Green	Green	Homes & Safe Communities

CP Commitment: 4.2	Work with and empower community groups and other partners to sustain local facilities including public toilets, libraries, parks, play areas and community centres
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Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP88: Further develop the Strong Communities Fund and invest £168,000 plus Section 106 funding and third party contributions to support community projects.						
RP/A016: Manage the Stronger Communities Fund to support community capacity building.	31/03/2021	50%	All funding for this year has been allocated to projects. The Council will continue to work with projects sponsors to capture outcomes and financial evidence.	Green	Green	Environment & Regeneration
ADP89: Review and implement options for other organisations to operate facilities such as sports grounds, parks, open spaces, allotments and public conveniences.						
NS/A014: Review and implement the options for the transfer of assets including sports grounds, parks, open spaces, allotments, public conveniences and clubs to Town and Community Councils and other third parties.	31/03/2021	0%	With no income available to clubs / organisations at the present time discussions regarding new transfers have been put on hold after discussions with the Cabinet member. Some informal meetings have been held with a few clubs who are were making plans for transfer but their inability to generate income at the present time has been highlighted as a barrier to any potential transfer until the Covid issue improves significantly.	Red	Red	Corporate Performance & Resources Healthy Living & Social Care Environment & Regeneration

CP Commitment: 4.3	Protect, preserve and where possible enhance our natural and built environment and cultural heritage.
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Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP90: Develop a Green Infrastructure Strategy to map the Council's assets and identify opportunities to mitigate the impact of our activities on climate change.						
RP/A024: Develop a Green Infrastructure Strategy to map the Council's assets and identify opportunities to mitigate the impact of our activities on climate change.	31/03/2021	50%	The Countryside Team continue to contribute to discussions around the Green Infrastructure Strategy as part of the Council wide Green Infrastructure Group.	Green	Green	Corporate Performance & Resources Environment & Regeneration

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP91: Develop a Tree Strategy to maintain and increase the number of trees in the Vale.						
NS/A015: Contribute to enhancing biodiversity and addressing climate change sustainability 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.	31/03/2021	50%	Discussion has continued this quarter regarding the capital bid and accompanying strategy for Ash Die Back.	Green	Green	Environment & Regeneration
ADP92: Implement the Biodiversity Forward Plan with a particular emphasis on increasing staff awareness about the importance of embedding biodiversity across the work of the Council.						
SL/A020: Work in partnership with colleagues in Neighbourhood Services and Transport and National Resources Wales to review and implement strategies to improve air quality around schools.	31/03/2021	40%	Work on this has slipped due to Covid 19.500 trees due this autumn from the woodland trust for our 21st Century school projects.	Amber	Amber	Corporate Performance & Resources Learning & Culture Environment & Regeneration
RP/A017: Deliver the statutory planning function in order to protect, preserve and where possible enhance our natural and built environment and cultural heritage.	31/03/2021	50%	All planning decisions protect the built, natural and cultural heritage of the Vale of Glamorgan in accordance with LDP Policies; SP10, MG19, 20, 21 & 27, MD 1 & 2. During Q2 279 planning applications have been determined, including 8 LBCs (Listed Building Consent) a further 50 Tree applications were also determined; 33 TCA's (Work to trees in a conservation area) and 17 TPO's (Work to trees covered by a Tree Preservation Order). No new Tree	Green		Environment & Regeneration

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			<p>Preservation Order have been confirmed. We also resolved 107 planning enforcement cases.</p> <p>Out of the 279 planning applications approved 67 were approved in a Special Landscape Area (SLA) but it was considered that none of the proposed development would have a detrimental impact upon the SLAs by nature of their design and scale. 2 applications were approved in Green Wedges but neither approval impacted upon the openness of the green wedge or the other reasons for their designation. 13 applications were approved within the Glamorgan Heritage Coast. The majority of approvals within the Heritage Coast related to existing dwellings, however, 2 approvals related to new forms of development which were considered to not detract from the character of the Heritage Coast, the remaining approvals related to discharge of conditions and variation of conditions applications which did not impact upon the Heritage Coast. 2 applications were approved in a SSSI. However, one application related to an existing quarry to allow ancillary works to take place on a Saturday and the other approval related to a watercourse diversion which initially raised concerns however these were alleviated through the attachment of relevant conditions as agreed with NRW. Therefore, there would not be a detrimental impact upon the SSSI from either approval. No applications were approved within SINCS.</p> <p>During this Quarter, 1 application has been received which increases the amount of open space within</p>			

