

Meeting of:	Corporate Performance and Resources Scrutiny Committee
Date of Meeting:	Wednesday, 17 March 2021
Relevant Scrutiny Committee:	All Scrutiny Committees and Cabinet
Report Title:	Annual Delivery Plan Monitoring Report: Quarter 3 Performance 2020/21
Purpose of Report:	To present quarter 3 performance results for the period 1st April 2020 to 31st December 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 3 (1st April to 31st December 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 3 (Q3). • All four Corporate Plan Well-being Objectives were attributed an Amber performance status at Q3 to reflect the progress made to date. This is positive given the unprecedented challenges we continue to face. • 70% (161 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. 24% (55) of planned activities were attributed a Red status. • Of the 55 actions attributed a Red performance status during the quarter, 91% (50) 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. 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 38 measures where a performance status was applicable. 68% (26) measures were attributed a Green performance Status, 8% (3) an Amber status and 24% (9) 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 118 measures including a number of annual indicators (101), those establishing baseline performance for the year (8) and those due to reprioritisation measures undertaken in response to the impact of the ongoing COVID-19 pandemic (9).
- In relation to the 9 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, 59% (61 out of 103) were attributed a Green performance status, 8% (8) Amber status and 33% (34) Red status. Of the 34 attributed a Red performance status, the impact of COVID-19 was identified as a contributory factor in the reported slippage for all 34 actions. Of the 14 quarterly measures reported, 11 were attributed a Green performance status and the remaining 3, 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 3 measures attributed a Red status, the impact of COVID-19 has contributed to missing the target.
- The report seeks elected members' consideration of Q3 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 31st December 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 3rd 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 Q3. 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 Q3 to reflect the progress made to date despite the challenging past few months.
- 2.4** 70% (161 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. 24% (55) of planned activities were attributed a Red status.
- 2.5** Of the 55 actions attributed a Red performance status during the quarter, 91% (50) 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 38 measures where a performance status was applicable. 68% (26) measures were attributed a Green performance Status, 8% (3) an Amber status and 24% (9) 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 118 measures including a number of annual indicators (101) and those establishing baseline performance for the year (8).
- 2.7** In relation to the 9 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, 59% (61 out of 103) were attributed a Green performance status, 8% (8) Amber status and 33% (34) Red status. Of the 34 attributed a Red performance status, the impact of COVID-19 was identified as a contributory factor in the reported slippage for 34 actions. Of the 14 quarterly measures reported, 11 were attributed a Green performance status and the remaining 3, 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 3 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 Q3 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 3 Performance: 1 April - 31 December 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 3 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, 101 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	101				25	40

Of the 27 actions contributing to the Well-being Objective, where limited progress has been reported during the quarter and therefore attributed a Red performance status, 25 (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
101	40	27	2	25	2	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 continue to explore opportunities to maximise the use of our digital platforms to enhance our reach and engagement with customers for communication purposes and to enable access to key council services. The pandemic has accelerated our exploration and investment into new technology, and we continue to review and refine digital platforms based upon our experience of working digitally. During quarter 3, we began using a range of virtual platforms to engage with children and families across Social Services, having invested in technology for staff to support each of these platforms.



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 have continued during the quarter to seek the views of service users on current additional learning needs (ALN) provision. We consulted upon developing more centralised provision for wellbeing and trauma involving a resource base at Gladstone School, managed by Ysgol Y Deri. We also sought the views of citizens in relation to a new Centre for Learning and Well-being at the Court Road site in Barry from January 2023. Majority of the 44 responses received supported the proposal. The consultation [report](#) was presented to Cabinet on the 16th November.



Community libraries have continued to work towards delivering new, digital services for citizens throughout the pandemic. During the quarter, peripatetic library staff have worked with Community Library volunteers to develop their social media skills enabling a service to the community by providing online content.



At Dinas Powys Library, staff assisted in the setup of an online Art Club accumulating over 60 members, an innovative way to keep the community connected and share creativity and art online. Wenvoe Library produced an online daily advent calendar online. This, alongside their regular online Story Time provided an opportunity for staff to improve their filming and presenting techniques. Rhoose Library have set themselves up as a charity on Amazon Smile allowing Amazon users to support them when making purchases online.

We have continued to invest in network infrastructure improvements in schools in line with the Welsh Government's Education Digital agenda. To date, we have provided over 4,000 pupil and teacher devices to support learning remotely and are anticipating a further 2,621 end user devices to be deployed in May. We have also completed re-cabling in 18 schools including installing wireless devices and delivered and installed servers in all relevant secondary schools. It is also anticipated that all

primary school servers will also be deployed by the end of the financial year (March 2021).

Despite the on-going 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. We are using our digital platforms and an increased social media presence to engage young people and have provided virtual group activities, doorstep sessions, information and service signposting.

Special emphasis has been placed 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 to actively engage and promote their learning.

Our commitment to enhance the Welsh language skills of staff is progressing with 36 new learners having enrolled onto Welsh language courses this year, and a new course for beginners starting in January. We promoted taster courses before Christmas, and celebrated Welsh Language Rights Day on Monday 7th December as part raising public awareness of the right to use the Welsh language. Welsh Language courses with Menter Iaith Bro Morgannwg have continued remotely and we are actively promoting learning and improving Welsh language skills across all directorates. Alongside this, Urdd have continued to provide opportunities through the medium of Welsh for children and young people in Wales through digital and other means as appropriate.



We continue to focus on developing a range of activities to improve inclusivity in the workplace. In December, we completed a training programme focussing on race awareness and unconscious bias, undertaken on our behalf by Show Racism the Red Card, the programme was attended by Members and all Chief Officers. StaffNet now features a Racism Awareness page, which celebrates black history, culture and achievement, whilst also featuring our local history with black people connected to Barry. Staff were invited to join the new BAME network.



In line with our corporate commitment to improve how we involve, engage and communicate with others about our work, 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 signed up to Vale Connect during the quarter, over 76k compared to 59k in the same quarter last year. Our average daily Twitter impressions increased to 19,400 against a target of 10,000 and our average daily reach on Facebook also increased to 12,192 compared to 6,096 last year.





Despite being under significant pressure, 85.4% of customer enquiries to C1V were resolved at first contact, our target for the quarter was 70%. The performance related to 45,264 out of 52,971 enquiries received, significantly higher than the previous quarter.



We continue to support residents and their families under the Armed Forces Covenant. During quarter 3, 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 successfully support 16 customers identified as Armed Forces personnel in relation to Housing Benefit and Council Tax Reduction. The Housing Solutions Service supported 6 households who are now registered with Homes4U for social housing.



Referrals to Children and Young People Services and the Families First Advice Line have increased significantly during the pandemic. During the quarter, we have increased referrals to Families First Advice Line (FFAL) from Children and Young Person Services where a decision is for 'no further action'. Subsequently FFAL contact the families and, following consultation, provide information, advice and signposting onto services for further support including FACT, Vale Parenting Service, Atal y Fro, Barnardo's Counselling and Young Carers.

Flying Start have provided additional support to all families in the Vale of Glamorgan through their [Vale Flying Start](#) YouTube channel, on topics from parenting, emotional wellbeing, speech and language development. The activities include Storytime, sing along, activity ideas and mindfulness.

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 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-establishing this project, the immediate priority is to support the Mass Immunisations, Testing and TTP programme in response to the ongoing pandemic.



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.




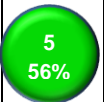


[Appendix 2:](#) Provides detailed performance indicator information linked to each Well-being Objective which show for our planned activities, how well we are performing. It must be noted that any annually reported performance indicators will be reported at end of year when data becomes available. In 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 3 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, 40 service plan actions across a number of council services contribute to the delivery of these ADP priorities.

ACTIONS Our performance against Annual Delivery Plan actions gives us an overall AMBER RAG status for this Well-being Objective.					PERFORMANCE MEASURES our performance against key measures gives us an overall AMBER RAG Status against this Well-being Objective.				
Service Plan Actions Well-being Objective 2: To support learning, employment and sustainable economic growth					Performance Measures Well-being Objective 2: To support learning, employment and sustainable economic growth				
			N/A	Total				N/A	Total
			0	40				37	46

Of the 9 actions contributing to the Well-being Objective, where limited progress has been reported during the quarter and therefore attributed a Red performance status, 9 (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	9	2	9	2	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. An Early Years Officer has been seconded from Cardiff City Council to help develop the early years forums within the Vale, in line with the Cardiff model. Training is continuing to progress well for early years providers. Since the return to schools back in the autumn term, discussions have been held with alternative providers and EOTAS (education other than at School) partners to ensure pupils are able to easily access learning that is appropriate to their individual needs and abilities. We continue to offer remote learning where face-to-face learning is not available.



Work has continued 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, 231 enrolments were achieved against a target of 177, of which 19 went on to gain qualifications, 84 secured employment and 17 undertook further education or training. In relation to the I2A scheme, 529 enrolments were achieved, of which 140 went onto further education and training, 136 gained qualifications thereby reducing the risk of those not in education, employment or training. ESF programmes continue to target destinations data and are supporting clients on the 5-tier model to reduce the NEET figures for the Vale.



We have also continued to collaborate to reduce potential for vulnerable learners to become NEET, including support for transition to post 16 education and training for all vulnerable learners currently in Year 11.



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

- 1,282 person weeks of New Entrant Jobs;
- 590 person weeks of New Entrant Training;
- 128 hours of School Science Technology Engineering Mathematics (STEM) engagements, reaching 822 pupils;
- 1 Supply Chain Engagement events held;
- 9 Community Initiatives supported;
- 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.



Development of additional capacity at Ysgol Y Deri to enable us to meet the needs of learners with Additional Learning Needs continues to progress. Necessary approvals are being sought to increase the capacity of Ysgol Y Deri to accommodate an additional 150 pupils. We are looking to construct a new school building on the preferred site located in Cosmeston, Penarth for September 2023. This would operate as an additional site under the management of Ysgol Y Deri. The demand for additional learning provision is rising and this investment would enable us to provide pupils with the adequate education suited to their needs.



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 continued to be 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 is ready to 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 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 3. 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. Work is underway to pilot an initiative with Credit Unions to encourage individuals to access legal credit rather than fall into

the hands of loan sharks. Once piloted, it is hoped that this initiative can be rolled out across Wales.



Council Housing tenants are continuing to receive the relevant advice and support required to help manage finances and prioritise rental payments. Income Officers are contacting tenants regularly and on average, 700 contacts are made each week. The Money Advice team continue to assist with detailed advice regarding benefits and affordability, ensuring that referrals are made to partner agencies when appropriate, for example for housing related support, food banks and grants. In comparison to other Councils across Wales the percentage of rent appears to remain one of the lowest.



During quarter 3, we have continued to work with partners including Cardiff Airport and Welsh Government to facilitate the development of the Enterprise Zone at Cardiff Airport. We are currently considering a major planning application at Model Farm which forms part of the Zone.

Officers in Regeneration Services and Transportation Services are working together with CCR colleagues to appoint consultants to undertake further analysis of the strategic transport network to support growth in the Western Vale. Cardiff and Vale College continue to progress proposals to replace their existing facility with a state of the art college focussing on the hi-tech industries. The Council hopes to exchange contracts with the College and Welsh Government in 2021.



Work with developers to support the regeneration of Barry Waterfront and the Innovation Quarter have progressed well with the converted Good Sheds and Container Village continuing to be developed despite the current pandemic. The village successfully won 2 awards at the Ystadau Cymru conference in December 2020, one for creating economic growth and a second for overall winner. 42 apartments constructed alongside the Good Sheds and managed by Newydd Housing Association are now completed, with residents beginning to occupy the development.

3.2.2 What do we need to improve?



We continue to 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. Whilst some slippage has been reported, the progress we have made aligns with national expectations and the revised timeline set by Welsh Government that considers the impact of COVID-19. The 'Curriculum for Wales: The Journey to 2022; document was agreed and shared with all schools in October 2020 assisting schools to plan their approach to the new curriculum. A National Professional Learning programme is in place with first modules on 'Leading Change' launched successfully in October 2020. Network

meetings continue to be offered to schools providing them with support in engaging further with the Curriculum for Wales and representatives from 15 schools in the Vale have attended 59 network meetings.



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. Kickstart approval has been given and recruitment will commence in the new year.

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 of the Summer term and again before Christmas. The COVID-19 regulations are impacting upon parental decisions not to send their children back to school and alternatively to home educate. 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 non-attendance. 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 and 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; 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. A training programme to roll out trauma informed approaches to supporting social, emotional and mental health has continued as far as possible in the current circumstances and this will continue in future.



A key priority 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 3, Shared Regulatory Services have continued to assist businesses across the various trade sectors in complying with the Coronavirus Restrictions Regulations, in so doing, protecting their employees, customers and clients. A range of sector specific guidance has been made available, for example in relation to food businesses and close contact activities such as hairdressers, beauticians and nail bars. Consequently, it has not been possible 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 continue to explore options to find alternative delivery models for training sessions, including online platforms which have already proven successful.



The pandemic continues to have an impact on planning application performance as the team were unable to determine applications or agree extensions for a short period of time. During quarter 3, 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 3. 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 3 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, 61 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 14 actions contributing to the Well-being Objective, where limited progress has been reported during the quarter and therefore attributed a Red performance status, 12(86%) 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	14	2	12	2	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 continued to enhance and develop sustainable travel options during quarter 3 with good progress on several sustainable transport schemes across the Vale of Glamorgan. For example, completion of a dropped kerb and footpath improvement scheme in St. Athan and numerous pedestrian improvements, including a new footway as part of the village hall scheme in Ogmore by Sea.



The Next Bike scheme, a fleet of 50 e-bikes and five docking stations, was launched on November 12th in Penarth as part of promoting active travel options, while reducing congestion and CO2 levels, contributing to the Council's climate change and healthy lifestyles agenda. 600 rentals took place in the first month of launch. We have also installed cycle shelters, scooter and cycle pods in schools across the Vale delivering 94 balance bikes and 150 helmets to our primary schools, helping improve pupil movements into and out of school.

Despite the pandemic, positive progress has been made in developing a sustainable approach to meeting the needs of older people in accommodation with care, supporting greater independence. This work is being aided by a recent 'Housing Learning and Improvement Network' report which is helping to develop our options for sustainable solutions for accommodation with care for older people in the Vale and has in turn informed the wider Housing Strategy. We have also progressed work on the 'Older Person's Accommodation with Care and Support Strategy' and this will be considered as part of reinstatement of the HHC Board in February 2021.



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 and 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 quarter 3, we have worked with partners to deliver our agreed priorities in the corporate strategy for children who need care and support and the monthly psychology panel continues to oversee the work of the psychology service. 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. A regional work plan to address recruitment and retention issues associated with foster caring has been successfully implemented during the year. 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 to enable citizens to reach their potential start point of assessment and information, advice and assistance (IAA). 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 do so in partnership with First Choice Housing Association. We have continued to encourage Social Workers to explore ways of assisting citizens to unlock the resources available to achieve their outcomes, including a personal or family resource, a universal service or a commissioned package of care.



Work has continued during the quarter to ensure the Council is prepared for Brexit with appropriate plans in place to manage any impacts. A report to Cabinet and Corporate Performance & Resources Committee in Q3 set out the preparedness plans for Brexit and described the work that is underway to manage and mitigate the risks associated. The Corporate Risk regarding Brexit has been reviewed, with a comprehensive update to the Audit Committee having been presented during the quarter.



Excellent progress continues this quarter in the development of specialist settings to meet the social, emotional and mental health needs of children in Nursery and Primary Schools. Trauma Informed schools (TIS) approved trainers are set to work with the specialist resource base in High Street to ensure that the provision is in line with the Vale initiative. The TIS approved trainers will also work with our most challenged secondary school to support and develop their wellbeing and behaviour approach.



Safeguarding remains a fundamental focus of our work in ensuring that Wales Safeguarding Procedures are consistently embedded across the 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 being developed. At the end of quarter 3, schools Designated Senior Person (DSP)/ Deputy Designated Senior Persons (DDSP) training compliance was 88% (13 non-compliant out of a total of 106). Level 1 training was 100% completed and all non-compliant persons have been booked on to refresher training this spring term. In line with our Safer Recruitment Policy, 96% of new starters in Schools across the Vale of Glamorgan were compliant meaning that 133/138 starters had the appropriate documentation including a risk assessment in place prior to beginning employment. Corporately, 99% (124/125) of new starters were compliant with the Policy resulting in an overall compliance rate of 98%.



Work is ongoing to deliver the regional Violence Against Women Domestic Abuse Sexual Violence Strategy. The DRIVE programme is continuing to be provided to high risk perpetrators that meet the criteria, along with the Independent Domestic Violence Advisor (IDVA) working simultaneously with each victim to provide safety using effective communication. We have continued with weekly discussions twice a week with high risk victims to help improve our response. The National Training Framework for level 2 is being delivered across the Cardiff and Vale region and staff are currently being trained via Teams which has proven successful.



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 178 domestic abuse PPN incidents (248 in Q2). 96 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 (129 in Q2). Of the 96 high risk cases, there were 7 victims aged over 60, 4 victims aged 16-17, 2 registered with a disability and 4 victims were BAME. 25 properties received target hardening during quarter 3, an increase of 6 properties based on last quarter's figures. Our focus on crime and disorder saw the Anti-social Behaviour (ASB) team working through 1,149 ASB incidents during the quarter which generated 303 referrals compared to 532 in Q2. 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; 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 improve engagement with residents on community cohesion-based matters. In line with this strategy, 97 social media posts were made during the quarter across a variety of community safety issues. Whilst figures are slightly lower than last quarter, the Community Cohesion Officer has focused on arrangements to meet with residents that are experiencing issues, alongside residents that are interested in reviewing cohesion activities across the Vale. The Community Cohesion Officer has attended 8 meetings with a range of professionals and residents across the Vale. 6 tension monitoring forms have been received during the quarter, a reduction of 4 compared to the previous quarter, relating mainly to neighbour disputes which is in line with anti-social behaviour reports. We continue to work with residents to resolve issues quickly.



Neighbourhood Watch members have signed up to Vale Connect, which will make it easier for agencies to contact them with information, updates and ask for assistance where needed, training on the system commences in January. The Community Safety monthly highlight report continues to be produced and has been circulated across partner agencies and to residents via social media. This has been well received by professionals and residents will continue to be produced.



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 continues to be hindered by social distancing restrictions, 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 and Teen Scheme 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 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. A scheme of 23 new Council homes is being delivered by Pegasus Developments Ltd. at Hayes Road, Barry and the Housing Development Strategy has been approved.



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 days to let an empty property against a target of 21 days and improvement on quarter 2 performance. Properties continue to be advertised as soon as notice is received, and repairs completed. We continue to experience high demand for properties and therefore prioritise applicants with high medical needs or a gold banding. Good progress continues in the development of a five-year Local Housing Strategy with consultation now complete and a report is being finalised for Cabinet’s consideration by end of March 2021.



