

Meeting of:	<b>Healthy Living and Social Care Scrutiny Committee</b>
Date of Meeting:	<b>Tuesday, 07 December 2021</b>
Relevant Scrutiny Committee:	All Scrutiny Committees and Cabinet
Report Title:	Annual Delivery Plan Monitoring Report: Quarter 2 Performance 2021/22
Purpose of Report:	To present quarter 2 performance results for the period 1st April 2021 to 30th September 2021 in delivering our Annual Delivery Plan commitments as aligned to our Corporate Plan Well-being Objectives.
Report Owner:	Lance Carver, Director of Social Services
Responsible Officer:	Lance Carver, Director of Social Services
Elected Member and Officer Consultation:	Consultation has been undertaken with Directors and the Strategic 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"> <li>The performance report presents our progress at quarter 2 (1st April to 30th September 2021) towards achieving our Annual Delivery Plan (2021/22) commitments as aligned to our Corporate Plan Well-being Objectives.</li> <li>We have made positive progress in delivering our in-year commitments in relation to our Annual Delivery Plan (2021/22). This performance has contributed to an overall <b>GREEN</b> status for the Plan at quarter 2 (Q2).</li> <li>All 4 Corporate Plan Well-being Objectives were attributed a Green performance status at Q2 to reflect the progress made to date. This is positive given the ongoing challenges arising from the pandemic.</li> <li>95% (296 out of 313) of planned activities outlined in our Annual Delivery Plan have been attributed a Green performance reflecting the positive progress made during the quarter, 2% (5) an amber status and 3% (12) of planned activities were attributed a Red status.</li> <li>Of the 12 actions attributed a Red performance status during the quarter, 25% (3) 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</li> </ul>	

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 focuses on highlighting issues pertinent to the Committee's remit. This Coronavirus recovery update forms part of quarterly performance reporting 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 42 quarterly performance measures aligned to our Corporate Plan Well-being Objectives, data was reported for 36 measures where a performance status was applicable. 61% (22) measures were attributed a Green performance Status, 6% (2), Amber status and 33% (12), Red status. Data was unavailable for 6 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 107 measures including a number of annual indicators (89) and those establishing baseline performance for the year (18).
- In relation to the 12 measures attributed a Red performance status during the quarter, the impact of COVID-19 has contributed to 58% (7) missing target.
- In relation to the planned activities within the remit of the Healthy Living & Social Care Scrutiny Committee, 98% (93 out of 95) were attributed a Green performance status and 2% (2) Red status. Of the 2 attributed a Red performance status, the impact of COVID-19 was identified as a contributory factor in the reported slippage for 2 actions. Of the 7 quarterly measures reported, 43% (3) were attributed a Green performance status, 28.5% (2) Amber status, and 28.5% (2) attributed Red status. In relation to the 2 measures attributed a Red status, the impact of COVID-19 has contributed to missing the target for 2 of the measures.
- The report seeks elected members' consideration of Q2 performance results and the proposed remedial actions to address areas of identified underperformance. Upon consideration, the Scrutiny Committee is recommended to refer their views and any recommendations to Cabinet for their consideration.

## **Recommendations**

1. That members consider performance results and progress towards achieving the Annual Delivery Plan 2021/22 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 2021/22 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 meet our performance requirements as outlined in the Local Government & Elections (Wales) Act 2021 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 and meet our performance requirements.
- 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. We have also refined our performance reporting and monitoring approach to enable us to meet our new duties under the Local Government & Elections (Wales) Act which came into effect from 1st April 2021.
- 1.3 Our performance framework is aligned to our Corporate Plan to enable us to track our progress on well-being objectives (keep our performance under review) and demonstrate how the steps we intend to take will contribute to achieving multiple well-being objectives and in turn the national goals.
- 1.4 In line with these performance arrangements, on a quarterly basis, Cabinet and all Scrutiny Committees will 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 will enable 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 will enable 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 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 LG&E (Wales) Act with reference to the wider local government agenda. These discussions will continue to consider the best way to present information to elected members to facilitate scrutiny and identify and explore areas of interest.
- 1.6** [Appendix A](#) outlines our performance for the period 1st April to 30th September 2021 against our Annual Delivery Plan commitments for 2021/22. 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 4 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 4 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 2021/22.
  - [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 2021 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, such as the Insight tracker for regulatory recommendations, absence and finance information etc, 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 Healthy Living & Social Care 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** We have assessed progress in relation to our planned activities as outlined in our Annual Delivery Plan for 2021/22 and used local performance data where available. Over the past year, 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 COVID-19 pandemic. However, we are endeavouring to collect performance indicator information to support our performance reporting where possible, although this will still not be possible in all service areas.
- 2.2** All 4 Corporate Plan Well-being Objectives were attributed a Green performance status at Q2 to reflect the progress made to date. This is positive given the ongoing challenges arising from the pandemic.
- 2.3** 95% (296 out of 313) of planned activities outlined in our Annual Delivery Plan have been attributed a Green performance reflecting the positive progress made during the quarter, 2% (5) an amber status and 3% (12) of planned activities were attributed a Red status.
- 2.4** Of the 12 actions attributed a Red performance status during the quarter, 25% (3) 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 focuses on highlighting issues pertinent to the

Committee's remit. This Coronavirus recovery update forms part of quarterly performance reporting 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.