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			the Authority by 0.47ha. It is also noted that no applications have resulted in the loss of open space during this Quarter either, resulting in a net increase in the amount of open space available within the Vale of Glamorgan. The remaining applications were approved outside of designations important to protecting and enhancing the historic, built and natural environment of the Vale of Glamorgan. Additionally, the Council has previously adopted the following SPGs to ensure development proposals respect the built and natural environment: Residential and Householder Development SPG; Conversion and Renovation of Rural Buildings SPG; Public Art SPG and; Trees, Hedgerows, Woodlands and Development SPG. The Council also has an adopted Biodiversity and Development SPG and Design in the Landscape SPG, however, these documents are currently under review to reflect changes to national planning policy in edition 10 of PPW.			
FS/A012: Contribute to the Council's response to maintain and enhance biodiversity in the Vale of Glamorgan by incorporating biodiversity gains in new farm business tenancy agreements and renewals as appropriate and maximising the biodiversity value of untenanted land by reducing cutting regime of hedgerows.	31/03/2021	50%	No new farm business Tenancies have been entered into. However, any new FBT's will incorporate biodiversity gain elements. Untenanted land hedgerows have not been cut unless urgently required for H&S requirements.	Green		Environment & Regeneration
ADP93: Establish a Local Nature Partnership to work together to improve the local natural environment.						
RP/A018: Work with partners and identify opportunities to enhance	31/03/2021	50%	LNP officer in post to deliver the Local Nature Partnership and develop the partnership work with	Green	Green	Environment &

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
the natural environment and biodiversity of the Vale of Glamorgan.			local groups to enhance the Council's` biodiversity. New ecologist appointed, this will ensure that new practices for biodiversity improvement and planning obligations are met.			Regeneration

CP Commitment: 4.4	Work with the community and partners to ensure the local environment is clean, attractive and well managed
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Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP94: Work with the community and our partners to deliver a variety of activities to improve Local Environmental Quality (LEQ) including litter prevention and awareness raising.						
NS/A016: Work with the community and our partners to deliver a variety of activities to improve Local Environmental Quality (LEQ).	31/03/2021	50%	The service continues to work with Keep Wales tidy and a coordinated approach to working to improve Local Environmental Quality. Litter hubs are now operational, and they will continue to receive support from the operational service for the remainder of the year.	Green	Green	Environment & Regeneration
ADP95: Deliver a range of environmental projects through the Community Investment scheme to enhance the local area and improve neighbourhoods including the Margaret Avenue "Everyone's Garden" in Barry and the Llantwit Major Garden Project.						
HS/A022: Deliver a range of environmental projects through the Community Investment scheme to enhance the local area and improve neighbourhoods.	31/03/2021	50%	The environmental scheme at Margaret Avenue has been completed however it has not yet been possible to open the community garden to the public in light of the current Covid restrictions. A risk assessment is being carried out to establish if this can be done safely in the next few weeks, but the official launch has been postponed indefinitely. It has been possible to secure £20k of external funding via Natural Resources Wales to erect a wooden 'educational centre' on the site- this will enable the local school to facilitate site-based learning regarding the environment, sustainability	Green	Green	Homes & Safe Communities

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			and climate change. It will also be a place where employability and support sessions can be run to assist local people experiencing barriers getting into work. The work is currently going through a procurement exercise but the grant conditions require the money to be spent by the 31 March 2021			