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 continues, which has highlighted the necessity to develop a complex needs support service to assist some clients that are being placed in temporary accommodation during the pandemic, we are working on this in partnership with private landlords. We have continued to provide bed and breakfast accommodation for homeless persons in accordance with the Welsh Government COVID-19 Homelessness Plan and have block booked 116 hotel rooms until 31st March 2021. 89 rooms are currently occupied but this figure changes daily. So far, over 385 people have been provided with bed and breakfast accommodation since March 2020.

4.2.2 What do we need to improve?



COVID-19 has significantly disrupted the delivery of physical activity opportunities in the Vale of Glamorgan, since Leisure Centres were instructed to once again close at the end of this quarter, and most staff furloughed. Communication between the Council and Legacy Leisure is continuing daily, and new financial support measures have been introduced via a report to Cabinet in November 2020 to safeguard future service provision. Conversations regarding a contract extension are presently on hold due to the ongoing uncertainty. 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.



The Sports Development Team are continuing to look at alternative ways to deliver programmes online such as Coaches for the Future, the Creating Confident Coaches Coach Education programme and the Young Ambassadors. A bespoke approach is being offered to schools for example, online coaching sessions for pupils and funding to develop new projects.

Family based activities and challenges such as ‘Join in January’ are being promoted to encourage families to exercise together, particularly as there are limited community opportunities currently available due to lockdown restrictions.



Progress in relation to supporting the Move More Eat Well agenda has slipped. The appointment of the Exercise Referral Development Officer remains on hold as a result of the pause in the NERS scheme nationally. Recent recruitment of a part-time Healthy Living Officer was unsuccessful and will be re-advertised shortly. The unfilled posts have delayed planned projects including the ‘Wow Active Travel’ project and the Mini-cycle hubs project. Once recruited, these officers will also lead on the delivery of the 60+ Leisure Scheme Plan in addition to the generic adult’s development plan.



Slow progress has occurred with planned community programmes, such as the Community Play Garden in Caerleon Road and the Woody Wanderers projects due to the ongoing restrictions of COVID-19. Christmas and Halloween events were unable to take place although, some provision was delivered during the half term for vulnerable children identified through Social Services and some disabled children. Progress continues with the Street Play project with internal departments including the play team, legal team and highways working together with Play Wales to develop a draft Street Play policy to enable community-based play to be facilitated by residents in their own streets.



School and library closures and ongoing restrictions have interrupted our collaborative work with partners to promote 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. During the quarter, the tablet loan scheme restarted when the libraries reopened, working alongside Newydd Housing to enhance promotion. We have also promoted online resources to partners and customers, in particular services such as Ancestry.com which the supplier has made available to library members to use from home, rather than strictly within libraries, during the period of the pandemic. Our Libraries have also worked with partners in Welsh Government to

secure grants and to secure a £250k increase in funding for eBooks and eAudio books for adults and children. A new grant has been secured at the end of quarter 3, which will be used to fund staff training in the provision of online content. The aim is to improve our resources to provide more online content, including for the time a Vale Libraries podcast.



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 Q4.



Volunteer recruitment to support the running of the Greenlinks Community Transport Service resumed at a reduced service with Greenlinks members being taken on shopping trips, medical appointments and to work. After lockdown restrictions were eased, volunteers began offering their services again to drive for Greenlinks or undertake PPE deliveries. The future of the service will be subject of a Cabinet report and will 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. The Housing Strategies Update Report was presented to Scrutiny Committee in December and four existing strategies were formally brought to a close. The intention is to replace these with a more general, combined Strategy covering community investment, customer care and environment / neighbourhoods. Whilst some work has commenced, a draft version of the new Strategy is now not expected until later in 2021.



Despite immediate challenges, 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 action plan in relation to the National Standards Audit has informed a single Youth Justice Plan to considered at the YOS Management Board meeting in January 2021.



The GP Triage pilot has been paused since 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 assisting the cluster in assessing their responses to the pandemic. Confirmation has been received of the Transformation fund continuing into 2021-2022 and work will commence in Q4 to plan for implementation from April 2021.



The ongoing restrictions resulting from the pandemic has prevented officers from visiting households in order to progress Disabled Facility Grants. Consequently, the average number of days taken to deliver a DFG at 334 days, has fallen well short of our target of 190 days and last year's performance of 183 days in the same period. During quarter 2 our two new framework contractors returned to site and the flow of referrals resumed with 25 Disabled Adaptations having been certified complete in Quarter 3, compared with 4 in Quarter 1 and 4 in Quarter 2. The pandemic has significantly affected progress with delivery of grants as clients, often vulnerable, have understandably been anxious about having officers and contractors enter their properties. Fee income from March to November is currently £29k against a profiled income of £95k for the period. The Council has however been successful in claiming lost fees back as part of the lost income claims to Welsh Government, based upon equivalent income for the same period in 2019/20.

Elements of Our Food Law Enforcement, Communicable Disease and the Health and Safety Service Plans have been delivered during quarter 3, but we have re-directed resources in light of the COVID-19 pandemic with staff now enforcing Health Protection Coronavirus Restrictions (Wales) Regulations and working on the Test, Trace and Protect initiative.

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.




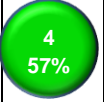

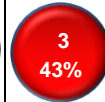
Appendix 2: Provides detailed performance indicator information linked to each Well-being Objective which show for our planned activities, how well we are performing. It must be noted that any annually reported performance indicators will be reported at end of year when data becomes available. In addition, 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 3 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, 29 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	29				16	23

Of the 5 actions contributing to the Well-being Objective, where limited progress has been reported during the quarter and therefore attributed a Red performance status, 4(80%) 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
29	23	5	3	4	2	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 November, we marked Wales Climate Week, enabling us to share 5 initiatives we have introduced across the Vale to help tackle climate change, including Cosmeston Outdoor Education Area, state of the art drinking fountains, low and net zero carbon schools, active travel facilities for schools and supporting habitats at Porthkerry Park. During the month, we ran a series of discussions, providing staff with the opportunity to help shape the organisation's Climate Change Action Plan; 3 digital sessions were held to discuss Energy & Land, Waste & Transport and Digital & Procurement.



Progress continued during the quarter, working with our Public Services Board 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. During quarter 4, we will be launching the Vale of Glamorgan PSB Climate Emergency Charter which sets out how partners will work together across the Vale of Glamorgan to reduce emissions to mitigate the effects of climate change whilst adapting to its impacts. Our joint goal is to become a carbon neutral public sector by 2030.



Work is progressing on the corporate Green Infrastructure Strategy with a green infrastructure assessment being undertaken which will inform the Strategy's vision and objectives, as will further guidance from both Welsh Government and National Resources Wales. The Strategy will also help to inform the evidence base for the replacement Local Development Plan (LDP) which is due to commence in Summer 2021. A draft interim Tree Strategy is currently under consultation. Alongside this, a Council-wide tree survey has been commissioned (known as an iTree Survey), which will look at tree and canopy coverage throughout the Vale and identify where deficiencies exist.



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 currently have two schemes on site that are utilising MMS, including 23 units at Hayes Road, Barry and 11 units at Court Road, Barry. We have also undertaken work to help improve thermal efficiency in our existing housing stock by ensuring external wall insulation packages. The grant funding from Welsh Government has been successful and work to deliver hybrid boilers to off gas properties is currently in the planning stage in association with Welsh Government. There are only two successful Councils in this bidding round, the Vale and Anglesey.



Minimising the negative impact of our activities on the environment remains a key priority for the Council in response to its Climate Change Emergency declaration. With this in mind, positive progress continues in exploring opportunities to support the decarbonisation agenda by working on the net zero design carbon buildings as part of the 21st Century Schools Programme. 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. During November, we commenced the construction of Llancafarn Primary School, the first net zero carbon primary school in Wales. The Council has been granted an additional Welsh Government grant of £1,050,000 to support decarbonisation which has offset spend undertaken to date. Additional funding has also been allocated to deliver Cowbridge Primary scheme as net-zero carbon.



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 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, 372 planning applications have been determined, 100 more than reported in Q2 (272). This has included, 7 LBCs (Listed Building Consent); a further 50 Tree applications were also determined; 28 TCA's (Work to trees in a conservation area) and 22 TPO's (Work to trees covered by a Tree Preservation Order). We also resolved 216 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 Wick Playing Fields. A number of schemes are also being developed, including improvements at the Knap Gardens, Barry; Central Park, Barry and Belle Vue Park, Penarth. Play areas have also been completed "in kind" by several developers, including land to the north of the Railway Line,

Rhose (Taylor Wimpey); land off Port Road, Wenvoe (Redrow) and land at Plasnewydd Farm, Llantwit Major (Persimmon).



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. Our camera car is now roaming the Vale, running 6 days a week. Environmental enforcement is currently being reviewed, with new processes, letters and actions being formalised and actioned and new members of staff are fully inducted and working successfully. 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 70 days to clear 75 fly tipping incidents therefore just 0.9 days against a target of 3 days.



Over 71% of household waste collected by the Council was prepared for reuse and/or recycled during the quarter, maintain the performance reported in earlier quarters. 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, which has increased residual waste. Our performance also exceeds the statutory target of 64% set for 2020/21. The blueprint roll out across Barry was completed in October and plans are in place for roll out in Penarth during 2021/22, as this area is dependent on the proposed permanent Waste Transfer Station being operational. A planning application was submitted for the Waste Transfer Station during quarter 3 and a decision is expected in Quarter 4.



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. To date (at quarter 3), all funding for the year has been allocated to community projects and the Council is working with project 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. During the quarter, we received confirmation of funding for the Education Centre at Margaret Avenue in Barry and a formal planning application was submitted on 18th December. If successful, it is anticipated that work could to be completed by the end of March 2021 as long as restrictions allow. Alongside this project, a further three priority

environmental schemes have been identified for the forthcoming financial year, two parking schemes at Fair Oaks, Dinas Powys and Trebeferad, Llantwit Major to address parking issues, provide safer crossing areas for pedestrians, provide access for refuse vehicles and improve the local environment. The third, the Buttrills Estate Improvement scheme consisting of 11 environmental improvement projects from balcony refurbishments, new front gardens and demolition of bin stores will continue throughout the year.

5.2.2 What do we need to improve?



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. A progress report was presented to Cabinet in November and referred to Scrutiny. Three Learning cafes have also been held with staff to discuss issues and a climate change conversation with the public was launched in December. This work will inform the development of the Council's Climate Change Action Plan. The draft Annual Delivery Plan for 2021-22 includes a range of activities which will continue the Council's work in response to the climate change emergency.



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.



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. Lanterns are due to be delivered by the end of January 2021 and it is anticipated that this work will now be completed by the end of May 2021. This scheme will contribute towards reducing the organisation's carbon emissions and help minimise the negative impact of our activities on the environment.



Whilst there has been slippage reported again this quarter, we continue to progress the Llanmaes Flood Risk Management Scheme and successfully appointed Chartered Surveyors in December 2020 to undertake detailed negotiations with relevant landowners. Serving of formal notices are planned for early 2021. AECOM supplied full construction details in relation to the scheme in December 2020 and we are currently reviewing these prior to receipt of the final detailed design work package expected in January 2021. Subject to obtaining planning approval, resolving land take requirements as well as obtaining all other

necessary consents and permissions, it is anticipated that the construction phase for works will commence in Summer 2021.

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 3

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 \(9th March 2021\)](#)

[Homes & Safe Communities Scrutiny Committee \(15th March 2021\)](#)

[Learning & Culture Scrutiny Committee \(11th March 2021\)](#)

[Environment & Regeneration Scrutiny Committee \(16th March 2021\)](#)

[Corporate Performance & Resources Scrutiny Committee \(17th March 2021\)](#)

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.

[Q2 Corporate Risk Register](#)

(The Q3 Corporate Risk Register is currently being drafted and will be reported to Audit Committee on 1st March 2021 and appended to next quarter's performance report)

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

Sickness Absence is reported twice a year to Cabinet and Scrutiny Committees (Q2 and Q4). A Q3 report has been requested by this year and will be appended to next quarter's performance report.

[Insight Board: Action Tracker February 2021](#)

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

ANNUAL DELIVERY PLAN MONITORING REPORT 2020/21



QUARTER 3 – 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:

- Well-being Champions across the council have promoted events aimed at supporting the physical and financial well-being of staff and take up has been very positive.
- Engaged with residents on budget issues to inform the 2021/22 budget and the Council's transformation and recovery priorities.
- 75.9% of Reshaping Services targets achieved despite challenging times. The Programme project portfolio for 2021/22 has been agreed in line with the revenue budget.
- 85.4% customer enquiries to C1V were resolved at first contact (45,264 of 52,971 enquiries).

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

- Collaborated with key stakeholders and engaged with our communities to co-ordinate the Council's response and recovery from COVID-19.
- Engaged with BAME communities in developing a new regional approach to communicating public health messages.
- Entered into a Licence arrangement with the Cardiff & Vale HB to use Vale premises at the Colcot Sports Centre as a COVID Testing Centre and progressed negotiations for the use of Holm View LC as an Immunisation Centre.
- Made improvements in our country parks, open spaces and outdoor recreational areas enabling more people to exercise safely.

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

- Worked collaboratively with GVS, Cardiff Council, eUHB, and Cardiff Third Sector Council to develop and promote more volunteering opportunities including digital options. Positive take up of staff volunteering options including tree planning.
- Established a rolling programme of engagement with local communities, including small businesses, to inform re-focusing of capital programme and our recovery priorities.




Objective 4: Respect, enhance and enjoy our environment:

- Public Services Board partners agreed a Climate Emergency Charter and work is progressing on developing an action plan.
- The draft Green Infrastructure Strategy is helping to inform the evidence base for the next Local Development Plan which seeks to mitigate the impact of our activities on climate change. Engaging with local communities and key stakeholders such as WG and NRW to inform development of the strategy.



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>
103	14	61 (59%)	11 (79%)	8 (8%)	0 (0%)	<u>34 (33%)</u>	<u>3 (21%)</u>

ACTIONS SLIPPED	
COVID-19 Related reasons	34 / 34 (100%)
NON-COVID Related reasons	0/33 (0%)

PERFORMANCE MEASURES SLIPPED	
COVID-19 Related reasons	3/ 3 (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 remains on hold due to COVID-19.
- Continue to work on developing options for income generation as part of our COVID-19 recovery response.
- promote 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.

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. Currently working with DWP to identify suitable Vale candidates aged 16-24 for the approved Kickstart 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:

- Progress in achieving Dementia Friendly status in our libraries has stalled as libraries are currently only open for click and collect.
- 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. Digital options continue to be offered where possible.

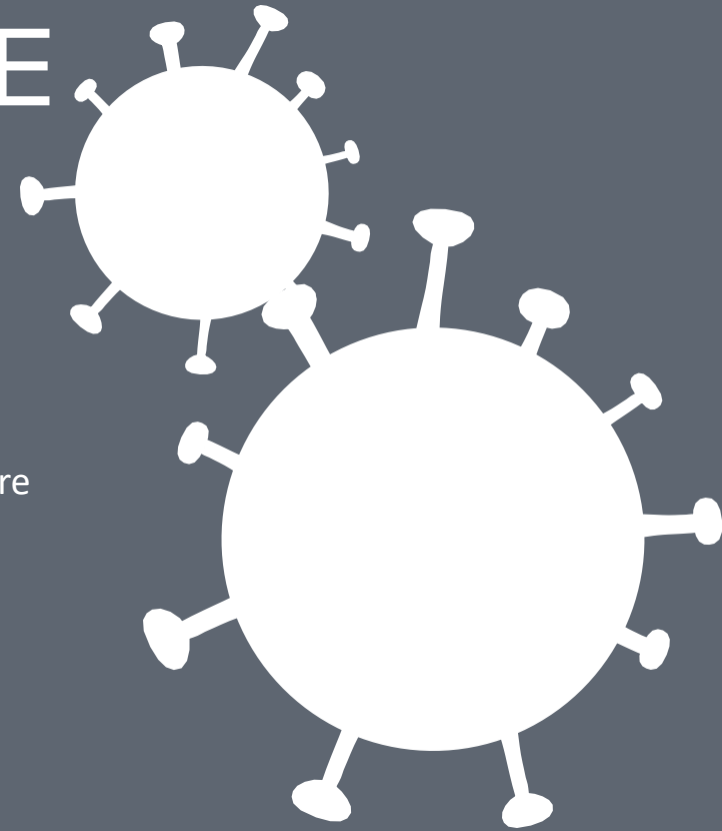
Objective 4: Respect, enhance and enjoy our environment:

- Whilst some discussions on potential transfers of assets to clubs and organisations have taken place, progress remains slow due to their inability to generate income at this time.
- Progress 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

- ❖ Entered into a Licence arrangement with the Cardiff & Vale HB to use Vale premises at the Colcot Sports Centre as a COVID Testing Centre and progressed negotiations on the use of Holm view LC as an Immunisation Centre.
- ❖ Supported recovery of educational settings with effective communications to pupils, parents, and the wider community highlighting COVID-secure measures in place.
- ❖ Engaging with local communities and other key stakeholders to inform development of green infrastructure strategy.
- ❖ Established and supported a flexible model of remote working which has improved efficiency, reduced travel thereby reducing our carbon footprint.
- ❖ 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 rolling programme of engagement with local communities, including small businesses, to inform re-focusing of capital programme.
- ❖ Promoting local businesses and town centres whilst observing local and national restrictions in place.
- ❖ Engaging with BAME communities in developing new a regional approach to communicating public health messages.
- ❖ Developing a long-term communications strategy for promoting commitment to reduce, reuse and recycle.