- 2.5 Of the 42 quarterly performance measures aligned to our Corporate Plan Well-being Objectives, data was reported for 36 measures where a performance status was applicable. 61% (22) measures were attributed a Green performance Status, 6% (2), Amber status and 33% (12), Red status. Data was unavailable for 6 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 107 measures including a number of annual indicators (89) and those establishing baseline performance for the year (18).
- 2.6 In relation to the 12 measures attributed a Red performance status during the quarter, the impact of COVID-19 has contributed to 58% (7) missing target.
- 2.7 A detailed report outlining the progress made this quarter towards achieving our Annual Delivery Plan commitments is provided at [Appendix A](#).
- 2.8 [Appendix B](#) provides a summary of the key achievements and challenges as aligned to the remit of the Healthy Living & Social Care 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.
- 2.9 In relation to the planned activities within the remit of the Healthy Living & Social Care Scrutiny Committee, 98% (93 out of 95) were attributed a Green performance status and 2% (2) Red status. Of the 2 attributed a Red performance status, the impact of COVID-19 was identified as a contributory factor in the reported slippage for 2 actions. Of the 7 quarterly measures reported, 43% (3) were attributed a Green performance status, 28.5% (2) Amber status, and 28.5% (2) attributed Red status. In relation to the 2 measures attributed a Red status, the impact of COVID-19 has contributed to missing the target for 2 of the measures.
- 2.10 Elected Members are being asked to consider the Q2 performance results and the proposed remedial actions to address areas of identified underperformance. Upon consideration, the Scrutiny Committee is recommended to refer their views and any recommendations to Cabinet for their consideration.
- 2.11 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 2021/22. 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.

### **Legal (Including Equalities)**

- 4.3** The Local Government & Elections (Wales) Act 2021 requires that the Council keep its performance under review and consult and report on its performance in order to secure continuous improvement and meet its performance requirements.
- 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 2021/22](#)



# VALE of GLAMORGAN COUNCIL ANNUAL DELIVERY PLAN MONITORING REPORT

Quarter 2 Performance: 1 April - 30 September 2021




Working  
Together  
for a Brighter  
Future























## 1.0 Performance Summary Annual Delivery Plan 2021/22











**Our overall RAG status for the Annual Delivery Plan is GREEN**

### 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
<b>Green:</b> Performance is on or above target	↑: Performance has improved on the same quarter last year	<b>Green:</b> Action completed or on track to be completed in full by due date.	<b>Green:</b> 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.
<b>Amber:</b> Performance is within 10% of target	↔: Performance has remained the same as the same quarter last year	<b>Amber:</b> Minor delay but action is being taken to bring action back on track.	<b>Amber:</b> 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.
<b>Red:</b> Performance missed target by more than 10%	↓: Performance has declined compared to the same quarter last year	<b>Red:</b> 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.	<b>Red:</b> 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 **GREEN**

### 2.1 Performance snapshot

The report highlights our progress at quarter 2 in delivering the Annual Delivery Plan (ADP) activities aligned to our Corporate Plan commitments that contribute to Well-being Objective 1 for the period 2021/22. There are 24 ADP actions aligned to the 7 Corporate Plan commitments within Well-being Objective 1, 'To work with and for our communities'. In total, 134 service plan actions across a number of council services contribute to the delivery of these ADP priorities.

<b>ACTIONS</b> Our performance against Annual Delivery Plan actions gives us an overall <b>GREEN</b> RAG status for this Well-being Objective.					<b>PERFORMANCE MEASURES</b> Our performance against key measures gives us an overall <b>AMBER</b> RAG Status against this Well-being Objective.				
<b>Service Plan Actions</b> <b>Well-being Objective 1: To work with and for our communities</b>					<b>Performance Measures</b> <b>Well-being Objective 1: To work with and for our communities</b>				
			N/A	Total				N/A	Total
			3	134				27	40

Of the 8 actions contributing to the Well-being Objective, where limited progress has been reported during the quarter and therefore attributed a Red performance status, 2 (25%) was 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 attributed 'Red' Performance status		Reasons for Red status: COVID-19		Reasons for Red status: Other/ Non-COVID	
Actions	Measures	Actions	Measures	Actions	Measures	Actions	Measures
134	40	8	6	2	3	6	3

### 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 2021/22.

### 2.2.1 What have we done well?



We recognise that we are reliant on online technology more now than ever and are committed to improving how we involve, engage and communicate with residents digitally/online. A key example of our activity during quarter 2 includes the launch of the new waste management platform GovService, enabling quick and easy online experiences for our customers. We have also successfully integrated housing, council tax and benefits platforms to improve customer service with the customer facing platform scheduled to go live via the Council's website during quarter 3. The Capita single sign on has now been integrated into the new CRM system Granicus, enhancing the way in which customers can engage with the Council and more easily access online services such as e-billing.