CP Commitment: 4.5 | **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**

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP96: Invest in education, sustainable transport and community facilities as a result of negotiating Section 106 payments from developers.						
RP/A019: Ensure new developments deliver appropriate recreation and sports facilities and protect existing facilities where necessary.	31/03/2021	50%	During Q2, the Council continued to invest in a number of open spaces for sport and recreational facilities using S106 contributions. Implementation did become difficult as a number of contractors came off site due to Covid 19 and the restrictions in place, however, steps are now being made to complete schemes. Schemes include: <ul style="list-style-type: none"> • A new multi-use games area has been installed at King George V Playing Fields. • An upgraded play area at Wenvoe has been completed; • New interactive equipment has been installed for Central Park, Barry. • A new multi-use games area has been tendered via Sell2Wales for Wick playing fields. The contractor is due to start in Q3 	Green	Green	Environment & Regeneration

CP Commitment: 4.6 | **Provide effective waste management services and work with our residents, partners and businesses to minimise waste and its impact on the environment.**

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP97: Deliver a range of improvements to waste management including starting to build the Waste Transfer Station for Barry.						
NS/A019: Commence the construction of a Waste Transfer Station for Barry.	31/03/2021	25%	Preplanning application is complete, and a full planning application is pending. This is delayed due to issues around the drainage proposal and new standards introduced. New designs for approval will be completed early quarter 3 and planning permission will be submitted October/November 2020. Construction is now likely in quarter 4.	Red	Red	Environment & Regeneration
ADP98: Roll out new recycling arrangements across Barry.						
NS/A017: Implement the waste blue print (source segregated recycling) to Barry and Penarth areas.	31/03/2021	75%	The roll out is planned and will be operational from the 19th October 2020. All the equipment has been delivered, the crews have received training and the vehicles are ready, and processing arrangements are in place at the Councils temporary resource recovery facility.	Green	Green	Environment & Regeneration
ADP99: Raise awareness about the importance of reducing the amount of waste, including working with our schools, to increase understanding about the impact on the environment.						
NS/A018: Work towards the National Domestic Waste Recycling Target for 2024 / 2025.	31/03/2021	50%	The service is maintained a recycling rate around 70% that will ensure we achieve the 2024/25 target. This will drop slightly during the later stages of this year due to the Covid-19 measures and the relaxation of the 2-bag rule.	Green	Green	Environment & Regeneration

CP Commitment: 4.7	Minimise pollution recognising the detrimental impact it may have on the environment and people's wellbeing.
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Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP100: Establish a fully integrated enforcement team to include Civil Parking Enforcement, environmental enforcement and the use of a camera car.						
NS/A020: Implement a fully integrated enforcement team to	31/03/2021	50%	Car has been delivered; software installed. Team have been carrying out testing, in order that the	Green	Green	Environment &

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
include Civil Parking Enforcement, Environmental Enforcement and Public Space Protection Orders and the use of a camera car.			system can go live on 5th October 2020. Back office system in place and training has been carried out. Currently concentrating on schools around safety. Press release has been carried out.			Regeneration
NS/A021: Maintain environmental standards by retaining our awards for Green and Blue flags.	31/03/2021	100%	Retained all Green and Blue Flags retained.	Green		Environment & Regeneration

CP Commitment: 4.8 | **Work to reduce the impact of erosion, flooding and pollution on our coastal areas and watercourses.**

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ADP101: Revise the Local Flood Risk Management Strategy in response to the updating of the National Flood and Coastal Erosion Risk Management Strategy.						
NS/A022: Revise the Local Flood Risk Management Strategy in response to the updating of the National Flood and Coastal Erosion Risk Management Strategy	31/03/2021	50%	Assessment of the impact of updated strategy and associated measures was discussed at SE Wales Flood Risk Management Group in Q2. An initial scoping and cost estimation for the delivery of updates to the LFRMS to be undertaken in Q3 and fed back to the SEWFRMG to inform WLGA position on additional funding requirements.	Green	Amber	Environment & Regeneration
NS/A023: Implement the Llanmaes Flood Risk Management Scheme.	31/03/2021	25%	Land negotiations with third party landowners are ongoing via Estates team. No specific agreements over the necessary works has yet been confirmed or formalised but at least one land agent has been appointed. Additional survey and ground investigations were completed in September. Detailed design by AECOM has recommenced following agreement of a new contract and results of ground investigations. The programme is under review, but construction is now programmed to commence in Spring 2021, subject to land	Red		Environment & Regeneration