Corporate Performance and Resources Scrutiny Committee

Performance Exceptions

Service Plan Actions	% Complete	Direction of Travel	Commentary	Reason for Slippage
AS/A003: Create a sustainable and integrated model for single point of access to Well-being Matters Services (via the Contact Centre).	15%	↔	Unfortunately, we have not been able to progress this during Qtr3 as envisaged due to the ongoing Covid pressures and impact on the workforce which was dispersed. Given the current pressures, it is unlikely that this will be progressed any further in the current financial year as we now know that Mass Immunisations, Testing and TTP continue to need ongoing support to meet the demands determined due to the ongoing pandemic response.	COVID Related
HS/A001: Develop a new Tenant and Leaseholder Engagement Strategy to improve how we involve, engage and communicate with our tenants and leaseholders.	50%	↑	Work has restarted and all the necessary evidence gathering is completed in order to inform the Strategy. A draft is currently being written and this will be circulated with key partners prior to consideration by Cabinet in the spring.	Non-Covid Related
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%	↔	Work has commenced on this action and a presentation for PSB and a draft letter to the commissioner has been prepared. This was considered by the PSB at the October meeting as the priorities for the PSB have been the response to the coronavirus pandemic. CMT 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 taking 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. 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.	COVID Related
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.	50%	↑	A progress report was presented to Cabinet in November and referred to Scrutiny. Three Learning cafes have also been held with staff to discuss issues and a climate change conversation with the public was launched in December. All of this work will inform the development of the Council's Climate Change Action Plan. The draft ADP for 2021-22 includes a range of activities which will continue the Council's work in response to the climate change emergency. The PSB has also agreed a Climate Emergency Charter.	COVID Related
PB/A017: Lead on and co-ordinate the Council's approach to discharging its duties under the Civil Contingencies Act 2004.	30%	↔	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	COVID Related

			Group (SCG) and Recovery Coordination Group (RCG). The Covid-19 Councils and regional SCG response is on-going, the CPU are integral part of the workforce planning group and a number of ad-hoc groups looking at supporting partners in response. The Civil Protection Officer was repurposed to support IT for a 3-month period ending 31st December 2020. The Councils Event Safety group (ESAG) has scheduled meetings to ensure that any planned/ad-hoc events across the Vale can have receive the correct advice in line with current restrictions.	
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 been paused as noted on the Insight Tracker and will hopefully re-commence when staff resources permit.	COVID Related
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.	60%	↑	All sites have managed to reinstate their volunteer engagement programmes. However due to COVID19 restrictions and WG lockdown periods service provision has been difficult. A number of social distancing activities such as tree planting have taken place with staff from across the Vale and with other organisations. The imposed lockdown in late December will further impact engagement.	COVID Related
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	50%	↑	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 4 if this is considered to be feasible.	COVID Related
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.	COVID Related
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.	50%	↑	Work has commenced on reviewing practices within services.	COVID Related
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.	50%	↑	Residential: Full ICT survey completed across all homes which has identified the need for further upgrade. Funding being explored.	COVID Related
RM/A009: Develop and implement an Engagement Action Plan for the Resource Management & Safeguarding Division.	0%	↓	No progress made due to additional work generated by the Covid-19 pandemic.	COVID Related
HR/A001: Support organisational wide change as part of the next stage of the Council's Reshaping	0%	↔	No action in Q3 due to pandemic. Reshaping will be picked up during Q4	COVID Related

Services programme including any HR issues that may arise.				
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 action in Q3 due to pandemic	COVID Related
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%	↔	No action in Q3 due to pandemic Attraction Strategy Working Group will be re-starting in Q4.	COVID Related
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.	25%	↔	Delayed by COVID. Consultation being undertaken by Welsh Government and report presented to Cabinet on proposals. Awaiting results of consultation and decisions from Welsh Government on implementation dates and further detail.	COVID Related
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 action in Q3 due to pandemic	COVID Related
HR/A003: Review recruitment practices to increase diversity within the Council's workforce.	0%	↔	No action in Q3 due to pandemic Attraction Strategy Working Group will be re-starting in Q4.	COVID Related
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.	50%	↔	As quarter 2. No opportunity to progress beyond this. 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 all other digital activities and courses available. Good links with housing colleagues in respect of Time banking have also been forged.	COVID Related
HS/A007: Investigate and promote the expansion of the Timebanking scheme with other stakeholders and partners.	50%	↔	The task and finish group reviewed the proposal and subject to some minor amendments, agreed it. A Cabinet report has been drafted and will go for approval in March 2020. Thereafter, the secondment opportunity will be circulated amongst partners and a candidate recruited. There is unlikely to be a drawdown of salary funding prior to the end of the financial year so the health funding will have to be carried over to 21/22.	COVID Related
HR/A006: Lead on the development and delivery of a Well-being Strategy for the Council.	30%	↑	We have developed a series of wellbeing events to support staff during this difficult time, focusing on physical health and financial wellbeing. The Wellbeing Pages on StaffNet+ have been revamped to provide more information and make it easier to find the information. The Wellbeing Champions have been	COVID Related

			getting involved in this activity and Q4 will hold their first meeting of 2021.	
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.	30%	↑	HRBPs been upskilled on how to complete the template. GW will attend SLT/HofS meeting in January to communicate the plan to commence rollout of the template in February and March. HRBPs will then meet with all HofS and Director in Feb/Mar to complete the template with analysis of that data commencing in April.	COVID Related
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%	↔	No action in Q3 due to pandemic Focus has been on supporting workforce resilience as part of the Pandemic response.	COVID Related
HR/A008: Create a new Employee Development Programme.	0%	↔	No action in Q3 due to pandemic	COVID Related
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.	10%	↑	After discussion with RT - agreed a light touch mid-year review for CO would take place. Session booked in January for the HR team to brainstorm all people Performance processes within the council.	COVID Related
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.	10%	↑	Kickstart approval given and we will be commencing recruitment in the new year, we will be working with DWP to identify 16 - 24s in the Vale who would be suitable for the roles.	COVID Related
HR/A014: Expand the Council's Apprenticeship Scheme to provide a greater number and range of opportunities.	0%	↔	We've emailed all managers regarding the recent government incentive to recruit an apprentice, but the number of apprenticeship requests has decreased significantly since the pandemic.	COVID Related
HR/A015: Lead on the development of the Council's approach to supporting its employees to volunteer including the introduction of a volunteering policy	20%	↑	Some volunteering options have been launched as part of the Wellbeing Activity, including Tree Planting.	COVID Related
SRS/A003: Develop a recruitment strategy together with retention initiatives to address skill gaps within the Shared Regulatory Service.	30%	↔	Whilst a recruitment strategy is in place and approved by Joint Committee, it has not been developed further due to the necessary prioritisation of essential Covid-19 activities together with Test, Trace and Protect responsibilities.	COVID Related
NS/A014: Review and implement the options for the transfer of assets including sports grounds, parks, open spaces, allotments, public conveniences and clubs to	0%	↔	Some further discussions have been held with Clubs but due to Covid 19 issues no significant progress has been made as Clubs are not operating at present.	COVID Related

Town and Community Councils and other third parties.				
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.	50%	↑	Work on this has slipped due to Covid. Trees have been delivered to schools for planting in the spring. Work is also underway on the Biodiversity Strategy which will be launched in March 2021.	COVID Related
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.	25%	↑	The appointment of the Exercise Referral Development Officer is currently on hold as the NERS scheme in its usual format is on hold (this is determined by Public Health Wales). However, this post will be advertised shortly. The part-time Healthy Living Officer (adults) post was advertised, however there were no suitable applicants so this post will be revisited and advertised shortly. They will lead on the delivery of the 60+ Leisure Scheme plan in addition to the generic adult's development plan. A number of the planned projects for the underspend created as a result of the delay in appointing these posts have been delayed due to the Covid 19 situation including the Wow Active Travel project and the mini cycle hubs project, although they are progressing. Progress is also being made with the NERS project in relation to creating a resource booklet and providing exercise bands to NERS clients to enable them to undertake exercises at home.	COVID Related
RM/A011: Implement an outcomes-based approach to commissioning contracting services across both a regional and localised footprint.	35%	↔	No update provided, Q2 commentary. Additional clarification has been required regarding the use of the Individual Client Contract, but the issue is currently being resolved. And so this is expected to be completed by the end of October	COVID Related
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.	35%	↔	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.	COVID Related

Performance Indicator	Q3 2019/20	Q3 2020/21	Q3 Target 2020/21	Direction of Travel	Commentary	Reason for Slippage
CPM/008 (CPM/215) Spend against approved Council capital programme.	30.9%	33%	75%	↓	No commentary provided	COVID Related

CPM/100 (CPM/154): Percentage of Council streetlights that are LED.	67.93%	68%	90%	↑	Salix funding available to replace another 3713 lanterns to LED on Strategic Routes. It's hoped work will be completed March 2021	COVID Related
CPM/016 (CPM/223) Percentage of Corporate complaints dealt with within target timescales.	69.78%	61%	75%	↑	Performance has shown a slight improvement compared to Q2. However, home working continues to impact on investigation and administration time scales. No complaints have been received from regarding the time taken to complete investigations suggesting that although targets are missed the council is meeting the complainant expectations. Speed of response is only one influencing factor in complainant satisfaction alongside fairness, transparency and of course outcome	COVID Related

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%	Unfortunately, we have not been able to progress this during Qtr3 as envisaged due to the ongoing Covid pressures and impact on the workforce which was dispersed. Given the current pressures, it is unlikely that this will be progressed any further in the current financial year as we now know that Mass Immunisations, Testing and TTP continue to need ongoing support to meet the demands determined due to the ongoing pandemic response.	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		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 is being developed. We are currently using virtual approaches to this area of work.	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
						Healthy Living & Social care
RM/A005: Co-ordinate the implementation of a new Welsh Government Performance Measurement Framework across Social Services.	31/2/2021	75%	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. Still awaiting final metric definitions document from Welsh Government. Work has started on the new Adults Census (similar to the current one for children).	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	75%	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	75%	The Website is being developed; information has been produced to share on the website. SharePoint is being published and shared with schools over the next term.	Green	Green	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	75%	Parent / Carer forums are being planned regarding the New Act and IDPs. Progress has been challenged by COVID restrictions, but preparation for groups has been started.	Green		Corporate Performance & Resources Learning & Culture
SP/A001: Work with Social Services, Central South Consortium Joint Education Service (CSCJES), schools	31/3/2021	75%	Improvement Partners have completed a PDG summary of objectives and actions linked to the PDG spend in each school. This has given a	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 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.			<p>strategic overview of how schools are allocating the grant and how they are intending to evaluate the impact that it is having of the FSM pupils. This will be revisited at the end of the spring term, as planned, to review impact of grant.</p> <p>Ongoing discussions between Improvement Partners and headteachers in relation to the allocation of the Recruit, Recover, Raise Standards: Accelerating Learning Programme grant.</p> <p>Ongoing discussions between Improvement Partners and schools about continuity of learning, with a focus on supporting vulnerable learners.</p> <p>Comprehensive professional learning offer in place linked to equity and wellbeing.</p>			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	75%	The consultation is now live, and the results will be reported to SLT in March 2021	Green		<p>Corporate Performance & Resources</p> <p>Learning & Culture</p>
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	50%	Work has restarted and all the necessary evidence gathering is completed in order to inform the Strategy. A draft is currently being written and this will be circulated with key partners prior to consideration by Cabinet in the spring.	Red		<p>Corporate Performance & Resources</p> <p>Homes & safe Communities</p>

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
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	80%	Further to the work carried out in Qtrs. 1 and 2 and following a review of the mechanisms currently used to obtain customer feedback, consideration is being given to developing an online portal for customers to provide their feedback. Work to develop this will commence during Qtr 4.	Green		Corporate Performance & Resources Homes & safe Communities
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.	31/3/2021	75%	<p>During Q3, 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 second formal consultation in September-October 2020 using a survey on the Council's Website with draft plans for Belle Vue Pavilion available to view, as a starting point to support discussions going forward. Virtual engagement sessions were held with: The Friends of Belle Vue, Albert Primary School, Penarth Town Council and other interested parties. The Stage 2 application to the Lottery has now been submitted for the pavilion and the planning application is due to be submitted imminently. The brief for the park is also being developed. • Wenvoe Community Library and hub – S106 Officer currently working with the Community Council to achieve a resolution on this project – S106 application for grant being developed by Wenvoe CC. • Arcot Triangle – A final scheme has now been determined and agreed between the artist and 	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
			<p>residents and it is currently being fabricated. Installation due in the spring. Further engagement has been undertaken during this quarter between S106 Officer, Parks Department and community group regarding other works in the park.</p> <ul style="list-style-type: none"> • Rhoose Community Facilities – on-going correspondence has been held with groups (including AFC Rhoose and Rhoose Library) who have applied for the S106 Rhoose Community Facilities contribution, to try and assist with maximising match-funding opportunities. • Ogmore by Sea Village Hall – S106 officer continually assisting them with the implementation of the village hall, partially funded through S106 contributions. 			
RP/A002: Involve the community and businesses in the preparation and delivery of Vale of Glamorgan Growth Plan 2020/2025.	31/3/2021	65%	Due to the pandemic all staff resources have been directed to COVID business support measures. The Growth Plan is likely to slip by 1 quarter into the summer / autumn of 2021 by which time public consultation and engagement will be easier to undertake. The Growth Plan needs to reflect the economic reality of a post COVID world and also evolving WG policy and will develop into a recovery and growth plan.	Amber		<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	75%	A review of the current PE Framework and supporting guidance is now underway and will be complete by the end of Q4.	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
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	75%	A review of the current PE Framework and supporting guidance is now underway and will be complete by the end of Q4. This will include how the internal practitioner's network is facilitated.	Green		Corporate Performance & Resources
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	75%	The budget consultation process did start in this quarter with the closing date in January 2021.	Green		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	75%	An update report on progress / ideas going forward was considered by the Chairs and Vice Group meeting held in December 2020. Following that meeting a report is currently being prepared for consideration by the Corporate Performance and Resources Scrutiny Committee and Cabinet for Feb/March 2021.	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	75%	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 been paused as noted on the Insight Tracker and will hopefully re-commence when staff resources permit.	Red		Corporate Performance & Resources
FS/A005: Support delivery of the Assets workstream of the Council's	31/3/2021	75%	South Lodge Contractual negotiations are complete and awaiting completion of the planning process for the lease to be completed. The next phase of office accommodation review is ongoing	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
Reshaping Services Programme by working with council services to optimise use of their property assets and where appropriate progress the disposal of surplus or inefficient assets.			with work on pilots being progressed in each of the main office buildings. WIVICC lease negotiations are complete set for completion early in 2021. 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	50%	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 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	50%	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	75%	<p>1. Waves 1 -2 (network infrastructure) - 18 schools have now been recabled with Cat6 network cable, these schools have also had new switching and wireless devices installed.</p> <p>2. Wave 3 (Servers) - Servers have been delivered to applicable Secondary schools with the exception of Whitmore High School. It is anticipated that all primary school servers will be deployed by the end of March 2021.</p>	Green	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
			<p>3. Wave 4 (Devices) - 1,609 Devices have been delivered to schools, it is anticipated that we would have deployed 3,567 devices by the end of January 2021, leaving 425 outstanding, with this in mind we are on track for 100% roll-out by the end of March 2021.</p> <p>4. Wave 5 (Teaching & Learning Tools) - No further developments from WG regarding Wave 5.</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	50%	Residential: Full ICT survey completed across all homes which has identified the need for further upgrade. Funding being explored.	Red	Amber	Corporate Performance & Resources
RP/A003: Maximise the potential of Office 365 to promote sustainable and agile working.	31/3/2021	75%	Staff continue to work effectively from home. Office 365 and TEAMS are now an integral part of day to day working.	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	75%	The pandemic has highlighted the potential of Evolutive and following discussions with existing users such as Bridgend Council, we will continue to identify further uses of Evolutive within Regeneration & Planning with a view to improving efficiencies and developing contacts with local businesses.	Green		Corporate Performance & Resources
PB/A004: Lead on the 'Connecting Wales' project and how the Contact Centre can provide greater access to	31/3/2021	75%	During Q3 Connecting Wales was formally launched at a virtual event with Julie James Welsh Government Minister for Housing and Local Government. An associated marketing plan has	Green		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
services locally and potentially some regional and national services.			been implemented which included creation of a website and an email campaign. The new WLGA Chief Digital Officer, Sam Hall agreed to become a member of the national steering group ensuring that Connecting Wales continues to be aligned with the developing digital agenda for Wales and can maximise it's contribution. Work is ongoing to deliver the SRS proof of concept and to ensure that the product meets the requirements of Rhondda Cynon Taff CBC. Progress on these two projects are expected in Q4.			
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	75%	A specification for the procurement of more portable devices to facilitate mobile working has been prepared and submitted to ICT with a view to them sourcing and costing a suitable device. There has however been delays in ICT responding due to other demands placed on them. 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	75%	Legal Services continues to deliver on request for advice and support in respect of the Council's Reshaping Agenda. During Q3 advice was provided to BFCC in respect of their external audit arrangements. Consideration of information for Legal Services to inform the review of fees and charges during Q4.	Green		Corporate Performance & Resources
SL/A003: Work with community libraries to increase capacity to deliver new services using digital technology.	31/3/2021	65%	The Peripatetic Library Staff have continued to work with Community Library Volunteers during the pandemic, one member of staff has done so consistently and the other worked for a time with the track and trace service so was not as available. As with main libraries many of the community library volunteers have built up skills in using social	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>media to provide online content and a service to users. A Welsh language group and book group have switched to virtual meetings via Zoom for instance. At Dinas Powys the peripatetically library staff member assisted in the setup of an online Art Club and it now has over 60 members who set themselves and post artwork online. This is an innovative way to keep the community together and share creativity. Wenvoe Library produced a daily advent calendar online and along with story times this gave them an opportunity to hone their filming and presenting techniques. Rhose library have set themselves up as a charity which amazon users can support when making purchases, so everyone is doing their best to make use of available online options.</p>			
<p>AS/A001: Explore the use of digital solutions/technology to maximise our opportunities to support adults to achieve their own personal outcomes.</p>	<p>31/3/2021</p>	<p>75%</p>	<p>We continue to support the installation of our telecare products. A review is underway, and we anticipate preparing a report for Cabinet at the end of the current financial year. The Rapid Response bid was unsuccessful in the winter monies application so has not been able to be pursued at this time. Due to the pressures of Covid the anticipated meeting with the provider for SeeMe has not been able to happen, however, the LD Day Service prepared a report for the National Social Services Conference re how this was being used and valued by service users and stakeholders. We continue to work in partnership with Innovate Trust, and their ability to provide online activities through their app has been of great benefit to service users during our period of various closures.</p>	<p>Green</p>		<p>Corporate Performance & Resources 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
			The partnership was also submitted for an award in the Regional Safeguarding Board awards.			
HS/A002: Contribute towards the Council's Digital Vale programme by developing a Digital Transformation Strategy for Housing and Building Services.	31/3/2021	75%	Advert Closed for expressions of Interest for the new Integrated Housing System on 10th December placed on the Sell2Wales website. Arrangements made for the Project Team to attend system demonstrations in January 2021.	Green		Corporate Performance & Resources Homes & safe Communities
PB/A006: Review the Council's Customer Contact Strategy to maximise the use of digital technology.	31/3/2021	75%	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	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
			low volume but high complexity and high risk, where human attributes add value.			
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	75%	Comprehensive and dynamic Risk Assessments are in place so that those people most in need have been able to return to a revised and Covid safe LD day provision at Trysor ole. The feedback prior to Christmas from family members was extremely positive. This critical service, alongside outreach where appropriate, will continue.	Green	Amber	Corporate Performance & Resources Health Living & Social Care
AS/A013: Review our working practices to enable us to operate more sustainably.	31/3/2021	75%	No further update - Qtr2 comment remains current. 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 the situation and preferred practice during Qtr 3 and possibly qtr 4.	Green		Corporate Performance & Resources Environment & Regeneration
CS/A012: Reviewing our working practice to operate more sustainably.	31/3/2021	75%	Staff remain working from home creating efficiencies linked to office space and travel. Learning is informing the development of a preferred operating model.	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
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	75%	<p>The back log of report requests has been reduced significantly. There are two very large report writing projects for Attendance and Exclusions still outstanding, these have been allocated to the MIS Development Officer, who is currently working closely with the Teams to complete the requests.</p> <p>Reports have been written for the Youth Service to complete Welsh Government returns.</p> <p>The "Provider Portal" Project has been initiated. The ALN Teams have been included and a plan of action for 2021 has been made. There's a lot of database development and report writing to be done, and all before September 2021, when the ALN Act comes into action.</p> <p>The MIS Manager has written a business plan for the ACT Module. This will allow the LA to collect attendance and report on clients not in a Local Authority School.</p> <p>Additional Attendance codes have been added to Attendance reports, enabling weekly data collection for welsh Government and DMT during COVID19.</p> <p>Data cleansing reports continue to find Elective</p>	Green		<p>Corporate Performance & Resources</p> <p>Learning & Culture</p>