Engagement with residents continues to rise with the total numbers of subscribers to Vale Connect increasing in the past 12 months from 75,315 to 81,791 exceeding our annual target of 60,000 of subscribers. Along with this our social media platforms Twitter and Facebook, continue to actively engage residents, enabling our residents to keep up to date with important Covid-19 and other news, events, road closures, recycling or grass collection updates, new services and offerings. Our Twitter page has achieved our annual target of 9,000 impressions (people seeing our tweets/posts) with an average of 13,100 impressions during the quarter 2 period. The average daily reach of our Vale of Glamorgan Life Facebook page continued to rise to 15,576 during quarter 2, a further increase on 11,490 in the same period last year.



Our Learn Welsh courses recommenced in September offering a blend of face to face and online learning for staff, free of charge and in working time. Welsh can be a particularly useful skill for those working in roles dealing with the public, as we are a bilingual organisation offering bilingual services. Social Services continue to respond to the More Than Just Words Framework, the Regional More Than Just Words Forum has expanded its membership to include Cardiff and Vale UHB and Cardiff and Vale College. The evaluation of the More Than Just Words Framework and next steps have been published by Welsh Government and shared with Forum members. The Forum are actively considering actions they can undertake jointly to meet the recommendations within the report, the actions will be incorporated into a Regional Action Plan. A Welsh Awareness e-learning module is in the final stages of production for rollout to all staff so that we can continue to

increase the number of adult learners and contribute towards the national goal of 1 million Welsh speakers by 2050.



During the quarter, we have continued to promote the support available under the Armed Forces Covenant, through relevant advice and support to all members of the Armed Forces Community in relation to a number of different services including housing, council tax, benefits, education, employment, leisure and many more. To enable us as a Council to further understand the needs of the Armed Forces community and maximise the use of resources, our Multi-agency Armed Forces Covenant forum continue to meet and discuss these topics.



During quarter 2, we launched our digital [Culture Book](#). The Culture Book encompasses and builds on the Staff Charter and highlights the diversity of our organisation, the exceptional work our staff do and showcases us delivering our values in action. The book has been developed by our Organisational Development and Learning team who have worked with Engagement and Innovation Champions and representatives from every area of the Council to develop a book that reflects our values and tells our stories about the work we do. As part of the launch, our Managing Director hosted a special question time session on Tuesday 14 September.



Staff well-being continues to be a top priority for the Council and we have continued to assist our staff to work at home and in different ways for example, investing in development and well-being initiatives through our [Wellbeing Champions](#), also well-being activities such as Yoga, mindfulness, HIIT classes, Hump Day Head Space, online nutrition and finance workshops, 365-counselling support via Care First, as well as organised outdoor woodland well-being sessions, all of which promote work-life balance, health and well-being.



We have continued to contribute to the development and co-ordination of a variety of activities to enhance inclusivity in the workplace. From 27<sup>th</sup> September to 3<sup>rd</sup> October, we held a series of events to mark National Inclusion Week, to raise awareness of inclusion within the workplace. Highlighting the theme for 2021, [#UnitedForInclusion](#) which focuses on bringing people and organisations together to advance learning and sharing best practice. Staff participated in an inclusion quiz and were encouraged to consider ways they could diversify their perspective of race. The Council's Senior Leadership Team

promoted the use of adding pronouns into staff's email signatures to support gender identity, guidance on how to add this was circulated and encouraged to all staff. A new logo (left image) was unveiled, this incorporates the trans banner and colours used by the Black Lives Matter movement to represent people of colour.



Earlier in the year we launched the Diverse Staff Network (formerly the Ethnic Minority Network) steering group with an awareness raising event hosted by Show Racism the Red Card. Establishing the network is a stride toward starting the conversation about race equality in the Council in a constructive and open way and demonstrating that uncomfortable conversations can lead to real change. All staff are welcome and encouraged to join the network and support their mission in helping the Council become an employer of choice for people from diverse communities. During quarter 2, we delivered a virtual refresh session to help progress the network, provide an update on the work undertaken during the year and discuss plans for the future.



We have continued to work on our response times to complaints. During this quarter, 63.04% of complaints were dealt within timescale against a target of 75%, a significant improvement when compared with performance in the same period of 2020/21, 59.8%. The Public Services Ombudsman for Wales has begun to publish comparative performance figures for this area, working towards complaints resolved with 20 working days. Based on this measurement, the Vale of Glamorgan Council is placed 9th in Wales overall with 84.78% resolved in 20 days, against the Welsh average being 78.05%.

### 2.2.2 What do we need to improve?



We need to progress work to meet the needs of those living with or caring for someone with Dementia. During quarter 2, we have continued to resettle our day service attendees and endeavour to establish the positive working relationships we harnessed pre-pandemic with Carers Trust South East Wales (CTSEW) to jointly deliver our Older Person's Day Service. As well as this, we have extended our operating hours at Rondel House Day Service into the weekend to support people living with dementia. In the coming quarter, we will support the establishment of the Vale of Glamorgan Council's Dementia Working Group internally which will enhance and support the work of the Dementia Champions and extend and develop the reach of Dementia Friendly Communities.



Sickness absence amongst Vale employees has worsened from 3.40 (FTE) days reported in Q2 last year to 4.95(FTE) this year. Longer term absence days lost continues to be notably higher than in the previous year and contributing to the performance being below the target of 4.15 days. Discussions are ongoing with our Senior Leadership Team to look into the reasons for the higher absence levels and identify remedial action where possible. Our figures are also higher with our voluntary employee turnover with figures rising from 2.69% in quarter 2 last year to 4.12% during quarter 2 this year. There is further potential risk that the number of voluntary leavers will continue to increase as the Council moves out of the pandemic.