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			negotiations, all necessary consents, including future grant application to Welsh Government.			
ADP102: Develop a strategy to promote the use and retrofit of Sustainable Drainage Systems (SUD) including an assessment of the benefits of producing new supplementary planning guidance regarding the use of SUDs.						
NS/A025: Develop a strategy to promote the use and retrofit of Sustainable Drainage Systems (SUD) including an assessment of the benefits of producing new supplementary planning guidance regarding the use of SUDs.	31/03/2021	50%	The promotion of the use of SuDS has already been achieved by the mandatory implementation of the Suds Approval Body (SAB) in Wales in accordance with legislation in Schedule 3 to the Flood and Water Management Act 2010. The SAB requires new developments to include Sustainable Drainage Systems (SuDS) features that comply with national standards and LA's now have responsibility to evaluate and approve drainage applications to ensure they comply with appropriate SuDS guidance. It is not practicable, reasonable or cost effective to consider retrofitting SuDs systems in most existing situations and this is not the intention of the SAB legislation. It is accepted that the production of an SPG regarding the use of SUDS and SAB will be advantageous in assessing and determining future planning applications as well as ensuring that prospective developers are fully aware of the legislation and requirements in terms of the dealing with surface water to improve water quality and reduce the risk of flooding as part of any future planning applications submitted. The process of developing a new SPG relating to SAB is at initial stages of development and discussion.	Green	Green	Environment & Regeneration
ADP103: Implement the Shoreline Management Plan including coastal monitoring and working collaboratively as part of the regional coastal groups.						

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
NS/A024: Monitor and assess changes in coastal morphology, including the beach and cliffs, in accordance with the appropriate Shoreline Management Plans.	31/03/2021	50%	The collection of wind, wave and tide data at Penarth Pier is ongoing. A replacement transducer will be fitted in Q3, weather permitting and a temporary update to the processing algorithms in Q2 has maintained the data feed from the remaining transducers. A visual inspection and topographic laser scan survey of Swanbridge Bay was undertaken in September. Visual inspections were also undertaken from Lavernock to Penarth in the current quarter following reports of cliff falls.	Green	Green	Environment & Regeneration

APPENDIX 2: Performance Indicators

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

Performance Indicator	Q2 2019/20	Q2 2020/21	Q2 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
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: Percentage of change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1000 square metres.						This performance indicator is monitored annually.	Corporate Performance & Resources Environment & Regeneration
CPM/098: Percentage change (reduction) in carbon dioxide emissions in the non-domestic public building stock.						This performance indicator is monitored annually.	Corporate Performance & Resources Environment & Regeneration
CPM/099: Percentage increase in mileage undertaken by Council pool car fleet						This performance indicator is monitored annually.	Corporate Performance & Resources Environment & Regeneration
CPM/100 (CPM/154): Percentage of Council streetlights that are LED.	67.33%	68%	90%	Red	↑	Salix funding available to replace another 3713 lanterns to LED on Strategic Routes. Its anticipated work will be completed March 2021	Corporate Performance and Resources Environment & Regeneration

Performance Indicator	Q2 2019/20	Q2 2020/21	Q2 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
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: Number of assets transferred to the community.						This performance indicator is monitored annually.	Corporate Performance and Resources Environment & Regeneration
CPM/102 (CPM/051) Number of visits to public libraries during the year per 1,000 population.	2711.1	74	4700	Red	↓	9771 physical visits were made to libraries this quarter. Most of the visitors came to collect books which they had reserved online, others came to the door to ask questions. From the 10th August we began to allow users to enter the main 4 libraries to browse shelves and use PCs by appointment. A total of 305 came took up a PC booking and 812 visited to browse and select their own books, all these figures being included in the 9771-visitor total. Not included in the total are the 5041 phone calls answered and the 6180 views or likes of library activities online. The online figure is a rough guide only. We continue to investigate accurate ways to properly record online interactions but hope to find a simple method to record engagement in this new area of work to provide services to our customers. Regular story times and other activities now happen on online channels and there is much activity on	Learning & Culture