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			Home Educated students that have been missed in school processing.			
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	75%	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 report to Cabinet being prepared to request approval to commence procurement. An audit of the programme by Audit Wales was completed and has been reported to Cabinet and Committee (Corporate Performance) during the quarter. Work to develop the next iteration of Reshaping has commenced in line with the Recovery Strategy and Annual Delivery Plan.	Green		Corporate Performance & Resources
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 Q3 due to pandemic. Reshaping will be picked up during Q4	Red		Corporate Performance & Resources
SL/A021: Contribute to the delivery of the Digital Employee and Digital Customer workstreams of the	31/3/2021	65%	Reprioritised due to COVID-19. O365 rollout has now been completed, with any new requests for O365 being processed as business as usual. Teams	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
Council's Digital Vale programme by supporting services to utilise technology to transform how council services are delivered.			is now being used for Council / Committee meetings. The Microsoft Exchange upgrade is nearly complete. This will allow for split-tunnelling of all email traffic to further improve the performance of the Council's computer network and also enable additional email security functionality. The upgrade will be completed in early Q4. This action will be ongoing into 2021/22 and beyond to measure performance against the new Digital Strategy.			
RM/A016: Review our working practices to enable us to operate more sustainably.	31/03/2021	75%	Staff continue to work from home successfully, utilising the ICT equipment provided to them, hybrid mail system and video calling functionality. Staff have been upgraded to Office 365.	Green		Environment & Regeneration Corporate Performance and Resources

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	31/3/2021	35%	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	Red	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
customers.			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.			
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 action in Q3 due to pandemic	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	75%	Consultation on universal, ALN and specialist provision has taken place and a regional document is being developed to outline this. Health are also working regionally to identify school and specialist provision, and their documents are being consulted on. Outreach has been limited due to Covid restrictions, but data will continue to be collected. The outreach cluster is attending training for IDP writing to support schools and pupils and ensure effective inclusion.	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
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	75%	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	75%	The anti- bullying policy and safeguarding policy have been completed and consultation process is complete. They have now been shared with schools for adoption over the next term.	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 meets their needs and are able to be part of the school community.	31/3/2021	75%	The draft strategy consultation document was approved by CMT in September and the consultation is currently underway. The results and agreed action plan will be reported in quarter 4.	Green		Learning & Culture
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	31/3/2021	75%	The Universal Service has increased its provision in line with COVID restrictions and continues to offer 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.	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
those who are more vulnerable or marginalised.			The YEP team are continuing to deliver their school based PSE 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; this has now included support with other vulnerable learners across the VoG due to numbers in the project being low. 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 alongside a project reprofile. 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 and assessed in February 2021. The Urdd continue to offer online support and are introducing new online offers in October. Potential for work placements utilising the new project Kickstart have gone out for recruitment and a number of student placement being offered.			
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.						
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	75%	Information from Services is being collated into the Annual Equality Report and will be finalised in Quarter 4. A meeting of the Equalities Consultative Forum took place in December with the involvement of the Leader, Member Equality Champion and	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
			Member LGBT+ Champion. The Forum has moved to a more participatory event and there was discussion on how this can be built on in the future.			
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	75%	Regional work has continued during the period and the Home Office has now confirmed that it is resuming the resettlement of new refugees despite the ongoing pandemic. New guidance is still awaited to ensure compliance with social distancing etc and a meeting has been arranged between Housing Cabinet Members in the Vale of Glamorgan and Cardiff to discuss the process further in early January 2021 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	100%	Completed, regional work plan agreed and implemented.	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 Q3 due to pandemic Attraction Strategy Working Group will be re-starting in Q4.	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 action in Q3 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
workplace 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 Q3 due to pandemic Attraction Strategy Working Group will be re-starting in Q4.	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 PSB and a draft letter to the commissioner has been prepared. This was considered by the PSB at the October meeting as the priorities for the PSB have been the response to the coronavirus pandemic.</p> <p>CMT 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 taking 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. From a children perspective an emphasis has been given during the quarter to developing online 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	75%	At Q3, 16 customers have been assisted in relation to Housing Benefit (10 cases) and Council Tax Reduction (15 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	75%	Service family school admission applications continue to be processed appropriately with children securing admission to local schools without due delay. School and catchment areas reviewed in areas of service family demand. Engagement with SSSE network is usually through emails and newsletters but this has been very sporadic during COVID.	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	75%	Service family school admission applications continue to be processed appropriately with children securing admission to local schools without due delay. School and catchment areas reviewed in areas of service family demand. Engagement with SSSE network is usually through emails and newsletters but this has been very sporadic during COVID.	Green		Corporate Performance & Resources
PB/A019: Promote the support available under the Armed Forces Covenant via C1V.	31/3/2021	75%	During the period activity during the period has been hampered by COVID19, however the Veterans Liaison Officer has continued to provide	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
			telephony support. Agreement was reached to extend this role during 2021/22. For general services messaging on the telephone system is signposting customers to access services online. Household Waste Recycling appointments have been made available online and has been a successful implementation			
HS/A025: Support armed personnel and their families access to housing and homelessness prevention support.	31/3/2021	75%	Since last quarter support continues to be made available to armed forces personal and their families by the Housing Solutions Services with 6 households now being supported and registered with Homes4U for social housing.	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	75%	Referrals to Children and Young People Services and the Families First Advice Line have increased significantly during the pandemic period. In this quarter we have significantly increased number of referrals to FFAL from CYPS where a decision on MARF is for 'no further action'. Subsequently FFAL contact the families and following consultation provide information, advice and signpost onto services for further support including FACT, Vale Parenting Service, Atal y Fro , Barnardo's Counselling and Young Carers. Development of remote and virtual service delivery has been taking place across the division. For example Flying Start have provided additionality to their offer of support to families, accessible to all families in the Vale of Glamorgan through their YouTube channel, on topics from parenting, emotional wellbeing, speech and language development (activities include Storytime, sing along, activity ideas and mindfulness).	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
NS/A028: Under the Armed Forces covenant, continue to promote access to leisure facilities.	31/3/2021	70%	Closure of the Leisure Sites before Christmas has again stopped this service.	Amber		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%	Strategic Housing Board approval received to submit a Cabinet report in January 2021, with options to progress site identification following no responses to the formal 'call for sites' process undertaken by Planning colleagues.	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	75%	36 learners have enrolled this year and a further new course for beginners is starting at the end of the month. Taster courses were advertised before Christmas. The Welsh Welcome course is still available for all staff.	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	75%	Mentor have continued with their programme remotely.	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
RM/A008: Co-ordinate and embed the 'More than just Words' Framework across the Social Service.	31/3/2021	75%	Agreement has been reached with Cardiff Council to re-establish a Regional More Than Just Words Forum. The status of the Welsh Government Framework has been clarified and confirmed there are no national action plans in place for 2020/21. A Welsh Government review is in progress. The two local authorities have agreed to work together to identify local actions and will be reviewing the Terms of Reference and membership of the Forum in Q4. This work has commenced. The Social Services Management Team Have received a verbal report on progress and await recommendations from the Forum on potential actions for consideration. The corporate and department Welsh language leads continue to meet regularly and collaborate and have recently contributed to the promotion of the Welsh Language Awareness Day in December, with examples of new ways of embedding the Welsh Language into the work of the Department. Opportunities for learning and improving Welsh Language skills continue to be promoted.	Green		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	50%	The HoS has been encouraging the take up of Welsh language training and working with the Equality team to ensure a more proactive campaign to make staff aware of the offer of training. It is felt that whilst staff are working from home, more may be inclined to explore this development opportunity. In addition, we have recently been asked externally for our numbers of welsh language speakers, being able to conduct assessments in welsh. We are pleased to be able	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
			to report that recent recruitment has resulted in several welsh speakers being appointed.			
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	75%	In addition, Agendas are also now linked within the Minutes on the Council website in order that the Public can access the minutes, agenda and reports simultaneously.	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	100%	Completed, monthly psychology panel implemented to oversee and monitor the work of the psychology service	Green		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	75%	An update for 2020 was drafted and submitted to Welsh Government by the statutory deadline of 20 December 2020. The update highlights the work in 2020 which focused on the six key priority areas of the Vale of Glamorgan's Welsh in Education Strategic Plan (WESP). Welsh Government is due to launch guidance early in 2021 to support the introduction of a new 10 year Welsh in Education Strategic Plan (WESP). Welsh Government expect draft plans to be submitted for approval by January 2022 and subject to approval will go live from September 2022.	Green	Amber	Learning & Culture
ALN/A006: Develop a regional approach to increase the ALN provision available to Welsh medium schools to ensure sufficiency of provision.	31/3/2021	50%	Work has progressed in Q3 on developing the regional document and producing training directory. Further work will be required in Q3 but due to COVID it is unlikely that all this work will be completed and will need to be continued into next year. The regional group has been re-established. Welsh	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
			reading tests and assessments are being developed for use in welsh medium schools. Regional training directory is being developed.			

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	75%	A number of wellbeing activities had taken place during Q3 that staff accessed remotely, such as yoga sessions. Further work will continue during Q4 to consult with staff on their wellbeing, via a staff survey	Green	Amber	Corporate Performance & Resources
HR/A006: Lead on the development and delivery of a Well-being Strategy for the Council.	31/3/2021	30%	We have developed a series of wellbeing events to support staff during this difficult time, focusing on physical health and financial wellbeing. The Wellbeing Pages on StaffNet+ have been revamped to provide more information and make it easier to find the information. The Wellbeing Champions have been getting involved in this activity and Q4 will hold their first meeting of 2021.	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
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	30%	HRBPs been upskilled on how to complete the template. GW will attend SLT/HofS meeting in January to communicate the plan to commence rollout of the template in February and March. HRBPs will then meet with all HofS and Director in Feb/Mar to complete the template with analysis of that data commencing in April.	Red	Yellow	Corporate Performance & Resources
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.	31/3/2021	0%	No action in Q3 due to pandemic Focus has been on supporting workforce resilience as part of the Pandemic response.	Red		Corporate Performance & Resources
HR/A017: Foster collaborative working relationships with all recognised trade unions groups, based on trust, openness, collaboration and mutual respect.	31/3/2021	75%	Regular meetings are taking place with the Trade Unions as part of the pandemic, together with business as usual matters.	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	75%	A comprehensive professional learning offer for ALNCOs is being developed regionally. All central staff have been able to access online training and new offers made available virtually. The cluster model for ALNCOs has been successful in planning and structuring effective and supportive virtual ALN training half termly.	Green		Corporate Performance & Resources
AS/A005: Develop and implement an Engagement Action Plan for the Adult Services Division.	31/3/2021	75%	During qtr 3 the division have worked hard on engagement with the workforce. We trialled newsletters and also a social care forum, we have some further ideas to explore in Qtr 4, to ensure that going forward we have a robust way of engaging with staff. However, due to our remote working, there have been increased communication with teams and staff, and we have stressed the importance of ensuring regular catch	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
			ups, meetings (formal and informal) and also access to wellbeing activities.			
RM/A009: Develop and implement an Engagement Action Plan for the Resource Management & Safeguarding Division.	31/3/2021	0%	No progress made due to additional work generated by the Covid-19 pandemic.	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	100%	Due to Covid-19 there will be no further options for income generation during this financial year.	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	65%	As a result of the pandemic, face-to-face staff development is not possible. However, managers are encouraged to signpost their staff to training opportunities and wellbeing activities on iDev and Staffnet. Staff appraisal has continued.	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	75%	Currently the EWS are not able to operate in any penal way since although school was compulsory in the autumn term WG have indicated there should be no penal action for nonattendance. 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		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/A012: Develop and co-ordinate a range of activities as part of work to improve inclusivity in the workplace.	31/3/2021	75%	An equality training programme focussing on race awareness and unconscious bias was completed in December, undertaken on our behalf by Show Racism the Red Card. This training was attended by Members and Chief Officers. A GLAM Meeting took place in December. There was discussion with members on priority objectives and how to progress them in the context of the impact of the coronavirus pandemic. Priority actions will be identified using this feedback. A communication has been sent out to staff inviting people to join the new BAME network.	Green	Amber	Corporate Performance & Resources 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%	Whilst a recruitment strategy is in place and approved by Joint Committee, it has not been developed further due to the necessary prioritisation of essential Covid-19 activities together with Test, Trace and Protect responsibilities.	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 in Q3 due to pandemic	Red	Amber	Corporate Performance & Resources
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.	31/3/2021	10%	After discussion with RT - agreed a light touch mid-year review for CO would take place. Session booked in January for the HR team to brainstorm all people Performance processes within the council.	Red		Corporate Performance & Resources
SL/A009: Consult with staff (SCL&R) on working practices in order to	31/3/2021	75%	The focus this quarter has been on engaging with staff on matters of wellbeing. Further consultation	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
promote involvement and staff engagement.			with staff are being considered corporately for quarter 4.			
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	75%	A number of wellbeing activities had taken place during Q3 that staff accessed remotely, such as yoga sessions. Absence rates are still below the target figure. Further work will continue during Q4 to consult with staff on their wellbeing, via a staff survey	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	75%	The current cycle to work is being review with our provider due to updated advice from HMRC that states that due to home working the salary sacrifice benefits of not paying tax/NI on the deductions would not apply to home workers. Further advice is being sought before launching the next scheme.	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.						
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	31/3/2021	25%	Delayed by COVID. Consultation being undertaken by Welsh Government and report presented to Cabinet on proposals. Awaiting results of consultation and decisions from Welsh Government on implementation dates and further detail.	Red	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
Government and Elections (Wales) Bill.						
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	75%	The Bill was passed on the 18th November and during Post-stage 4 it has been confirmed that the Bill is not being referred on to the Supreme Court. The Bill will receive Royal Assent imminently. Reports were taken to Cabinet on the 21 December if you require any additional information.	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	100%	A new Performance Framework has been developed to reflect the new performance monitoring requirements of the Corporate Plan. The framework was designed to be able to extract data and action updates across a breadth of service areas that can then be fed into multiple cross-cutting aspects of the Corporate Plan. To complement this a new performance reporting template was developed in consultation with the Chairs and Vice Group to enable more holistic reporting of performance 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 reporting format was launched in September and has now been further embedded during quarter 3. The singular report is now supported by a presentation that provides a bespoke performance update to each Committee's remit to enable exploration/scrutiny of emerging performance	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
			issues. In relation to risk management, a Risk Management Framework has also been developed that mirrors the new Performance Management Framework to enable the effective monitoring and tracking of risk action updates. This framework has been developed, so that risk actions can be effectively aligned to Annual Delivery Plan activities. It is intended that the Risk Management Strategy will be reviewed later on 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	65%	Work is still progressing to deliver the PSB Well-being Objectives but has been delayed as partners focus on responding to the Covid-19 pandemic. PSB meetings resumed in July and partners have continued to focus on elements of the plan e.g. the environment and climate change and giving children a good start in life and to ensure that these issues as well as the impact of covid are not overlooked. At the PSB meeting in December partners had a presentation from David Davies and discussed child poverty. Partners also agreed a Climate Emergency Charter.	Amber		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 compliant with current legislative requirements.	31/3/2021	75%	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
ADP25: Safeguard the Council's assets and interests by complying with the National Fraud initiative and implementing the Council's Fraud action 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/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	75%	This work has continued. Advice has been provided on particular initiatives such as the grants being made in relation to Covid. The importance of guarding against fraud was highlighted for all staff during national fraud week in November 2020	Green	Green	Corporate Performance & Resources

APPENDIX 2: Performance Indicators

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

Performance Indicator	Q3 2019/20	Q3 2020/21	Q3 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	6,096	12,192	7,000	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/002 (CPM/084) Average daily impressions achieved by @VOGCouncil Twitter account	14,200	19,400	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.	59,374	76,822	60,000	Green	↑	Subscriber numbers continue to grow, with 29% increase in subscribers over a rolling 12-month period. Total number of new subscribers (over 12 months) is 19,838, with 2,390 unsubscribing.	Corporate Performance & Resources