Our financial position is set to become even more challenging given the emerging impacts of the recent COVID-19 pandemic. Like all local authorities across the country, the Vale has been at the forefront of the response to the coronavirus pandemic which has put pressure on our finances. Supporting communities and keeping vital services running has never been more critical but this has led to high increases in demand and necessary unforeseen expenditure for the Council. At the same time, we are facing significant and immediate reductions in income which is likely to impact on our ability to meet the agreed 2021/22 budget and proposed savings. The financial emergency support packages provided by both Westminster and the Welsh Government to help local authorities respond have been welcomed, however, this support is likely to only be available in the short term, potentially contributing to a significant increase in funding shortfall and impacting on the financial resilience of the Council.

**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 2021/22.

**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 2021 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 **GREEN**

#### 3.1 Performance snapshot

The report highlights our progress at quarter 2 in delivering the Annual Delivery Plan (ADP) activities aligned to our Corporate Plan commitments that contribute to Well-being Objective 2 for the period 2021/22. There are 20 ADP actions aligned to the 8 Corporate Plan commitments within Well-being Objective 2, ‘To support learning, employment and sustainable economic growth’. In total, 37 service plan actions across a number of council services contribute to the delivery of these ADP priorities.

<b>ACTIONS</b> Our performance against Annual Delivery Plan actions gives us an overall <b>GREEN</b> RAG status for this Well-being Objective.				
<b>Service Plan Actions</b> <b>Well-being Objective 2: To support learning, employment and sustainable economic growth</b>				
			N/A	Total
			0	37

<b>PERFORMANCE MEASURES</b> our performance against key measures gives us an overall <b>GREEN</b> RAG Status against this Well-being Objective.				
<b>Performance Measures</b> <b>Well-being Objective 2: To support learning, employment and sustainable economic growth</b>				
			N/A	Total
			40	46

Actions and Measures Contributing to this Well-being Objective		Number attributed 'Red' Performance status		Reasons for Red status: COVID-19		Reasons for Red status: Other/ Non-COVID	
Actions	Measures	Actions	Measures	Actions	Measures	Actions	Measures
37	46	0	0	N/A	N/A	N/A	N/A

#### 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 2021/22.

### 3.2.1 What have we done well?



We have continued to provide support for childcare settings post COVID-19 for example, under the Childcare and Play grant we continue to offer a small grant scheme to support sustainability, new childcare provisions and additional childcare places. So far, 4 childcare settings have received a total of £5,337 towards staffing costs and additional funding received from Welsh Government will support recovery for the childcare sector. Grants are being offered to support staffing costs, rent, closure losses in relation to positive Covid-19 cases, replacement of damaged toys and play equipment. During the first six months of this financial year, the Child Development Fund have seen 141 children referred to the scheme with approximately 138 accepted and receiving support for varying needs, including speech and language delay, fine and gross motor development delay and personal and social delay.



Working together, our Property and Building Services teams successfully delivered a range of refurbishment and upgrade projects over the school summer holiday period. This work included toilet refurbishments at 6 schools, electrical upgrades at 4 schools, and boiler/heating upgrades at a further 6 schools. In addition, other projects completed over the summer include enabling works for projects due to start later in the year, window replacements, drainage upgrades, water main replacements, various external works, as well as the creation of ambulant toilet facilities at 3 schools.



During the summer break, our Schools ICT and data team and the corporate ICT networks team have worked together on the Hwb programme, to provide improved digital access for schools. The new cabling and network hardware will improve network performance to learners and future proof the network infrastructure for the schools. These teams have ensured 24,000 young people have access to world-class digital infrastructure. Throughout the pandemic these teams have ensured that pupils, no matter which school they attend or where in the Vale of Glamorgan they live, have had access to devices and even hand delivered mobile Wi-Fi devices to those who needed it at home. One of the main drivers of this work has been to eliminate the 'post code' lottery when it comes to access to technology in schools. In addition, we now have over 1,100 Windows and Apple devices enrolled into Hwb's InTune mobile device management platform, this is fundamentally changing the culture towards IT support in schools, enabling more efficient working and collaboration, whilst also improving IT security and the safeguarding of pupils online.





The UK National GO Awards are open to public, private and third sector organisations, recognising excellence in public procurement. Our 21st Century Schools team, along with contractors AECOM, ISG Construction, Morgan Sindall Construction and Bouygues UK Construction first won the Wales GO Award for Best Procurement Delivery in May 2021 but at national UK level there was further competition for the Social Value category. On 15<sup>th</sup> September, the team triumphed and won the award for the collaborative way in which community benefits have been delivered as part of the 21st Century Schools programme. Working together with our partners and contractors, our school buildings continue to be constructed in such a way that they will provide wider social, economic and environmental benefits across the county. For example, contractors have sought to award sub-contracted jobs to local companies and have provided numerous apprenticeship opportunities to people who live in the Vale of Glamorgan.