Performance Indicator	Q2 2019/20	Q2 2020/21	Q2 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
						social media to keep library users informed and engaged.	
WO4.3: Protect, preserve and where possible enhance our natural and built environment and cultural heritage.							
CPM/103: Number of facilitated visits to country parks and heritage coast.						This performance indicator is monitored annually.	Environment & Regeneration
CPM/104: Percentage of customers satisfied with Country Parks						This performance indicator is monitored annually.	Environment & Regeneration
CPM/105: Percentage of Dangerous Structures inspected within 1 working day of receipt.	100%	100%	100%	Green	↔	No commentary provided	Environment & Regeneration
CPM/106: Number of visitors to Barry Island weekender events.						This performance indicator is monitored annually.	Environment & Regeneration
CPM/107: Number of Green Flag Parks.						This performance indicator is monitored annually.	Environment & Regeneration
CPM/108: Number of m2 of Parks, Open Spaces & Highways land that has been sown with wildflowers or being maintained as a naturalised area						This performance indicator is monitored annually.	Environment & Regeneration
WO4.4: Work with the community and partners to ensure the local environment is clean, attractive and well managed.							
CPM/109: The Cleanliness Index						This performance indicator is monitored annually.	Environment & Regeneration
CPM/010: The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness						This performance indicator is monitored annually.	Environment & Regeneration
CPM/111: The percentage of reported fly tipping incidents which lead to enforcement activity.	0%	2.8%	10%	Red	↑	Total of 106 incidents of fly tipping of which 3 tickets were raised.	Environment & Regeneration

Performance Indicator	Q2 2019/20	Q2 2020/21	Q2 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
CPM/112: Percentage of people satisfied with cleanliness standards.						This performance indicator is monitored annually.	Environment & 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.							
CPM/113: Value of investment levered into the Council that is dedicated to transport improvement schemes.						This performance indicator is monitored annually.	Environment & Regeneration
CPM/114: Amount of s106 money secured in the financial year.						This performance indicator is monitored annually.	Environment & Regeneration
CPM/115: Amount of s106 money spent in the financial year.						This performance indicator is monitored annually.	Environment & Regeneration
WO4.6: Provide effective waste management services and work with our residents, partners and businesses to minimise waste and its impact on the environment.							
CPM/116: Kilograms of local authority municipal waste that is not reused, recycled or composted during the year per person.	N/A	68.9	115	Green	N/A	As advised last year, measure should be calculated annually.	Environment & Regeneration
WO4.7: Minimise pollution recognising the detrimental impact it may have on the environment and people's wellbeing.							
<i>No Performance Indicators identified</i>							
WO4.8: Work to reduce the impact of erosion, flooding and pollution on our coastal areas and watercourses.							
CPM/117: Number of beach awards achieved.						This performance indicator is monitored annually.	Environment & Regeneration

Additional National Performance Indicator Measures

Performance Indicator	Q2 2019/20	Q2 2020/21	Q2 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
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.	1.58 days	0.9 days	3 days	Green	↑	Waste Management has removed reported fly tipping within the target timescale and aims to try and maintain this high performing level of service. During quarter 2 it took 100 days to clear 106 fly tipping incidents. This is the first time that the average number of days taken to clear has fallen below 1. This in part could be due to Covid 19 as we have been able to use staff from other resources.	Environment & Regeneration
WO4.6: Provide effective waste management services and work with our residents, partners and businesses to minimise waste and its impact on the environment.							
PAM/030: 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.	73.74%	72.3%	70%	Green	↑	Good performance considering the increase in residual waste. Increase in both Food and Green waste in Q2. Temporary relaxation of black bag restrictions. Statutory target for 2020/21 of 64%	Environment & Regeneration