Performance Indicator	Q3 2019/20	Q3 2020/21	Q3 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 were provided.	N/A	2083	No Target	N/A	N/A	FYI 5803 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.	98.93%	76%	75%	Green	↓	No commentary provided	Corporate Performance & Resources
CPM/008 (CPM/215) Spend against approved Council capital programme.	30.9%	33%	75%	Red	↓	No commentary provided	Corporate Performance & Resources
CPM/009 (CPM/216) Performance against savings targets.	80.59%	75%	75%	Green	↓	No commentary provided	Corporate Performance & Resources
CPM/010 (CPM/217) Performance against agreed Reshaping Services targets.	80.59%	75.9%	75%	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	Q3 2019/20	Q3 2020/21	Q3 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	Covid-19 activities have meant that customer survey technology has not been implemented during the reporting period. It is likely that this functionality will now not be available until 2021/22.	Corporate Performance & Resources
CPM/015 (CPM/001) Customer enquiries to C1V resolved at first contact.	83.66%	85%	70%	Green	↑	Based on enquires logged on Oracle CRM. Performance has been consistent during the year. FCR varies by service ranging from 25% for benefits to 98.73% for Waste Management.	Corporate Performance & Resources
CPM/016 (CPM/223) Percentage of Corporate complaints dealt with within target timescales.	69.78%	61%	75%	Red	↑	Performance has shown a slight improvement compared to Q2. However, home working continues to impact on investigation and administration time scales. No complaints have been received from regarding the time taken to complete investigations suggesting that although targets are missed the council is	Corporate Performance & Resources

						meeting the complainant expectations. Speed of response is only one influencing factor in complainant satisfaction alongside fairness, transparency and of course outcome	
CPM/017 (CPM/226) Number of Ombudsman complaints upheld against the Council (including Social Services).	0	1	5	Green	↑	During the period the PSOW received 32 complaints relating to Council services. Of these only has been taken into investigation and 3 were resolved through the Early Resolution process. 4 complaints are still being considered by the PSOW. The only complaint which has been upheld during the period was raised during 2019/20.	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	Q3 2019/20	Q3 2020/21	Q3 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.	96.7%	95%	95%	Green	↓	Changing some processes and practices around the service desk has allowed us to manage incoming requests and to meet more service level agreements. Staff have stepped up and altered their own working practices to help support the count as a whole.	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).	N/A	0.4	1%	Green	N/A	The NEET data for year 12 leavers was lower and below the target due to continuation of education for this year group. The NEET Destination data is an annual one, which was reported in Q2 2020. The next one will be reported in Q2 2021, as the official release of this data is around April time.	Learning & Culture
Performance Indicator	Q3 2019/20	Q3 2020/21	Q3 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.	N/A	3.78	3%	Amber	N/A	The 31st October 2019 Destination survey snapshot of young people NEET was higher for year 13 due to the drop out of provision just before the 31st October deadline, whilst some young people had offers but delayed start dates in November 2019. - The NEET Destination data is an annual one, which was reported in Q2 2020. The next one will be reported in Q2 2021, as the official release of this data is around April time.	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	417	N/A	N/A	N/A	A limited service has been provided (with intermittent suspensions due to lockdown)	Learning & Culture Environment & Regeneration
CPM/121 Number of Members who used the community transport service over the year.	N/A	43	N/A	N/A	N/A	A limited service has been provided (with intermittent suspensions due to lockdown)	Learning & Culture

							Environment & Regeneration
Performance Indicator	Q3 2019/20	Q3 2020/21	Q3 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.	7.63	6.12	4.15	Green	↑	Q3 Sickness absence stands at 6.12 days lost per FTE which is lower than the Q3 target of 6.68 days lost per FTE. Absence figures for 2020-21 are significantly lower due to Covid19.	Corporate Performance & Resources
CPM/030 (CPM/210) Employee turnover (voluntary).	6.73%	4.18%	3.74%	Green	↑	Voluntary turnover for Q3 in 2020/21 stands at 4.18% which is lower than the Q3 target of 5.61%. It is also significantly lower than the Q3 figure from last year which was 6.73% at this stage. We believe the lower turnover figures are due to the ongoing global pandemic.	Corporate Performance & Resources
Performance Indicator	Q3 2019/20	Q3 2020/21	Q3 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.	2.30	1.26	No Target	N/A	↑	No target is set for short term sickness absence hence a performance status is not possible. On average, 1.26 days per FTE were lost due to short term sickness absence during quarter 3. This is significantly lower than the Q3 figure for the previous year (2.30)	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.	5.32	4.86	No Target	N/A	↑	No target is set for long term sickness absence hence a performance status is not possible. On average, 4.86 days per FTE were lost due to long term sickness absence during quarter 3. This is lower than the Q3 figure for the previous year (5.32)	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	65%	<p>Progress aligns with national expectations - timeline has been refined by WG to take account of Covid 19.</p> <ul style="list-style-type: none"> - Professional learning programme in place that aligns to the 'Curriculum for Wales: The Journey to 2022' document that has been developed and agreed with Welsh Government, regional consortia and Estyn to aid schools in planning their approach. Live facilitated webinars held and asynchronous materials and resources available. - 'Curriculum for Wales: The Journey to 2022' document published and shared with all schools in October 2020. - Updates on the curriculum and key expectations shared with all Vale headteachers during meetings in October 2020 - Revised national professional learning programme in place with first modules on Leading Changed launched successfully in October 2020. Planned programme in place for Spring 2020 to focus on developing vision. - Network meetings offered to schools during November 2020 to support them in engaging further with Curriculum for Wales – 	Amber	Amber	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
			representatives from 15 schools in the Vale have attended 59 network meetings. - Schools as Learning organisations tool available to all schools on Hwb.			
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	75%	An Early Years Officer has been seconded from Cardiff to help develop the EY forums within the Vale but in line with Cardiff model. Training for EY settings has been organised for Vale settings to attend. Guidance materials, transition pathway and resources are being published with Cardiff.	Green	Green	Learning & Culture
SP/A004: Collaborate with the CSCJES, schools, providers of education other than at school (EOTAS) governors, 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.	31/03/2021	75%	Since the return to school in the autumn term, robust discussions have been held with alternative provider and EOTAS partners to ensure our pupils are able to continue accessing learning appropriate to their needs and abilities. The on-going pandemic is posing transport concerns, but, where face-to-face learning is not available, EOTAS providers have a remote learning offer	Green		Learning & Culture
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	75%	Improvement Partners have completed a PDG summary of objectives and actions linked to the PDG spend in each school. This has given a strategic overview of how schools are allocating the grant and how they are intending to evaluate the impact that it is having of the FSM pupils. This will be revisited at the end of the spring term, as planned, to review impact of grant.	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>Ongoing discussions between Improvement Partners and headteachers in relation to the allocation of the Recruit, Recover, Raise Standards: Accelerating Learning Programme grant.</p> <p>Ongoing discussions between Improvement Partners and schools about continuity of learning, with a focus on supporting vulnerable learners.</p> <p>Comprehensive professional learning offer in place linked to equity and wellbeing.</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.	31/03/2021	75%	<ul style="list-style-type: none"> - Guidance on Continuity of Learning during Covid-19 published and shared with all schools in October 2020 - Further remote learning webinars held e.g. Principles of Remote Instruction by Doug Lemov - Further support provided to targeted schools to improve practitioners' technical and digital skills in order to support distance / blended learning - Ongoing discussions between Improvement Partners and schools with on blended learning, with a focus on delivery of remote learning, strengths and barriers in delivering blended learning and how vulnerable learners are being supported. 	Green		Learning & Culture
SP/A008: Improve attendance rates and reduce persistent absence in schools.	31/03/2021	75%	Currently the EWS are not able to operate in any penal way since although school was compulsory in the autumn term WG have indicated there should be no penal action for nonattendance. The ongoing Covid regulations outside of school are clearly impacting upon parental decisions not to send their children back to school currently or to	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
			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.			
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	75%	The Accessibility strategy is out for consultation as is the admissions consultation for admission in 2022/23. This consultation presents options for changes to catchment areas to alleviate pupil demand for places in Barry in particular.	Green		Learning & Culture
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	75%	School Transport has been provided in accordance with WG school transport guidance. This has included making it mandatory for secondary aged pupils to wear face coverings and enhanced cleaning regimes of all vehicles. The lack of "other" work for operators and traffic reduction has seen improvements in time keeping of services.	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, Llancafarn, St. David's, St. Nicholas, Cowbridge, Bro Morgannwg, Pencoedre and Whitmore schools.						
SP/A009: Work with the 21st Century Schools' team and other stakeholders	31/3/2021	75%	Consultation ended on 18th October. Thus far, responses have been positive and in support of the	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
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.			proposal. The proposal was shared with scrutiny committee on 15th October. The proposal is now being processed as expected and expected implementation is September 21.			
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	75%	<p>Programme continues to progress well. Whitmore, Pencoedre, Ysgol Gymraeg Bro Morgannwg and St David's schemes are onsite and progressing in line with agreed programme with contractor. Following issues with the S106 land transfer, this has now taken place and contractors are onsite undertaking site remediation works. St Nicholas scheme has been delayed overcoming highways concerns but the final design is scheduled to be considered by the planning committee in January 21.</p> <p>Education consultations are progressing for Centre for Learning and Wellbeing, Ysgol Y Deri expansion and Cowbridge Primary schemes and procurement is underway.</p>	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 school places to meet current and projected need.	31/03/2021	75%	All reports have now been agreed by Cabinet and presented to Scrutiny Committee.	Green	Green	Learning & Culture

CP Commitment: 2.3	Work with schools, families and others to improve the services and support for those with additional learning 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
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%	Unfortunately, the coronavirus restrictions on schools and social services have meant that we have not been able to progress this objective in quarter 3.	Red	Amber	Learning & Culture
ALN/A010: Support development of the ALNCo role in schools as set out in the ALNET (Wales) Act.	31/03/2021	75%	The new IDP coordinator is working with schools to develop and write IDPs. She is developing guidance on School and Local authority IDPs. Training for school on IDPs is ongoing and schools are implementing the training and beginning to use of IDPs in specified year groups. The PCP toolkit has been distributed, and further training run by the EPS. Half Termly ALNCO Training continues to address IDP writing and the changes need for the ALN Act and sharing of good practice, through the cluster leads and the transformation lead. Meetings with the health board to ensure a joint approach continue to develop a shared understanding of ALN support.	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	75%	Training on PCP and IDPs has been delivered to ALNCOs and this is ongoing. Guidance for governors has been completed and is ready to be shared via the training programme	Green		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	10%	Kickstart approval given and we will be commencing recruitment in the new year, we will be working with DWP to identify 16 - 24s in the Vale who would be suitable for the roles.	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%	We’ve emailed all managers regarding the recent government incentive to recruit an apprentice, but the number of apprenticeship requests has decreased significantly since the pandemic.	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	90%	Full allocation of ESF funds continue to be drawn on to deliver 2 ESF funded projects for young people. Both the operations have drawn up re-profiles to draw down extra funds From ESF in order to take on additional clients, we await confirmation of these for Jan2021. Current figures for the operations are: I2W – to 17/12/2020: Enrolments – 231 achieved against 177 target (130%) 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 – 19 achieved against 11 target (172%) Qualifications – 91 achieved against 30 target (303%) Employment – 84 achieved against 45 target (187%)</p> <p>I2A – to 17/12/2020: Enrolments – 529 achieved against 533 target (99.2%) Outcomes: Further education/training – 140 achieved against 55 target (254%) Qualifications – 136 achieved against 148 target (92%) Reduced Risk of NEET – 291 achieved against 322 target (90%)</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	75%	Delivery of community benefits programme continuing despite ongoing pandemic. Contractors have adopted alternative methods to deliver work experience, site visits and STEM engagements. On 19 October 2020, Cabinet considered an update on the delivery on community benefits. This report was also referred to Learning and Culture Scrutiny Committee on 12 November 2020.	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	50%	Whilst some project work restarted this has subsequently been put back on hold in line with the level 4 restrictions. Opportunities for digital based volunteering and employability work are being researched and developed.	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
SRS/A004: Implement a series of actions to improve business trading practises and support the local economy.	31/03/2021	50%	SRS has continued to assist businesses across the various trade sectors in complying with the Coronavirus Restrictions Regulations and in so doing protecting their employees and customers / clients. In addition to detailed, one to one compliance audits, a range of sector specific guidance has been made available, for example in relation to Food businesses and close contact activities such as hairdressers, beauticians and nail bars. As in Q2, it has not been possible to pick up our regular business training activities as a result of the COVID-19 pandemic. This is as a result of the restriction on face to face interaction as well as the continued loss of staff to TTP and COVID enforcement.	Red		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	75%	Joint work with Cardiff and CAVAC continues. A Vale transition leads group has been set up to ensure that all schools have access to the new CAVAC forum and the transition protocol.	Green	Green	Learning & Culture
ALN/A013: Work with partners to develop an education and training offer for young people 16-25.	31/03/2021	75%	The process of developing this offer is progressing as planned. The health service are an integral part of this process and have now been brought into the discussions to enable their contribution to be captured. A local provision offer and expectations document is being developed with Cardiff to outline how we can meet the needs of our ALN pupils. in partnership. with CAVAC and health. The	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
			document is in first draft and consultation is beginning in both authorities.			

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	75%	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. Pobl has installed the external signage on the building in Holton Road, Barry and finishing the internal layout so that it is able to open whilst adhering to social distancing once the lockdown is lifted.	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	75%	Again, the WIMLU has supported the victims of loan sharks through Q3. Progress has been made in supporting one community project, and work is underway to pilot an initiative with Credit Unions to encourage individuals to access legal credit rather than fall into the hands of loan sharks. Once piloted, it is hoped that this initiative can be rolled out across Wales.	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	31/03/2021	75%	All of the existing interventions are continuing to ensure that Council Housing tenants receive the advice and support needed to help them to manage	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
residents as changes to the welfare system are rolled out.			their finances and prioritise their rental payments. Income Officers are contacting tenants regularly and on average 700 contacts are made every week. The Money Advice team assist with more detailed advice regarding benefits and affordability and referrals are made to a range of other agencies where appropriate i.e. for housing related support, food banks, grants etc. No Court possession action has taken place and no evictions carried out since the start of the pandemic. Rent arrears levels have increased significantly in the Vale but appear to be flattening off. Compared to other Councils in Wales the % rent arrears remains one of the lowest.			

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%	As quarter 2. No opportunity to progress beyond this. 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	Red	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	65%	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%	The task and finish group reviewed the proposal and subject to some minor amendments, agreed it. A Cabinet report has been drafted and will go for approval in March 2020. Thereafter, the secondment opportunity will be circulated amongst partners and a candidate recruited. There is unlikely to be a drawdown of salary funding prior to the end of the financial year so the health funding will have to be carried over to 21/22.	Red		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	60%	All sites have managed to reinstate their volunteer engagement programmes. However due to COVID-19 restrictions and WG lockdown periods service provision has been difficult. A number of social distancing activities such as tree planting have taken place with staff from across the Vale and with other organisations. The imposed lockdown in late December will further impact engagement.	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	75%	Work around volunteering continues and the Council has recently been working with GVS, Cardiff Council, the eUHB and Cardiff Third Sector Council to bid for funding from Welsh Govt to support the Third Sector. If successful work will include mapping, building on best practice and the development of training resources.	Green		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	20%	Some volunteering options have been launched as part of the Wellbeing Activity, including Tree Planting.	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 WelTAG studies which deliver transport improvements for Penarth to Cardiff Bay, M4 Junction 34 to A48 and Dinas Powys.	31/03/2021	75%	WelTAG Stage Two Plus Study on M4 J34 to A48 road link public consultation ran 30 Sept - 23 December. Consultation report to prepared in Quarter 4. Dinas Powys bypass: WelTAG Stage Two Plus, report received Quarter 3 with a review group planned in Quarter 4.	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	31/03/2021	75%	WG have recently consulted on the policy approach to SDP's pending the introduction of corporate joint committees in 2021. A response on behalf of the council was submitted to WG.	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
Capital Region in agreement with all South East Wales Local Authorities.						
ADP40: Work with partners to progress plans for a transport interchange at Barry Docks and more sustainable transport links to the airport.						
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	65%	<p>Due to delays in gaining Network Rail and TfW approvals due to restrictions imposed during the lockdown the survey work associated with the Stage 2 reporting has been delayed. In addition, the detailed demand modelling for the Weltag 2 report has had to be redone and the pandemic has impacted upon the ability to utilise standard demand modelling based upon current usage of services. The programme has encountered slippage and the Weltag 2 report is now due mid-January 2021.</p> <p>With regard to the sustainable links to the Airport, we are using our core active travel fund allocation to design the active travel routes from Weycock Cross to the Airport. Following a meeting with WG, TfW and Sustains in Q3 we have been told to redesign the route on the Eastern side as opposed to the West. This work is being undertaken and we will be putting forward this scheme for detailed design and consultation in 21/22 using our core allocation.</p> <p>Bus transport to and from the airport has been put on hold due to Covid. While the 303/304 service still serves the airport it no longer ties in with the T9 Airport Express services that is fully suspended. The T9 contract with NAT will be cancelled in Q4. Until the airport gets back to pre-Covid levels it is not envisaged a standalone airport service will be</p>	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
			commissioned. Instead existing services will be considered to serve the airport.			
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	75%	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 undertake further analysis of the strategic transport network to support growth in the Western Vale around the EZ. Cardiff and Vale college continue to progress proposals to replace their existing facility with a state of the art college focussing on the hi-tech industries. The Council hopes to exchange contracts with the college and it's WG backers in the New Year.	Green	Green	Environment & Regeneration

CP Commitment: 2.8	Support economic growth through regeneration, improved infrastructure and support for town centres, tourism and industry.
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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
ADP42: Adopt an Economic Growth Plan for the Vale.						
RP/A023: Adopt an Economic Growth (Recovery) Plan for the Vale.	31/03/2021	65%	We are unlikely to enter any kind of recovery stage until the summer of 2021 at least. The regeneration team will work in partnership with the policy and performance team to ensure that the growth plan and economic recovery plan are aligned. Clearly due to the need to focus on the delivery of essential business support grants work on the Recovery and Growth Plan has slipped.	Amber	Amber	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	75%	Work has been ongoing within the Town Centres and engagement has been taking place via the resilience forums. This has identified potential investment within town centres of the re-purposed WG TRI funding for each town centre in the Vale. Work is now underway to progress these schemes. Progress with the Thematic Grants project pipeline in Barry continues to be slow during Q.3, as eligible applicants update their viability tests and re-assess business plans due to covid-19. Also, during Q.3 survey, feasibility and concept design work has been undertaken, for the preparation of town centre recovery measures in Barry, Cowbridge, Llantwit Major and Penarth. Based on this work and discussions with local leaders, businesses and other key stakeholders a list of schemes is being finalised for implementation. As a forerunner project, work commenced to install prototype on-street parklets as part of a pilot scheme for	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
			Penarth Town Centre to support the hospitality sector and by doing so facilitate footfall and trade in the wider area.			
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	75%	Converted Goods Shed/Container Village continues to be developed despite the pandemic and won 2 awards at the Ystadau Cymru conference in December, the first being for creating economic growth and it was also the overall winner of all winners. The 42 apartments constructed alongside the Goods Shed and managed by Newydd Housing Association have also now been completed and residents have begun to occupy the development. 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	75%	The Council continues to deliver its externally funded programmes such as the rural development programme, WG TRI funding and the Natural Resources Wales local nature partnership project. Regular meetings are now held with WG officials to identify opportunities at an early stage and feed into the design of upcoming schemes. The Council continues to administer the essential business support grants provided by WG due to the current lockdown including over £33 million of business rate grant but the end of December and further discretionary, freelancer and start-up grants.	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		Red	Environment & Regeneration
NS/A005: Improve structures within Dinas Powys to enhance access to existing school and community establishments.	31/03/2021	60%	The diversion works for the Library bridge have now been successfully completed and negotiations continue with preferred tenderer to agree additional costs associated with Covid-19 and undertaking works through the riskier winter period with a view to completing the works in Q4. A meeting with representatives of the Murch Junior School and Library was undertaken in December 2020 to agree access arrangements and accommodation works to enable both premises to maintain safe operation throughout bridge replacement works. Due to the NRW restrictions on working in the watercourse due to brown trout spawning season construction of the Murch Field bridge scheme is now deferred until next financial year.	Red		Environment & Regeneration