The documentary series ‘A Special School’ which followed pupils and staff at Penarth’s Ysgol Y Deri has been nominated for a BAFTA Cymru award. First aired in September last year, the series gave viewers the chance to see what happens inside a special needs school and was met with positive reviews, with many praising the relationships between pupils and staff. Ysgol y Deri has since been able to connect and work with schools around the globe.



All of our current projects in relation to delivering 21st Century Schools Programme improvements (Band B) including the expansion of Ysgol Y Deri, work on new school buildings across the Vale, expansion of primary school capacity in Cowbridge and development of a Centre of Learning and Wellbeing are currently on track. St David's CIW Primary School new building opened on September 21<sup>st</sup> along with Ysgol Bro Morgannwg refurbishment and new build sections.



Initially our One Stop Shop advice service was via telephone only in line with COVID-19 restrictions, but we have been able to physically open this facility (in accordance with restrictions) to deliver a full range of housing related support, advice and assistance regarding any issues our residents have. We have also continued to support victims of illegal money lending to access debt advice and rebuild their finances.

The Wales Illegal Money Lending Unit is dealing with a surge of new cases arising from the financial difficulties some found themselves in as a result of the pandemic and associated lockdowns. Working in partnership, we continue to investigate illegal lenders and

provide support to victims, along with the delivery of training of partner agencies.



We continue to support service users, predominantly the long-term unemployed and young people not in employment, education or training to help them into employment. We have had a positive start to the year in engaging people as part of the Communities for Work (C4W) programme, with 93% of people engaged against the target of 15, an improvement against last year's figure of 41%. As anticipated over the summer months there was a lower number of referrals this quarter, however we still remain over target. The percentage of Communities for Work plus (C4W+) people engaged against target has also continued to increase to 107% in comparison to 59% last year. Referrals have come in peaks but have enabled a steady first quarter.



We are working collaboratively with Welsh Government, the Regional Transport Authority and the Cardiff Capital Region to continue to explore opportunities for transport improvements throughout the Vale of Glamorgan. During the quarter, we have progressed projects including the Barry Docks and Cogan interchanges, both of which are at Welsh Transport Planning and Appraisal Guidance (WelTAG) stage 3. We have been successfully awarded £1m Welsh Government funding for construction of the improved Active Travel route through St Athan, the next phase of the OVObike (formerly Next Bike) roll out/expansion, as well as a number of other active travel improvements throughout the Vale.

£300K has been made available by the Welsh Local Government Association to install electric vehicle charging points in Council depots, enabling us to actively contribute to reducing our carbon footprint through the use of our electric vehicles.



Earlier in the year, all local authorities in Wales were given funding by the Welsh Government to run extra activities for children and young people starting on 1 July and running until 30 September. Working together with our partners we delivered a successful Summer Activity Programme to support children and young people recover from the pandemic and have fun whilst helping to support their social, emotional, physical and mental wellbeing. Activities included, sports and fitness classes, bushcraft and circus skills, art and craft, play, music, learning about the environment and conservation and a Beach Academy. Bwrlwm play sessions were also delivered for children who attend Welsh Medium Primary Schools.



To encourage visitors back to our centres we ran the Vale’s first Festival of Flowers during August. As well as floral installations and a Flower Trail for high street visitors to enjoy in our town centres, our Regeneration team worked with traders across Barry, Cowbridge, Llantwit Major and Penarth to promote their floral offerings throughout the month. Supporting our high streets is a top priority for the Council therefore to create excitement and promote the event we posted content via our [ValeTownCentres](#) Facebook page and on [Instagram](#) using the #BloomingLovelyVTC which received 100+ tags and posts.

### 3.2.2 What do we need to improve?



We need to ensure appropriate provision is available to meet the bespoke needs of increasing numbers of children and young people presenting with acute anxiety and other social, emotional and mental health needs. We recognise that there is an urgent need for all our schools to work within an evidence based, psychologically informed framework that incorporates an understanding of Developmental Trauma, Adverse Childhood Experiences, Attachment and the neuroscience of mental health and ill health and have already made significant progress in this area during the pandemic. Our trauma informed Engagement Service and our provision for foundation phase children with SEMH is a first in Wales and work continues with Schools and our partners to expand the trauma informed approach across the Vale of Glamorgan and support our most vulnerable learners.



There is a need to ensure that all children and young people re-engage and catch-up on learning lost during the lockdowns and self-isolation to ensure they are not further disadvantaged. Whilst some funds have been allocated by Welsh Government to support learning recovery, the sheer scale of what needs to be achieved in the short to medium term will require significant and sustained investment over a number of years. School budgets were already under significant pressure and the impact of COVID-19 has further exacerbated the situation. Progressing with radical curriculum reforms against this backdrop will be challenging for all involved and may put its success at risk.

We are seeing increasing demand for Additional Learning Needs (ALN) provision and increasing customer expectations which continue to place additional pressure on both central education resources and on individual schools’ budgets. The Additional Learning Needs and Education Tribunal Act places increased duties on the local authority which impacts on the teams to deliver

services in line with these expectations. COVID-19 has impacted adversely on implementation of the ALN Act and this work is now being phased in order to provide more time to prepare for the full impact of the Act. This is a particularly complex area of change and the phased approach in the implementation of the Act will be needed.



There is clear evidence that COVID-19 has impacted on young people in terms of positive education destinations especially, Year 13 (18-year-olds). The number of NEET young people for the 2019/20 academic year doubled compared to the previous year from 1.5% to 3%. This is an area where we are increasing support. We are also focusing our efforts on identifying those pupils listed as 'unknown' in terms of positive destination outcomes and are working collaboratively to reduce these numbers.

**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 2021/22.





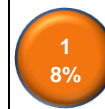
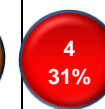
**Appendix 2:** Provides detailed performance indicator information linked to each Well-being Objective which show for our planned activities, how well we are performing. It must be noted that any annually reported performance indicators will be reported at end of year when data becomes available. In addition, new performance indicators that have been introduced in 2021 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 **GREEN**

#### 4.1 Performance snapshot

The report highlights our progress at quarter 2 in delivering the Annual Delivery Plan (ADP) activities aligned to our Corporate Plan commitments that contribute to Well-being Objective 3 for the period 2021/22. There are 37 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, 100 service plan actions across a number of council services contribute to the delivery of these ADP priorities.

<b>ACTIONS</b>					<b>PERFORMANCE MEASURES</b>				
Our performance against Annual Delivery Plan actions gives us an overall <b>GREEN</b> RAG status for this Well-being Objective.					our performance against key measures gives us an overall <b>AMBER</b> RAG Status against this Well-being Objective.				
<b>Service Plan Actions</b> Well-being Objective 3: To support people at home and in their community					<b>Performance Measures</b> Well-being Objective 3: To support people at home and in their community				
			N/A	Total				N/A	Total
			4	100				34	47

Of the 1 action contributing to the Well-being Objective, where limited progress has been reported during the quarter and therefore attributed a Red performance status, 1 (100%) was 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 attributed 'Red' Performance status		Reasons for Red status: COVID-19		Reasons for Red status: Other/ Non-COVID	
Actions	Measures	Actions	Measures	Actions	Measures	Actions	Measures
100	47	1	4	1	3	0	1

#### 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 2021/22.

#### 4.2.1 What have we done well?



The Council has built 11 units of temporary accommodation as part of a £20-million Welsh Government plan to tackle homelessness. Taking the form of high-spec bungalows, the development at Court Road in Barry is believed to be the first of its kind in Wales. It has been created to help address an increase in homelessness, caused by the Covid-19 pandemic, and reduce reliance on emergency accommodation. Tenants have already moved into properties, which use high-quality insulated panels to create self-contained units. They are eco-friendly and have feature small-decked areas to help create a community environment as well as a section of public space, a car park and bike store. This is just one of many projects aimed at tackling homelessness in the Vale and has helped us to boost the Council's housing stock.



We have a very proud history of supporting those in need of our help, most recently through our participation in both the former Vulnerable Persons Resettlement Scheme and the current UK Resettlement Scheme. During quarter 2, we fulfilled our pledge to rehouse Syrian families via the UKRS scheme and have made a further pledge to support two Afghan families affected by the current crisis in Afghanistan.



We continue to contribute to the regional arrangements for Test, Trace, Protect (TTP) as one of the most significant mechanisms available to prevent the onward spread of the virus. These arrangements draw together colleagues from various partner organisations, including Shared Regulatory Services, Public Health, Communications, HR and Social Services. The Council leads the communications workstream for TTP on behalf of the partnership and this work has informed the communications associated with the mass vaccination programme, with the Council working alongside the UHB to promote the importance of vaccination to residents across the Vale of Glamorgan. Vaccinations have been made available in a coordinated and timely manner for Council staff including Social Services staff with the vast majority having received both vaccinations. The PPE team have continued to support the vaccination programme by escalating the priority of social care staff who are top priority to be vaccinated. Lateral Flow Device tests have been circulated to all frontline staff with the encouragement to test twice a week. To ensure we are up to date with vaccinations in commissioned care home staff, we recently completed a review to identify any gaps in vaccinations.



One of the Council teams most heavily involved in the pandemic response has been Shared Regulatory Services and during quarter 2, the department was been recognised at this year's Regulatory Excellence awards for its work in supporting business. The awards process is run annually by the Office for Product Safety Standards and Product Safety, part of the Department for Business, Energy and Industrial Strategy to celebrate outstanding regulatory practice. The SRS team was highly commended for its work with the Wine and Spirit Trade Association (WSTA) with which it has a co-ordinated a Primary Authority partnership. The judges were particularly impressed with the 'Low and No Alcohol Beverage Guidance' recently produced by the partnership. Low and no alcohol drinks is a fast-growing market that requires regulation if we are to keep our citizens safe from harm and prevent underage alcohol sales. Two of our very own SRS Officers were central to the creation of this guidance which was lauded by the judges.



During July, three staff members were recognised as “Care Stars” in the Social Care Wales Care Stars Awards as a result of their outstanding contributions over the last 15 months. Care Stars is an initiative that was created to shine a light on the social care and early years workers who made a positive difference to people’s lives while the country struggled with the challenges of the pandemic. A total of 120 care workers from across Wales were nominated. A panel of judges then whittled them down to twelve Care Stars that they thought deserved recognition for the inspirational work they had done. Of those twelve, three were employees of the Vale of Glamorgan Council.