APPENDIX 2: Performance Indicators

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

Performance Indicator	Q3 2019/20	Q3 2020/21	Q3 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.	N/A	1.4%	1%	Green	N/A	<p>AS a result of school closures due to Covid Welsh Government have indicated no attendance data capture for this year is required since it cannot be used for any meaningful year on year comparison.</p> <p>LAs are also asked not to impose and attendance targets for the upcoming academic year due to likely ongoing Covid issues and probable longer-term part-time school offer. Only the Autumn term for this academic year is a full term.</p> <p>The 31st October 2019 Destination survey snapshot of young people NEET was higher for year 13 due to the drop out of provision just before the 31st October deadline, whilst some young people had offers but delayed start dates in November 2019. The 31st October 2019 Destination survey snapshot of young people NEET was higher for year 11 due to the drop out of provision just before the 31st October deadline, whilst some young</p>	Learning & Culture

Performance Indicator	Q3 2019/20	Q3 2020/21	Q3 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
						<p>people had offers but delayed start dates in November 2019.</p> <p>The NEET Destination data is an annual one, which was reported in Q2 2020. The next one will be reported in Q2 2021, as the official release of this data is around April time.</p> <p>Due to covid 19 there will be no WG WJEC GCSE exams this summer 2021 so all qualifications will be school moderated assessed grades - due to covid and inability to issue FPN there will be a higher number of non-attenders for Ks4 learners and higher number of EHE both of which are likely to reduce KS4 attainment and risk of NEET at end of yr 11 - we as an LA are seeking to mitigate this risk by AL wide approach trying to support pupils at risk of EHE by way of PSPs where possible to maintain on roll and full access to education and qualifications and also by using EHE grant from WG to support GCSES for EHE in KS4 for the first time.</p>	
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.	N/A	0.4%	1%	Green		<p>The NEET data for year 12 leavers was lower and below the target due to continuation of education for this year group.</p> <p>As a result of school closures due to Covid Welsh Government have indicated no attendance data capture for this year is required since it cannot</p>	Learning & Culture

Performance Indicator	Q3 2019/20	Q3 2020/21	Q3 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
						<p>be used for any meaningful year on year comparison.</p> <p>LAs are also asked not to impose and attendance targets for the upcoming academic year due to likely ongoing Covid issues and probable longer-term part-time school offer. Only the Autumn term for this academic year is a full term.</p>	
CPM/037 (CPM/167b) Percentage of Young people leaving Year 12 who are not in education, employment or training.	N/A	3.78%	3.00%	Red	N/A	<p>As a result of school closures due to Covid 19 the Welsh Government have indicated no attendance data capture for this year is required since it cannot be used for any meaningful year on year comparison.</p> <p>LAs are also asked not to impose and attendance targets for the upcoming academic year due to likely ongoing Covid issues and probable longer-term part-time school offer. Only the Autumn term for this academic year is a full term.</p> <p>The 31st October 2019 Destination survey snapshot of young people NEET was higher for year 13 due to the drop out of provision just before the 31st October deadline, whilst some young people had offers but delayed start dates in November 2019.</p> <p>As noted above covid has led to an increase in EHE so more Yr 11 not on roll despite best efforts to maintain on</p>	Learning & Culture

Performance Indicator	Q3 2019/20	Q3 2020/21	Q3 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
						roll but mitigating this by an EHE offer to seek to afford Yr 10 and Yr 11 EHE the chance to acquire GCSES supported by LA for first time with WG grant funding.	
CPM/038: Percentage of pupil attendance in Primary schools.	N/A	N/A	N/A	N/A	N/A	<p>Schools reopened in September but attendance targets and penalties for non-attendance could not be implemented. Many pupils were forced to self-isolate due to school bubbles etc. so to make any comparisons with previous years would be of no value.</p> <p>As of January, schools are again in forced closures due to covid and there may be further national closures due to covid issues in as a result of a 2nd wave. Many sessions missed due to y-code school closure (year group closures) as well as c- coded (authorised) and o-coded (unauthorised) reasons all with some back ground of covid and also of there being no penalty for non-attendance endorsed by WG stance on this.</p>	Learning & Culture
CPM/039 (CPM/037, PAM/008): Percentage of pupil attendance in Secondary schools.	94.72%	Nil Return	N/A	N/A	N/A	Schools again in January subject to forced closures due to covid and there may be further national closures due to covid issues as a result of a 2nd wave. Many sessions missed due to y-code school closure (year group closures) as well as c-coded (authorised) and o-coded (unauthorised) reasons all with	Learning & Culture

Performance Indicator	Q3 2019/20	Q3 2020/21	Q3 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
						some back ground of covid and also of there being no penalty for non-attendance endorsed by WG stance on this.	
CPM/040: Percentage of schools judged good or better by Estyn (in all 5 judgements).	N/A	N/A	N/A	N/A	N/A	Estyn inspections were put on hold in March 2020. No school inspections planned for 2020-21 academic year. Engagement phone calls undertaken by Estyn to discuss wellbeing / continuity of learning.	Learning & Culture
CPM/041: The percentage of school days lost due to fixed-term exclusions during the academic year in primary schools.	N/A	Nil Return	N/A	N/A	N/A	<p>Again, due to covid the number of days lost to FTE is non comparable to other years or terms or quarters since schools have not been fully open - and many days lost to Y-coded (forced covid closures). LA officers work has been focused on improving systems and training etc. and focusing on identifiable trends such as a rise in FTE for FSM and BAME noted in pre covid period.</p> <p>As a result of school closures due to Covid, Welsh Government have indicated no attendance data capture for this year is required since it cannot be used for any meaningful year on year comparison.</p> <p>Schools in January, currently remain in forced closures due to covid and there may be further national closures due to covid issues in a 2nd wave. Many sessions missed due to y-code school</p>	Learning & Culture

Performance Indicator	Q3 2019/20	Q3 2020/21	Q3 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
						<p>closures, year group closures as well as c-coded (authorised) and o-coded (unauthorised) reasons, all with some background of covid and also of there being no penalty for non-attendance endorsed by WG stance on this.</p> <p>Significant disruptions due to covid mean that termly and yearly FTE exclusion data comparison will be of nil value. The LA focus has centred upon making process-based improvements, ensuring enhanced recording and support for Perm ex-learners and their reintegration and also devising and delivering training on exclusions to governors. Input at LA level and with CSC partners via WIM. Key areas of focus are previous year data trends and 3-year trends and All Wales comparison that show increase in FTE for BAME and FSM pupils. Training covers this and meetings with targeted schools is scheduled. Whilst comparisons to previous years are not appropriate in a general sense, primary schools have been monitored carefully regarding exclusions and engaged with as appropriate if rates have been highlighted in monthly meetings as a concern.</p>	

Performance Indicator	Q3 2019/20	Q3 2020/21	Q3 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
CPM/042: The percentage of school days lost due to fixed-term exclusions during the academic year in secondary schools.	N/A	Nil Return	N/A	N/A	N/A	Schools reopened in September but there has been significant disruption this term due to covid. For these reasons termly and yearly FTE exclusion data comparison will be of nil value. The LA focus has focussed upon making process-based improvements, ensuring enhanced recording and support for perm ex learners and their reintegration and also devising and delivering training on exclusions to governors. Input at LA level and to CSC partners via WIM. Key areas of focus are previous year data trends and 3-year trends. All Wales comparisons that show increase in FTE for BAME and FSM pupils. Training covers this and meetings with targeted schools is scheduled. Whilst comparisons to previous years are not appropriate in a general sense some secondary schools have seen reductions in FT exclusions in the autumn, schools have been challenged where rates are higher than expected. There have been no permanent exclusions.	Learning & Culture
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

Performance Indicator	Q3 2019/20	Q3 2020/21	Q3 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
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	27%	18%	N/A	N/A	This quarter the project has outdone itself in order to pull back figures from across the last quarter. Good figures have been reached and currently the project is at 99.2% of target	Learning & Culture
CPM/129: Percentage of I2W young people engaged against target.	N/A	28%	24%	Red	N/A	This quarter the project has outdone itself in order to pull back figures from across the last quarter. Good figures have been reached and currently the project is at 130% of target so no wider concerns	Learning & Culture
CPM/130: Percentage of C4W people engaged against target.	N/A	23%	15%	Green	N/A	Over 150% was achieved against target this quarter and this was mainly due to the increase in the referrals in the 18 to 25-year-old category in the CFW postcode areas.	Learning & Culture
CPM/131: Percentage of C4W+ people engaged against target.	N/A	48%	40%	Green	N/A	120% was achieved against target this quarter which was mainly achieved in October & November due to a high amount of annual leave in December.	Learning & Culture

Performance Indicator	Q3 2019/20	Q3 2020/21	Q3 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
						We continue to currently be one of the highest achievers in Wales.	
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
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.	95.3%	92%	93%	Amber	↓	Q3 output from the team has increased from 147 apps determined in Q2 to 198 in Q3. We are still 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	Environment & Regeneration

Performance Indicator	Q3 2019/20	Q3 2020/21	Q3 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
						complexities of the current working environment and remote working generally.	
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
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.	70%	76%	75%	Green	↑	6 out of 7 Listed Building applications were determined within time.	Environment & Regeneration

Performance Indicator	Q3 2019/20	Q3 2020/21	Q3 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
CPM/061 (PAM/018): The percentage of all planning applications determined within 8 weeks or subject to Planning Performance Agreement or Extension of Time.	96.83%	89%	92%	Amber	↓	Q3 output from the team has increased from 279 apps determined in Q2 to 371 in Q3. Q1 & 2 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. See similar response to householders above. It should be noted that this target was set well before the start of the pandemic and takes no account of the difficulties that have been encountered in delivering a planning service on a largely remote basis.	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	Q3 2019/20	Q3 2020/21	Q3 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.						Key stage 4 performance measures have been suspended for 2019-20 and 2020-21 due to Covid-19. Unable to review progress.	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 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	25%	The appointment of the Exercise Referral Development Officer is currently on hold as the NERS scheme in its usual format is on hold (this is determined by Public Health Wales). However, this post will be advertised shortly. The part-time Healthy Living Officer (adults) post was advertised, however there were no suitable applicants so this post will be revisited and advertised shortly. They will lead on the delivery of the 60+ Leisure Scheme plan in addition to the generic adult's development plan. A number of the planned projects for the underspend created as a result of the delay in appointing these posts have been delayed due to the Covid 19 situation including the Wow Active Travel project and the mini cycle hubs project, although they are progressing. Progress is also being made with the NERS project in relation to creating a resource booklet and providing exercise bands to NERS clients to enable them to undertake exercises at home.	Red	Red	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%	While elements of the actions contained within these plans have been delivered the SRS response to the Covid-19 pandemic has required the service to redirect resources to the enforcement	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
Safety Enforcement Service plan and Food and Feed Law Service Plan.			of Health Protection Coronavirus Restrictions (Wales) Regulations and providing staff to work on the Test Trace, Protect initiative which has had a significant impact on our ability to undertake "business as usual" activities. This coupled with the closure of businesses during lockdowns has reduced our ability to undertake planned inspections. This remains the case and it is likely that many of the actions contained in these plans will be rolled over to next year.			Homes & Safe Communities
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	50%	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	25%	The Sports Development Team have had to look at alternative ways to deliver some of their programmes, moving to online delivery for projects including the Coaches of the Future, the Creating Confident Coaches Coach Education programme and the Young Ambassadors project. In relation to the schools programme a bespoke approach is being offered to the schools as each school has a different policy in relation to external people accessing the school. Options include schools being provided with coaches to deliver within schools, online coaching sessions for pupils and schools have also been offered funding if they would like to develop new projects themselves in the absence of our team being able to access the school. The school's competition /	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>festivals programme has been re-formatted in line with current restrictions and is now a series of school challenges that are open to all pupils within the schools e.g. the Daily Mile Challenge currently has 3000+ pupils involved. As with the schools, a bespoke approach is taking place with clubs, who are being assisted based on their needs in areas such as access to coach education, support to access funding, promotion of activity and general development assistance. Family based activities and challenges such as Join in January are being promoted to encourage families to exercise together, particularly as there are limited community opportunities currently available due to lockdown restrictions. Funding has been secured via Sport Wales for the introduction of the 60+ Leisure Scheme and progress in being made with plans to implement this along with Vale Sport plans for 2021 - 2022 period which will have to be fluid given the ever hanging situation with Covid 19. The Healthy Living Team are also progressing projects funded through the Cardiff & Vale Public Health team with partners including the Active Travel Officer (Wow Active Travel project) and the Parks Department (Mini Cycling Hubs in parks), although Covid has delayed these projects.</p>			
<p>RP/A010: Expand opportunities for physical activity at Country Parks to encourage people of all ages to have active and healthy lifestyles.</p>	31/03/21	75%	<p>The Country parks have seen a dramatic rise in footfall as residents and visitors from other areas are utilising the site for exercise. Due to the continued restrictions public events will remain on hold. Both country parks have had capital investment to improve all weather car parking</p>	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
			facilities, this has helped increase capacity at both sites.			
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.						
AS/A008: Optimise opportunities for universal and community services to promote active and healthy lifestyles.	31/3/2021	75%	ICF slippage has been secured to enable equipment for the allotment to be purchased so people with a learning disability can continue to develop a range of skills, keeping active in the process.	Green	Amber	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	100%	The ADSS Matrix Prioritisation Tool is used consistently to prioritise applications being received. This has resulted in a more equitable output for each of the partners, however, the demand for DoLS authorisations, continue to outweigh the ability to meet all within appropriate timescales.	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	25%	Leisure Centres were again instructed to close at the end of this period due to the increase in Covid 19 cases. As a result, the vast majority of staff have again been placed on furlough. Communication between the Council and Legacy Leisure is continuing on a daily basis and new financial support measures have been introduced via a report to Cabinet in November 2020 to safeguard future service provision as far as presently possible and known. Conversation regarding a contract extension are presently on hold as neither party is in a position to progress this at present.	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	50%	Covid 19 has still prevented some of the planned community programmes such as the Healthy, Active and Indoors/Outdoors, Community Play Garden in Caerleon Road and Woody Wanderers	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>projects from developing as planned. Christmas and Halloween events have also not taken place. However, provision was delivered during the October half term for vulnerable children identified through Social Services and some disabled children. Progress has been made with the Street Play project with internal departments including the play team, legal team and highways working together with Play Wales towards creating a draft Street Play policy / plan to enable community-based play to be facilitated by residents in their own streets. £154,973 of capital and revenue funding was secured via the Welsh Government All Wales Play Opportunities grant to progress actions identified in the PSA. An internal Steering Group consisting of representatives from the Healthy Living Team (Play), Parks department and planning (S106 lead Officer) was created to assess applications against the PSA. Through this funding 14 projects are being supported, 6 of which are being led by external partners including Menter Bro Morgannwg, Penllyn, Wick and Llandough Community Councils, Cowbridge with Llanblethian and Barry Town Councils.</p>			
ADP50: Develop a new Community Investment Strategy to improve our tenants' quality of life and well-being.						
<p>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.</p>	31/3/2021	50%	<p>A 'mop up' report was considered by Homes and Safe Communities Scrutiny Committee in December and four existing strategies were formally brought to a close. The intention is to replace these with a more general, combined Strategy covering community investment, customer care and environment/ neighbourhoods. Background work has started</p>	Red	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
			but it a draft version of the new Strategy is not expected to be written until later in the year. Wherever possible and subject to Covid restrictions, CI project work will continue in the meantime.			

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.

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	75%	Phase 1 of ATNM consultation launched Dec20 on Commonplace portal; Audit of existing routes commenced Dec20; ATNM Consultation webpage launched on VOG website; Provision of scooter and cycle storage complete in 16 schools; Cycle stands installed in Penarth;	Green	Green	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	75%	During Q3, progress has been made on several schemes to deliver sustainable transport, including: <ul style="list-style-type: none"> • St. Athan – dropped kerb and footpath improvement scheme - completed; • ‘Next bike’ cycle hire docking stations in Penarth - launched; • Ogmere by Sea – numerous pedestrian improvements been made, including a new footway as part of the village hall scheme. Meeting with elected members been held for Sully S106 Sustainable Transport contributions – full consultation to be undertaken in Q4 and new financial year with residents. A number of schemes 	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
			are also being designed, including new crossing facilities in Dinas Powys – this scheme is due to commence on site in January 2021 (Q4).			
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	75%	Hire scheme launched Nov20 and had a successful 600 rentals in first month; Final docking station to be installed in Cosmeston Jan21 and decision to be made on Sully station.	Green	Green	Environment & Regeneration
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	75%	Barry Dock Interchange: initial draft Outline Business Case produced, and final Transport Model received Dec20; Cogan Interchange: WelTAG Stage 3 - initiation meeting held with Capita and Council Dec 20 as well as meetings with TfW and Network Rail.	Green	Green	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	75%	Greenlinks CT resumed provision between recent Covid-19 lockdowns but provided a much-reduced service due to social distancing requirements etc. (i.e. for shopping trips, medical appointments and work). However, the service has again been suspended due to the latest Tier 4 lockdown in Wales. Staff continue to assist with PPE deliveries and may be used along with Greenlinks vehicles to assist with provision of transport to/from vaccination centre(s). A report to Cabinet is currently being progressed with regard to continued future funding for 21/22 and beyond.	Green	Green	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	75%	The Corporate Events budget was identified as a cost saving for 20/21 as part of the COVID costing exercise with WG. Work is now underway to develop a 21/22 events programme under the umbrella of exploring the Vale of Glamorgan outdoors. A greater focus will be placed on weeklong and month-long themed events which will still drive footfall to areas such as town centres, country parks and the rural Vale but that will be largely self-guided and will not encourage mass gathering of people. e.g. Vale Trails month, Food themed weeks and activities such as geocaching and self-guided walks. Economic benefits will be at the heart of our thinking in the development of these events.	Green	Green	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	65%	A meeting to review the results of the consultation has been planned for mid-January.	Amber	Amber	Learning & Culture
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	65%	There have been further delays in completing the Makerspace due to the requirement to install a new fire safety system throughout the library. The recruitment of the Project Officer and launch will now be moved back to March.	Amber	Amber	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	31/3/2021	65%	Opportunities to work directly with partners has necessarily been to an extent this year but it has	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
libraries as community hubs and maximise their benefits for learners, their families and communities as a whole.			shifted online. Libraries have used online opportunities to promote online library services to users and partners by promoting available services. The tablet loan scheme restarted when libraries reopened, and we worked with Newydd Housing to promote this. We have promoted online resources to partners and customers, particularly services such as Ancestry.com which the supplier has made available to library members to use from home (rather than strictly within libraries) during the period of the pandemic. Libraries have also worked with our partners in Welsh Government to secure grants and to secure a £250k increase in funding for eBooks and eAudio books for adults and children. A new grant has been secured at the end of this quarter to secure funding for staff training in the provision of online content. we plan to make the most of this in Q4 to improve our resources and techniques in order to provide even more professional online content which may also for the first time include a Vale Libraries podcast.			
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	65%	The Arts in Isolation online exhibition went live online in December and has been very well received.	Amber		Learning & Culture