The Vale Public Service Board successfully secured £25k funding from Natural Resources Wales towards the delivery of projects in local communities that support climate change and the Move More Eat Well Plan. Four projects were identified which would contribute to the PSB’s objective to 'protect, enhance and value our environment' whilst also increasing engagement with local communities. The majority of the funding has been used to build an outdoor education centre as part of the Everyone’s Garden project in Colcot. This is a project led by the Council’s Housing team and has enabled the team to enhance the work they had started in the area with the local community. The outdoor education centre will provide a valuable community resource and improved outdoor areas enable people of all ages to safely engage and socialise. The gardens will also benefit from a plastic bottle greenhouse built by young people over the summer holidays with help from Bouygues UK who are the contractors building the new Pencoedtre High School.



National Resources Wales funding has also been used to enable the Council to plant 14 semi mature native trees in Barry increasing the tree canopy in the urban area. This is supporting the work being undertaken to improve the green infrastructure and air quality in the town, tackle climate change and improve health. Finally, a small amount of the funding was used to enhance the Food Vale website to make it more engaging and accessible. The improved functionality of the website has helped to promote the Food Vale scheme and provide a valuable resource throughout the pandemic and was integral to the Food Vale Festival held earlier this year. Across all four projects the emphasis was on enjoying and valuing our environment and appreciating the legacy we need to leave for future generations. This is also consistent with the Council's work on Project Zero.



We made a further commitment to supporting staff to choose healthier and more sustainable forms of transport in line with our Healthy Travel Charter. To mark Healthy Travel Wales Day (September), we launched a programme of events and activities for our staff including the Cycle2Work scheme, a cycle maintenance session at the Civic Offices with opportunity to trial an e-bike, train and bus discounts, promotion of walking maps and the free trial of e-bikes through OVObike. We also installed three cycle repair kits at the Alps, Civic Offices and Docks Offices enabling staff to make emergency repairs to their bikes.

*Summer of Fun*



*Haf o Hwyl*

Over the summer months, the highly successful [Summer of Fun](#) programme provided a variety of free leisure, sport and cultural activities for children and young people, enabling our young people to enjoy the summer post pandemic. The activities, which were delivered as a result of securing £196k funding from Welsh Government, included team building and sport, junior fitness and badminton classes, Duke of Edinburgh Bushcraft, Rockpool School on Tour, Drumming workshops and plenty more. The Vale of Glamorgan Council's Art Central Gallery hosted an exhibition showcasing the work created throughout the Summer of Fun activities programme and funds are being secured for a Winter of Fun Programme during quarter 3.



We have continued to collaborate with partners to promote our schools and libraries as community and well-being hubs and increase the diversity of leisure, art and cultural learning opportunities available to citizens in the Vale. Over the summer holiday we provided a full range of activities for children, including The Summer Reading Challenge, encouraging children to read six books to earn rewards, while learning about ideas for taking care of our environment. As restrictions ease, we



anticipate that we will be able to carry out many other activities and learning opportunities, especially for adults and will continue to liaise with partners to arrange a return to digital learning.

Our Anti-Social Behaviour team worked through 615 ASB incidents during quarter 2. The quarter 2 figures show a reduction in nuisance and personal incidents indicating the reducing impact of Covid-19 on ASB and community cohesion as individuals and organisations continue to move further into the recovery phases of the pandemic.



During August, our team ran an Anti-Social Behaviour roadshow, engaging with the public with our Community Safety Vehicle 'TREV' providing information, advice and reassurance regarding a number of community safety initiatives. The areas covered across the Vale included Castleland Community Centre, Pencoedtre Splash Pad, the Knapp, Pontalun Close, Stratford Green, Paul Lewis Community Centre, St Athan and Says Court, Llantwit Major.

As an integral component of community safety, the Vale has continued to engage with communities to provide safety messages, support safety and security campaigns and increase feelings of safety and well-being. During the quarter, 33 public engagement events were conducted, 4 leaflet drops and 13 training sessions. In terms of engagement, we created 125 Twitter posts, 109 Facebook and 7 Instagram posts covering a range of community safety initiatives and issues generating increased followers across our social media platforms. We have also continued to create and publish insightful highlight reports to provide residents, partners and members with quick, clear and relevant information regarding the activities of the Community Safety Team and Safer Vale Partnership. During the quarter, our team responded to the LGBTQ+ consultation in order to ensure that the local community safety and wellbeing needs of residents in the Vale are considered in all national plans.



#### **4.2.2 What do we need to improve?**

The pandemic has continued to affect the percentage of child assessments completed in time with only 50% being completed in time against a target of 85%, this is also a decline in comparison to quarter 2 2020/21, (70.6%). Social workers have continued to respond to priority needs to the children and their families during the period of involvement, albeit without completed assessments.



96% of domestic abuse victims reported that they felt safe as a result of target hardening, in comparison to quarter 2 2020/21 where 100% felt safer against the target of 100%. The complexity of the issues faced by individual victims of domestic abuse means there are a variety of reasons why individuals may not feel safer simply as a result of the physical improvement of security of their property. Due to the increase of technology, we have found that certain devices give easy access to perpetrate domestic abuse, maintaining coercive control over a victim means that there are often multiple avenues through which a perpetrator can make a victim feel unsafe. It is also expected that as the team continues to increase the provision of target hardening to victims of domestic abuse, with the greater numbers will come a more diverse range of victims with differing thresholds and perceptions of feelings of safety. We will continue to offer victims additional support to aid with feelings of safety as well provide physical safety measures in their homes.