CP Commitment: 3.4	Work in partnership to provide more seamless health and social care services.
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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
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	75%	Older Person's Accommodation with Care and Support Strategy to be considered as part of reinstatement of HHC Board; now delayed until Feb 2021 due to COVID-19 impact.	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 homeless 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 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 but still awaiting the result of the ICF capital bid for £573k to fund the continued site investigations and planning development.	Red		Homes & Safe Communities Healthy Living & Social Care
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%	No update provided, Q2 commentary. Additional clarification has been required regarding the use of the Individual Client Contract, but the issue is currently being resolved. And so this 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	75%	As per qtr 3 - we have received confirmation of the Transformation fund continuing into 2021-2022, and the support of the Regional Partnership Board to look to implement this project for a further 12	Red	Amber	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
			months. We will use Qtr 4 to plan for the implementation from April 2021.			Corporate Performance & Resources
RM/A010: Contribute to the 'Healthier Wales' agenda to enable our citizens to live well for longer.	31/3/2021	75%	New contracts include the requirement for providers to promote the health and well-being of the clients they support.	Green		Healthy Living & Social Care
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	75%	The regional meetings restarted and recruitment of a carers services coordinator to progress the strategy is approved.	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	100%	Monthly data reporting has been put in place across the partnership, with quarterly monitoring taking place through the DoLS partnership board.	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	75%	CCG continues to fund a wide variety of C&YP services. Guidance from WG continues to evolve in the face of the pandemic, services have resumed taking on board the latest in WG Guidance. The redrafted CCG Delivery plan has been working. All projects continue to report regularly and delivering what is expected although Covid19 continues to	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
			hinder direct 1-1 work. There is more meeting with providers to ensure they are responding well to needs and seeking ways to fill gaps in provision. Positively projects continue to use innovative methods to keep in contact with service users. Monitoring has been ongoing and RBA report cards are due January 2021 and will reflect how well these continue to be managed in the current crises.			
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	75%	Scoping and model development complete. Some aspects of implementation (i.e. training) delayed due to COVID-19. Approach, model and implementation plan drafted. Implementation plan to be continued in Q4.	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	100%	Completed, monthly psychology panel implemented to oversee and monitor the work of the psychology service.	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	75%	The VGT continue to work in partnership to provide needs led support for schools, this involves working with various stakeholders to ensure a shared understanding.	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	75%	Strength based approaches to assisting citizens reach their potential start at the point of assessment and IAA. Social workers are encouraged to look at ways to assist the citizen to unlock the resources available to them to help them achieve their outcomes, which may include a personal or family resource, a universal service or a commissioned package of care. This approach has and continues to be embedded into social work practice throughout Qrt3. During qrt4 and 2021/22 we will implement a programme of training to support this approach.	Green	Green	Healthy Living & Social Care
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	50%	Unfortunately, further progress has been minimal due to the Head of Service needing to return to cover the role of Locality Manager, in order to release the post holder to manage the Mass Imms and Testing programme on behalf of the UHB. However, at the end of Qtr 3, we were able to confirm that WG would continue to invest in the Transformation Fund for an additional year, and we can use this year as a transitional year, the partnership has agreed that the Alliance model can be progressed through this funding stream. In Qtr 4, we anticipate being able to plan for the next financial year, rather than the delivery of the intended outcomes, given the operational pressures, and the lack of capacity for key staff to	Red	Amber	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
			have 'space' to think how we can support this model.			
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	75%	Joint Commissioning Strategy for Adults with learning Disabilities continues to be the focus of all developments with LD services. Workstreams were restarted September/October 2020 to review activity over the period of the pandemic and refocus on commitments for the next year. Briefing for people with an LD and their careers in draft currently, hoping to be finalised for distribution January 2021.	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.

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	75%	Training on PCP and IDPs has been delivered to ALNCOs and this is ongoing. Guidance for governors has been completed and is ready to be shared via the training programme	Green	Green	Learning & Culture Healthy Living & Social Care
SP/A012: Work with partners to enhance the capacity of all educational settings to meet the social, emotional and mental health	31/3/2021	75%	A review of the SEMHP has been undertaken and a proposal for the implementation of a formalised panel will has been endorsed at chief officer level. SEMHP is now a permanently constituted panel	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
needs of all children and to maximise well-being.			with a triage mechanism to filter appropriate referrals. The panel is multi-agency and multi-faceted to share best practice and expertise around SEMH.			
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	75%	TIS approved trainers will be working with the specialist resource base in High Street to ensure that the provision is in line with the Vale initiative. TIS approved trainers will be working with Our most challenged Secondary school to support and develop their wellbeing and behaviour approach.	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	65%	No further action in this quarter has been possible as community library trustees are not currently, meeting and community libraries are open only for Click and Collect only.	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	31/3/2021	50%	A number of cases of illegal lending are in the investigation phase, but traditional enforcement has been hampered to some extent by the COVID-19 restrictions. Realistically, it is likely to be 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
gradually reducing the incidence of illegal lending.			new financial year before the Illegal Money Lending Unit is be able to take the 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	75%	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 Q3, further doorstep crime / rogue trading cases have concluded in court, and once again a number of custodial sentences have been handed down by the courts. As in previous quarters there has been a good deal of press interest in a number of 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%	Regional Exploitation Strategy has been launched and a programme of raising awareness and training is being developed.	Green		Healthy Living & Social Care
ALN/A017: Implement the Wales Safeguarding Procedures within all education settings.	31/3/2021	75%	At the end of Q3 School DSP/DDSP compliance was 88% (13 non-compliant out of a total of 106). Level 1 training was 100%. All non-compliant DSP/DDSP	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
			are booked on to refresher training this spring term.			Learning & Culture
ADP74: Implement the Regional Safeguarding Board Annual Plan						
RM/A017: Implement the Regional Safeguarding Board Annual Plan.	31/3/2021	50%	The regional annual priorities plan will be reviewed recognising that due to Covid 19 this has not been completed.	Red	Red	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	75%	Joint work has continued with Cardiff Council and the Health Board to continue delivering towards agreed outcomes. The Drive Service is being provided to high risk perpetrators that meet the criteria - the IDVA (Independent Domestic Violence Advisor) is simultaneously working with the victim to ensure safety and effective communication. Progress continues to be monitored by the Safer Vale Partnership. As previously mentioned, the twice weekly discussions have improved the speed of agencies being able to discuss high risk victims and allow for actions to be completed sooner. Ongoing evaluations of this will continue during Qtr 4 to ensure that opportunities for improvements are maximised. The National Training Framework for level 2 is currently being delivered across the Cardiff and Vale region. There is a bank of trainers available to train staff which is	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
			currently being rolled out via Teams. Whilst there were initial issues with delivering via an online platform the trainers have devised the best solution available in order to meet the training needs. Ongoing monitoring of the training will take place formally during Qtr 4.			
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	75%	The Safer Vale Strategy and action plan were approved by Cabinet during Qtr 3. Work is underway to deliver against the actions and is reported via the Safer Vale Strategic Board. There have been 97 social media posts this qtr across a variety of community safety issues, whilst figures are lower than last qtr the Cohesion officer has focused on arranging to meet with residents that are experiencing issues and also residents that are interested in reviewing cohesion actives across the Vale. The cohesion officer has attended 8 community cohesion meetings with a range of professionals and residents across the Vale. Questionnaires have been designed for residents to provide their thoughts on how future meetings should be shaped and information they would find useful. This is due to be sent out in Qtr 4. 6 tension monitoring forms have been received in Qtr 3, a reduction of 4 based on qtr 2. They mainly relate to neighbour disputes which is in synergy with anti-social behaviour reports. Work continues to work with residents within these situations to take appropriate action. Neighbourhood Watch members have signed up to Vale Connect, which will make it easier for agencies to contact them with information, updates and also ask for assistance where needed. Training on the system	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 due to take place early January. The Community Safety monthly highlight report continues to be produced and circulated across partner agencies and to residents via social media. We have received positive comments from professionals and residents regarding the information and therefore the highlight reports will continue to be produced.			
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	75%	During Qtr 3 the DAARC service received 178 PPN's with consent. This is a reduction of 70 PPN's with consent based on the Qtr 2 figure of 248 with consent. In comparison to Qtr 3 data from 2019/20 there were 155 PPN's received with consent Data is unavailable at present for PPN's without consent, however this is currently being reviewed by the Council and Police. The data that is now being collected is now providing agencies with clear data to assist with planning services and support. For example, based on data collection there is a trend of high demand during the months of July, August and September. During Qtr 3, twice weekly multi agency discussions were introduced for high risk cases. This was implemented due to the volume of cases being discussed every fortnight. It was felt that this would provide a better service for victims but also improvements with how agencies respond and provide support and mitigate risks. In some cases, this has meant that some cases do not require inclusion in the full MARAC meeting as effective planning and support have already been put in place by agencies. 96 cases progressed to full MARAC compared to 129 in Qtr 2, however 132	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
			cases were discussed via the twice weekly discussion meetings. Out of the 96 cases there were 7 victims aged over 60, 4 victims were aged 16-17, 2 victims were registered with a disability and 4 victims were BME. 25 properties received target hardening during qtr3, an increase of 6 properties based on qtr 2 figures.			
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	75%	The ASB team has worked through 1149 ASB incidents during Qtr3, a slight decrease by 137 incidents based on Qtr 2 figures. There was a reduction of 231 referrals in Qtr 3 based on 532 referrals actioned in Qtr 2 to 303 referrals in Qtr 3. Many of the incidents received were recorded as environmental covid breaches in Qtr 3 therefore would not generate an ASB referral being issued. The environmental covid breaches are now being tasked to the Joint Enforcement Team (JET Teams) to review and take appropriate action. The deployable CCTV cameras have been utilised by both Council and Police officers and have proved to be a valuable asset in reducing ASB in areas, or where ASB has continued it has assisted officers to trying to identify those responsible. During Qtr 4 the locations of the deployable CCTV will be reviewed and moved as and if required. Covid 19 continues to have an impact on ASB incidents within the Vale and therefore the close partnership working will continue between the Council and the Police to ensure that the best outcomes are implemented to keep people safe within the Vale.	Green		Homes & Safe Communities
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.						

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
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	50%	The action plan in relation to the National Standards Audit is to be incorporated into a single Youth Justice Plan to be discussed at the YOS Management Board meeting on 19 January 2021	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	45%	In light of the diversion of resources to respond to the Covid outbreak, the service has yet to fully return to 'business as usual' which has impacted on the delivery of many the actions contained in the SRS Business Plan. During Qtr 3, as Covid-19 continued to proliferate communities the service has continued to be at the forefront of the enforcement of Coronavirus regulations in a range of sectors. Furthermore, we have seen the regulations change significantly at various intervals which has been challenging for the service. We continue to have a number of officers seconded to support Test, Trace and Protect including the management of risks in care homes and schools, and a significant number of officers directing their	Red	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
			attention to dealing with clusters identified at business premises. Notwithstanding this some elements of the plan have been delivered, though it is likely that many will be rolled over to next year.			
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	75%	A report to Cabinet and Committee (Corporate Performance & Resources) in Q3 set out the preparedness plans for Brexit and described the work that is underway to manage and mitigate the risks associated. The Corporate Risk regarding Brexit has been reviewed, with a comprehensive update to the Audit Committee having been presented during the quarter.	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	30%	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 Covid-19 Councils and regional SCG response is on-going, the CPU are integral part of the workforce planning group and a number of ad-hoc groups looking at supporting partners in response. The Civil Protection Officer was repurposed to support IT for a 3-month period ending 31st December 2020. The Councils Event Safety group (ESAG) has scheduled meetings to ensure that any planned/ad-hoc events across the Vale can have receive the correct advice in line with current restrictions.	Red		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.
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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
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 through the new Council House Build Programme.	31/3/2021	90%	Brecon Court was completed on the 19.10.20 and is fully occupied. Holm View phase 1 is nearing completion and should be ready for occupation by the 31.03.21, after significant delay caused by COVID-19 - 80%. Land acquisitions have taken place and continue to progress for newly identified sites and in line with the Council's local market assessment - 100%. Opportunities for a partnership Package deal are being investigated to increase the supply of affordable housing in the Vale of Glamorgan. A scheme of 23no. new Council homes is being delivered by Pegasus Developments Ltd. at Hayes Road, Barry - 100% The Housing Development Strategy has been approved - 100%	Green	Green	Homes & Safe Communities
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	75%	Consultation work completed and the new LHS is in the process of being drafted for submission to Cabinet for adoption by 31st March 2021.	Green	Green	Homes & Safe Communities
RP/A013: Deliver good quality and affordable housing through the	31/3/2021	75%	During Q3 the following affordable housing has been secured in accordance with the Council's	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
planning system including through Section 106 Agreements and professional support from housing colleagues.			<p>Affordable Housing SPG: 2019/01393/RES- East Quay, Barry Waterfront - 9 Affordable Dwellings secured as part of the proposal. 2019/01385/RES- East Quay. West of Cory Way. Barry Waterfront- 8 Affordable Dwellings secured as part of the proposal. 2019/01384/RES- East Quay, Barry Waterfront - 9 affordable dwellings secured as part of the proposal. Note: Outline approval in 2012 secured 20% affordable housing for Barry Waterfront. Additionally during Q3 we have secured a further £138,851.20 off site affordable housing contributions the S106 agreements. This work will help increase the level, range and choice of affordable housing available to families within the Vale.</p>			
RP/A014: Work with colleagues across the Council to deliver the Empty Homes Strategy and ensure the Vale of Glamorgan Council continues to be proactive in its approach to returning empty properties back into use.	31/3/2021	75%	<p>The Housing Loans workstream is now progressing as planned with enquiries increasing, particularly from owner-occupiers. The Empty Homes Survey (2020) was completed during Q.3 and work has commenced on follow-up actions such as updating Council Tax records; and, the preparation of supporting evidence for PAM/013 and PAM/045. A virtual training event (Empty Property Management Support Programme) for members and officers was held on 24th November 2020. Officers are working with the Welsh Government's industry expert to prepare an Action Plan focusing on prioritised empty properties.</p>	Green		Homes & Safe Communities
ADP81: Work in partnership to maximise opportunities to deliver additional affordable homes						

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
HS/A024: Work in partnership to maximise opportunities to deliver additional affordable homes.	31/3/2021	75%	41 units of affordable housing have been handed over in Q3, in spite of delays on developments, due to new working practices having to be implemented on site by developers in line with Welsh Government Covid Secure guidelines.	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	75%	The SP team is in the process of retendering young person's services before 31st March 2021. Needs mapping continues which has evidenced the need to develop a complex needs support service to meet the very high support needs of some of the clients placed during the pandemic in temporary accommodation. This is being developed in partnership with a private landlord. 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.	Green	Green	Homes & Safe Communities
HS/A017: Deliver and promote equality of access to housing and housing services.	31/3/2021	75%	Allocation of social housing continue to be undertaken in accordance with the Homes4U Allocation Policy and equality information is collected and monitored. LGBTQ+ training is being delivered to Housing and Building Services staff by Stonewall Cymru on 22nd and 25th January 2021.	Green	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.		Green	Homes & Safe Communities

APPENDIX 2: Performance Indicators

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

Performance Indicator	Q3 2019/20	Q3 2020/21	Q3 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.	56	61	56	Green	↑	Cowbridge Tennis Club gained in sport ribbon. Pen Y Bunt Surf Lifesaving club working towards ribbon. Clubs are still affected by Covid 19 lockdown restrictions.	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.	76%	N/A	91%	N/A	N/A	We continue to provide clients with our class timetable. We have also produced videos for the Sports Development team and the Council's Staff Wellbeing project to ensure that we provide opportunities for all to stay active. We have trialled more interactive sessions with clients using Zoom. This has proved very popular as it includes an opportunity for people to be social and safe and the social aspects of our programme have been disrupted by the current situation.	Healthy Living & Social Care
PAM/017 (LCS/002b): Number of visits to local authority sport and leisure facilities during the	7808.8	N/A	11,370	N/A	N/A	No update provided	Healthy Living & Social Care

Performance Indicator	Q3 2019/20	Q3 2020/21	Q3 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
year where the visitor will be participating in physical activity per 1,000 population.							
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							
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	1489	No Target	N/A	N/A	No commentary provided	Healthy Living & Social Care
CPM/073 (CH019a): The number of reviews completed within statutory timescales that were: child protection reviews	N/A	109	No Target	N/A	N/A	No commentary provided	Healthy Living & Social Care

Performance Indicator	Q3 2019/20	Q3 2020/21	Q3 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
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	149	No Target	N/A	N/A	During the quarter - CLA reviews = 145 within timescale, Adoption = 4 & Pathway =0	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	274	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 that they have received has assisted them to maintain their independence.						This Performance Indicator is monitored annually.	Homes & Safe Communities 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	176	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	993	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	15	N/A	N/A	N/A	No commentary provided	Healthy Living & Social Care

Performance Indicator	Q3 2019/20	Q3 2020/21	Q3 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
CPM/083 (AD/016): The number of care and support plans that were due to be reviewed during the year.	N/A	1232	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	863	N/A	N/A	N/A	No commentary provided	Healthy Living & Social Care
CPM/085 (AD/018): The number of adults supported with direct payments that were due for review during the year.	N/A	136	N/A	N/A	N/A	No commentary provided	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	80	N/A	N/A	N/A	No commentary provided	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	447	N/A	N/A	N/A	No commentary provided	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 25 properties received target hardening during Qtr 3. 14 evaluations have been completed with 14 clients reporting that it made them feel safer and they were happy with the service. The referrals have increased following Qtr 2 and the service has received positive comments from partner agencies. During Qtr 4 the community safety team will continue to contact	Homes & Safe Communities Healthy Living & Social Care

Performance Indicator	Q3 2019/20	Q3 2020/21	Q3 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
						clients for feedback on outstanding clients.	
WO3.10: Keep people safe through strong and resilient emergency planning and regulatory services which protect the public, consumers and business							
PAM/023: Percentage of food establishments which are 'broadly compliant' with food hygiene standard.	96.38%	92%	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)	20.8 days	19 days	21 days	Green	↑	There has been a slight improvement in relet times during Q3. On average, homes took 12 days in maintenance and 7 days at the offer stage. Properties continue to be advertised as soon as notice is received, and repairs start as soon as the keys are handed in. There is a high demand for most homes, and they are let to applicants with high medical need or a Gold banding. The only exceptions are some older persons designated accommodation, which there is less demand for and sometimes takes longer to relet. Any properties requiring major works, including structural work, WHQS improvements and works of adaptation are not included in this calculation.	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

Performance Indicator	Q3 2019/20	Q3 2020/21	Q3 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
CPM/094 (CPM/027) (PAM015): Average number of calendar days taken to deliver a Disabled Facilities Grant.	183.9 days	334 days	190 days	Red	↓	After an extremely slow start to the new year, due to the COVID Pandemic and the inability for officers and contractors to attend site. The third quarter has seen our two new framework contractors return to site and the flow of OT referrals resume with 25 Disabled Adaptations having been certified complete in Quarter 3, compared with 4 in Quarter 1 and 4 in Quarter 2. The pandemic has badly affected the Disabled Facility Grants activity as clients, often vulnerable by the very nature of the grants, have understandably been anxious about having officers and contractors enter their properties since March. Actual fee income to November is currently £29k against a profiled income of £95k for the period. The Authority has however been successful in claiming lost fees back as part of the lost income claims to the WG, based upon equivalent income for the same period in 2019/20.	Healthy Living & Social Care 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

Performance Indicator	Q3 2019/20	Q3 2020/21	Q3 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
PAM/037: Average number of days to complete all repairs.	7.7 days	1.86 days	8 days	Green	↑	Update as reported in Q1, as a result of Covid all demand has been for emergency repairs with some urgent repairs included, which has resulted in lower demand but requiring a much quicker response time.	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.	71.42%	71%	82%	Red	↑	Homelessness Prevention remains an extremely significant priority for the service with prevention success for October and November continuing to be very high. However due to a number of private rented landlords serving notice for the sale of their property and a number of the more challenging households presenting as homelessness during December, the prevention success rate although still high, due to the lack of opportunities to prevent many of these cases, this quarters return has been adversely affected. The new processes developed, and the structure of the service continues to work very well, however it must be acknowledged that reasons for	Homes & Safe Communities

Performance Indicator	Q3 2019/20	Q3 2020/21	Q3 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
						homelessness are out of the services control and opportunities to prevent are often not available. You will also see a reduction in the number of cases this quarter compared to Q1 & Q2 this is being put down to the Christmas period and although the last few Christmas's the service has not seen a reduction, this year a number of households have failed to attend their housing advice appointments.	
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	Q3 2019/20	Q3 2020/21	Q3 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 and guidance from our funder PHW we remain postponed 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.	62.1%	70%	85%	N/A	↑	Establishing Baseline for 2020/21	Healthy Living & Social Care
PAM/029: Percentage of children in care who have had to move 3 or more times.	5.30%	5.1%	9%	N/A	↑	Establishing Baseline for 2020/21	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 636 properties with acceptable fails (AFs) and 3215 fully compliant properties. This means that 16.5% of the Council's stock is classed as AFs. During the last quarter 8 properties were changed from non-compliant (with one or more component failures) to fully compliant. A total of 21 properties have been made fully compliant since the start of	Homes & Safe Communities

Performance Indicator	Q3 2019/20	Q3 2020/21	Q3 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
						<p>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 Keystone showing 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>	
PAM/039: Landlord Services: Percentage of rent lost due to properties being empty.	0.72%	0.68%	No Target	N/A	↑	Void loss has slowed down during Q3. This reflects a reduction in tenancy terminations running up to Christmas and the fact that re let performance of	Homes & Safe Communities

Performance Indicator	Q3 2019/20	Q3 2020/21	Q3 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
						standard voids has remained strong. The bulk of the void loss is made up of long-term voids which are on hold pending major works. Works on many of these properties has not progressed as swiftly as we might have liked during the pandemic and there have been another property identified as needing major work (so added to the list)	

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
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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
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	50%	A progress report was presented to Cabinet in November and referred to Scrutiny. Three Learning cafes have also been held with staff to discuss issues and a climate change conversation with the public was launched in December. All of this work will inform the development of the Council's Climate Change Action Plan. The draft ADP for 2021-22 includes a range of activities which will continue the Council's work in response to the climate change emergency. The PSB has also agreed a Climate Emergency Charter.	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	75%	Work is being planned on Council buildings to ensure that they are as energy efficient as they can be .	Green	Amber	Corporate Performance and Resources Environment & Regeneration
RP/A015: Contribute to the Council's response to the declared climate change emergency and develop	31/03/2021	75%	A presentation on the draft Green Infrastructure Strategy was given to SLT and business cabinet in the Autumn as planned.	Green	Amber	Corporate Performance and Resources

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
specific plans and strategies to support this work.			<p>The corporate Green Infrastructure working group have met several times since its inception to discuss how relevant departmental work can be integrated into the emerging strategy. Work is currently ongoing in relation to the green infrastructure assessment which will inform the Plan's vision and objectives. The Council is also expecting further guidance on Green Infrastructure Strategy from both WG and NRW in the New Year and this will be built into the development of the Councils strategy. The Green Infrastructure Plan will also help to inform the evidence base of the replacement LDP in due course. Work on the replacement LDP is due to commence by June 2021 and it will also contain policies which seek to address the climate change emergency.</p> <p>A draft interim Tree Strategy has also been circulated to all participants for comment. The Tree Strategy will be updated and any comments and additions, once amended will be circulated to all for approval. The Council has also commissioned a Council wide tree survey (known as an iTree Survey) which will look at tree and canopy coverage throughout the Vale and identify where deficiencies exist. This is due to report back at the end of the 2020.</p>			Environment & Regeneration
SL/A019: Progress the feasibility and design of a low carbon building as part of the 21st Century Schools Programme.	31/03/2021	75%	Construction of Llancarfan Primary School, the first net zero carbon primary school in Wales, started in November 2020. A virtual turf cutting ceremony marked the event which	Green		Corporate Performance & Resources

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
			included a video made by the Minister for Education. The Council has been granted an additional WG grant of £1,050,000 to support decarbonisation which has offset spend undertaken to date. Additional funding has now been allocated to deliver Cowbridge Primary scheme as net-zero carbon. The Council is continuing to explore opportunities to further deliver decarbonisation and is continuing work on the net zero in use design.			Learning & Culture Environment & Regeneration
HS/A021: Develop a sustainable alternative sewage arrangement for residents at Channel View, Marcross.	31/03/2021	75%	The solution has been developed and agreed by residents. Applications are being processed for connection of the plant to a local watercourse and some further conditions have been identified prior to issuing the tender package to the contracting market. the works should be able to start in April/May 2021.	Green		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	75%	Penarth Electric Bike scheme launched. Working has been undertaken to look at a potential e-bike docking station in Sully. Other more pressing priorities due to the Covid-19 pandemic have taken precedent over switching fleet vehicles to low emission. Working with the Cardiff Capital Region to deliver charging points for taxis in Barry Town Centre. These are estimated to be delivered in Quarter 4.	Green	Green	Environment & Regeneration
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	50%	Lanterns will be delivered by the end of January 2021. Awaiting approval for iprocs for the lighting columns and installation contractor. From receipt of order the column manufacturer can deliver within 5 weeks. The	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
			installation contractor is able to program and complete works within 12 weeks. It is anticipated that this work will be completed by the end of May 2021.			
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	100%	Currently there are two schemes on site that are utilising MMC; 23 units at Hayes Road, Barry and 11 units at Court Road Barry.	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	75%	External Wall Insulation packages continue to be identified and packed into tenders ready for contractor appointment and delivery. The grant funding from Welsh Government has been successful and work to deliver hybrid boilers to off gas properties in in the planning stage in association with The Welsh Government. There are only two successful Councils in this bidding round, the Vale and Anglesey.	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	100%	The fund for 20/21 is fully committed.	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%	Some further discussions have been held with Clubs but due to Covid 19 issues no significant progress has been made as Clubs are not operating at present.	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	75%	A presentation on the draft Green Infrastructure Strategy was given to SLT and business cabinet in the Autumn as planned. The corporate Green Infrastructure working group have met several times since its inception to discuss how relevant departmental work can be integrated into the emerging strategy. Work is currently ongoing in relation to the green infrastructure assessment	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
			<p>which will inform the Plan's vision and objectives. The Council is also expecting further guidance on Green Infrastructure Strategy from both WG and NRW in the New Year and this will be built into the development of the Councils strategy. The Green Infrastructure Plan will also help to inform the evidence base of the replacement LDP in due course. Work on the replacement LDP is due to commence by June 2021 and it will also contain policies which seek to address the climate change emergency. A draft interim tree strategy has also been circulated to all participants for comment. Tree strategy will be updated and any comments and additions, once amended will be circulated to all for approval. The Council has also commissioned a Council wide tree survey (known as An iTree Survey) which will look at tree and canopy coverage throughout the Vale and identify where deficiencies exist. This is due to report back at the end of the year.</p>			
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	75%	Discussion has continued this quarter regarding the capital bid and accompanying strategy for Ash Die Back - Cabinet report being prepared to assist with securing capital bid.	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
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	50%	Work on this has slipped due to Covid. Trees have been delivered to schools for planting in the spring. Work is also underway on the Biodiversity Strategy which will be launched in March 2021.	Red	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	75%	<p>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.</p> <p>During Q3 372 planning applications have been determined, including 7 LBCs (Listed Building Consent). A further 50 Tree applications were also determined; 28 TCA's (Work to trees in a conservation area) and 22 TPO's (Work to trees covered by a Tree Preservation Order). 2 new Tree Preservation Order have been confirmed. We also resolved 216 planning enforcement cases.</p> <p>Out of the 372 planning applications approved 52 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</p>	Green	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
			<p>green wedge or the other reasons for their designation. 19 applications were approved within the Glamorgan Heritage Coast. The majority of approvals within the Heritage Coast related to existing dwellings, however, 3 approvals related to new forms of development but these 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. No applications were approved in a SSSI. 1 application was approved within a SINC, however, this related to installing play equipment in an existing play area and would not detract from the qualities of the SINC. During this Quarter, 1 application has been received which increases the amount of open space within the Authority by 2.5ha. 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,</p>			

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			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	75%	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. New Grazing opportunities are being marketed at the beginning of 2021 which will include requirements to enhance biodiversity.	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 the natural environment and biodiversity of the Vale of Glamorgan.	31/03/2021	75%	New Local Nature Partnership (LNP) officer has contacted external partners and relevant officers within the Council to promote the project and look at areas that can be targeted or improved in relation to biodiversity. WG have awarded the Vale LNP partnership £61k to purchase a variety of mowing and collecting machinery that can be used by small community groups to help develop and manage urban spaces. Work to develop a wide participant base is underway and groups are being offered a grant of up to £500 to help develop biodiversity in their area. Works to rewild Porthkerry golf course have been completed.	Green	Green	Environment & 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	75%	The service continues to work with Keep Wales Tidy and a coordinated approach to working to improve Local Environmental Quality. Officers regularly assess works outside of the normal scope that the Council is responsible for and arrange and fund additional works as required. This is an ongoing process and we are on target to spend the funding allocated to improving the local environmental quality this 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	75%	Confirmation of funding for the Education Centre has been received and a formal planning application was submitted on 18th December. If planning permission is received, the development will commence and take approximately three weeks to complete. It has been possible to get agreement from the funders to 'bolt' the work onto the existing project and enable the existing contractor to complete the works. They have advised that it will be possible to complete the necessary works so long as planning permission is granted and subject to any changes in the Covid restrictions which may prevent them working on site. It is therefore hoped that the works can still be finished by the end of March 2021. Aside from this project three priority Environmental schemes have been identified for the forthcoming financial year, namely Fair Oaks Parking scheme, a project at	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
			Trebeferad to improve parking and the Buttrills Estate Improvement scheme.			

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	75%	During Q3, the Council continued to invest in a number of open spaces for sport and recreational facilities using S106 contributions. A new multi-use games area has commenced at Wick playing fields. A number of schemes are also being developed, including improvements at the Knap Gardens, Barry; Central Park, Barry and Belle Vue Park, Penarth. Play areas have also been completed “in kind” by a number of developers, including Land to the north of the Railway Line, Rhoose (Taylor Wimpey); Land off Port Road, Wenvoe (Redrow); Land at Plasnewydd Farm, Llantwit Major (Persimmon).	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.						

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
NS/A019: Commence the construction of a Waste Transfer Station for Barry.	31/03/2021	75%	Planning proposals are submitted, the drainage works complete and subject to planning approval late February/early March we are on target to commence construction this financial year albeit later than originally anticipated. This will enable the roll out of the blueprint in Penarth - NS/A017.	Green	Green	Environment & Regeneration
ADP98: Roll out new recycling arrangements across Barry.						
NS/A017: Implement the waste blueprint (source segregated recycling) to Barry and Penarth areas.	31/03/2021	75%	The blueprint roll out across Barry was completed in October. Plans are in place for Penarth, but this will not occur until 2021/22 as this area is dependent on the proposed permanent Waste Transfer Station being operational. This is anticipated to be at least 10-months from being complete. In quarter 3 a planning application was submitted for the Waste Transfer Station and a decision is expected in Quarter 4.	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	75%	The service is on track to achieving the 2024/25 target exceeding the existing statutory target of 64%.	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 include Civil Parking Enforcement,	31/03/2021	100%	Camera car now up and running, performing beyond expected goals, 6 days a week. Generating revenue, alongside significant increase in	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
Environmental Enforcement and Public Space Protection Orders and the use of a camera car.			complaints and challenges in relation to PCNs. Environmental enforcement being reviewed, new processes, letters and actions being formalised and put into use. New Members of staff in joint role fully inducted and working successfully. Existing CPE staff still undertaking CPE only.			
NS/A021: Maintain environmental standards by retaining our awards for Green and Blue flags.	31/03/2021	100%	Retained all Green and Blue Flags for the year (2020).	Green		Environment & Regeneration

CP Commitment: 4.8	Work to reduce the impact of erosion, flooding and pollution on our coastal areas and watercourses.
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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
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	75%	Assessments ongoing to update LFRMS and extra ordinary meeting SEWFRMG convened for group to discuss resources required prior to Christmas. It is currently anticipated that the bulk of work to update LFRMS will now be complete in Q4.	Green	Amber	Environment & Regeneration
NS/A023: Implement the Llanmaes Flood Risk Management Scheme.	31/03/2021	50%	Cooke and Arkwright were appointed in December 2020 to undertake detailed land negotiations with relevant landowners which is ongoing with the serving of formal notices planned for early 2021. AECOM have supplied full construction details in relation to the scheme in December 2020 and these are being reviewed internally prior to them issuing of the final detailed design work package in January 2021. Revised construction cost estimates have also been submitted and are also currently under review. Planning approval is required for the scheme and currently programmed to be	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
			submitted in Q4 following receipt of the final detailed design package from consultants. Subject to obtaining planning approval, resolving land take requirements as well as obtaining all other necessary consents and permissions it is anticipated that the construction phase for works will be now able to commence in Summer 2021. A report is due to be considered by Cabinet at its meeting on 25 January 2021 which provides a more detailed update on the project and obtain relevant delegations to assist prompt progress of the scheme.			
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	75%	The promotion of SuDs continues to be achieved by mandatory implementation of the Suds Approval Body (SAB) in Wales in accordance with legislation. The drafting of a new SPG relating to SAB remains in the initial development stages with further works planned for Q4.	Green	Green	Environment & Regeneration
ADP103: Implement the Shoreline Management Plan including coastal monitoring and working collaboratively as part of the regional coastal groups.						
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	75%	The wave monitoring equipment has been replaced and is uploading the tidal information to the CCO website. The weather station remains out of commission due to IT issues and will be resolved when Covid 19 restrictions allow the contractor to visit site. The scanner survey was undertaken at Swanbridge and a drone flight has also been undertaken at Lavernock along with isolated surveys following reports of cliff falls in specific areas. Further works are also completed include coastal profile surveys carried out on 13/14th	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
			November 2020 at locations including the shore south of Forest Road to Penarth Head, Aberthaw and Llantwit Major (Cwm Col-huw).			

APPENDIX 2: Performance Indicators

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

Performance Indicator	Q3 2019/20	Q3 2020/21	Q3 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

Performance Indicator	Q3 2019/20	Q3 2020/21	Q3 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
							Environment & Regeneration
CPM/100 (CPM/154): Percentage of Council streetlights that are LED.	67.93%	68%	90%	Red	↑	As per NS/A013: Lanterns will be delivered by the end of January 2021. Awaiting approval for iprocs for the lighting columns and installation contractor. From receipt of order the column manufacturer can deliver within 5 weeks. The installation contractor is able to program and complete works within 12 weeks. It is anticipated that this work will be completed by the end of May 2021.	Corporate Performance and Resources Environment & Regeneration
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.	3911.8	58	4700	Red	↓	77806 physical visits were made to libraries in Q3, the majority of which were from people collecting pre-ordered books. Included in this number there were also 733 people who browsed the library shelves by prior appointment and 210 who used a PC by appointment. In addition, libraries received 4333 phone call asking for	Learning & Culture

Performance Indicator	Q3 2019/20	Q3 2020/21	Q3 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
						<p>information or requesting books and appointments. Q3 covers 11 weeks library service compared with 13 weeks in Q2. Q3 saw libraries close for 2 weeks for the firebreak lockdown period in Wales plus a whole week when libraries closed for the Christmas period. Since the 21st December, when tier 4 instructions began, the library service has continued with click and collect but has halted browsing and PC use. The lower number of library users in Q3 compared to Q2 can be accounted for by the reduced number of opening hours but is also a common seasonal pattern in the period leading up to Christmas when library users make fewer visits to libraries. Online contact with customers continues at a pace and we have a core of staff at each library providing online stories and other online contact as well as promoting books and services via social media. Capturing our online visitors is very difficult and there is no agreed way to do this but as a rough indication we believe over 5000 people have viewed or engaged with our online content during this quarter. We will continue to promote services and online content in Q4.</p>	
WO4.3: Protect, preserve and where possible enhance our natural and built environment and cultural heritage.							

Performance Indicator	Q3 2019/20	Q3 2020/21	Q3 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
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	↔	The team has dealt with 16 reports of Dangerous Structures during Q3 with a cumulative total of 40 since the beginning of April 2020.	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%	0%	10%	Red	↔	Total of 75 incidents of fly tipping of which 0 tickets were raised.	Environment & Regeneration
CPM/112: Percentage of people satisfied with cleanliness standards.						This performance indicator is monitored annually.	Environment & Regeneration

Performance Indicator	Q3 2019/20	Q3 2020/21	Q3 Target 2020/21	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
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	97	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	Q3 2019/20	Q3 2020/21	Q3 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.	1.4 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 3 it took 70 days to clear 75 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.	71%	71%	70%	Green	↔	Good performance considering the increase in residual waste. Low contamination rates from the source segregated service is assisting performance. Food tonnage remains high.	Environment & Regeneration