Sustaining and improving participation levels in physical activity at a time of diminishing resources will be a challenge this year. The COVID-19 pandemic has been a particularly challenging time with all direct delivery programmes ceasing and clubs/leisure centres across the county being closed. This led to the need to rethink how we deliver our services during this time, with more focus being placed on promoting family-based activities and utilising online platforms to promote these opportunities. Moving forward, for quite some time to come, sport and physical activity will look very different. We are working with our partners to plan what the future will look like and how residents can safely return to physical activity.



Homelessness is a growing national challenge and a significant challenge for the Vale, and despite our continued commitment, only 48.07% of households were successfully prevented from becoming homeless this quarter (against a target of 82%). The publication of Welsh Government's Guidance to local authorities during the COVID-19 pandemic, placed a duty on the Authority to provide everyone with temporary accommodation, posing a major challenge over the past year and beyond. There is a need to find innovative rehousing solutions, as there are currently over 200 people in temporary accommodation waiting to be rehoused in the Vale. As at March 2021, there were nearly 5,000 housing applicants on the Vale of Glamorgan Housing Register. Along with this it is taking an average of 21.6 working days to let an empty property against

a target of 19.57 days, reflecting a deterioration in performance from Quarter 2 2020/21 with it taking 19.5 days to let an empty property. Capacity issues with the sub-contractors have caused delays in the turnaround of empty properties but we are currently working to ensure that performance will recover by quarter 3.

**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 2021/22







**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 2021 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.

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

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

### 5.1 Performance snapshot

The report highlights our progress at quarter 2 in delivering the Annual Delivery Plan (ADP) activities aligned to our Corporate Plan commitments that contribute to Well-being Objective 4 for the period 2021/22. There are 20 ADP actions aligned to the 8 Corporate Plan commitments within Well-being Objective 4, 'To respect, enhance and enjoy our environment'. In total, 50 service plan actions across a number of council services contribute to the delivery of these ADP priorities.

<b>ACTIONS</b>					<b>PERFORMANCE MEASURES</b>				
Our performance against Annual Delivery Plan actions gives us an overall <b>GREEN</b> RAG status for this Well-being Objective.					our performance against key measures gives us an overall <b>AMBER</b> RAG Status against this Well-being Objective.				
<b>Service Plan Actions</b> Well-being Objective 4: To respect, enhance and enjoy our environment					<b>Performance Measures</b> Well-being Objective 4: To respect, enhance and enjoy our environment				
			N/A	Total				N/A	Total
			1	50				18	22

Of the 3 actions contributing to the Well-being Objective, where limited progress has been reported during the quarter and therefore attributed a Red performance status, 0 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 attributed 'Red' Performance status		Reasons for Red status: COVID-19		Reasons for Red status: Other/ Non-COVID	
Actions	Measures	Actions	Measures	Actions	Measures	Actions	Measures
50	22	3	2	0	1	3	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 2021/22.

## 5.2.1 What have we done well?



In July, at a full meeting of the Council, the Project Zero [climate change challenge plan](#) was endorsed. This means that the work to deliver the actions outlined to help us reach our goal of net-zero carbon emissions by 2030 will now get underway in earnest, building on our good track record of delivering environmental improvements. Secondly, members agreed to [declare a nature emergency](#) and take steps to protect wildlife and the biodiversity of our county. This will see the Council take action to ensure no net-loss of biodiversity in the Vale and will be an important part of our work alongside Project Zero.

During quarter 2, 420 planning applications have been determined with 348 approved (82.9% of decisions). Of the approved applications, 3 related to Listed Building Consents (LBCs). A further 47 Tree applications were also determined; 47 TCA's (Work to trees in a conservation area) and 17 TPO's (Work to trees covered by a Tree Preservation Order), no new Tree Preservation Orders have been confirmed. 146 planning enforcement cases were resolved during the quarter.



Out of the 348 approved planning applications the following decisions related to decisions within planning designations: 36 were approved in a Special Landscape Area (SLA) but it was considered that none of the proposed developments would have a detrimental impact upon the SLAs by nature of their design and scale; 5 applications were approved in Green Wedges but neither approval impacted upon the openness of the green wedge or the other reasons for their designation; 11 applications were approved within the Glamorgan Heritage Coast.



We continue to work towards our goal of reducing food poverty and empowering our communities. During quarter 2, we launched a new “pay as you can” Food Pod pantry in St. Luke’s Avenue, Penarth. Working collaboratively, our housing department’s community investment team successfully coordinated this project alongside volunteers from Helping Hands and the STAR resident’s association. During the opening, residents were welcomed to buy items from the pantry and learn more about the Clean Slate: Cleaner, Greener and Healthier program.



73% of household waste collected by the Council was prepared for reuse and/or recycled during quarter 2. This is a further improvement in relation to last year's performance at quarter 2 (72%) and we have also exceeded the statutory target for 2021/22 of 70%.



We continue to excel with our [Green Flag Awards](#), as all our parks have retained their Green Flag Status, making us one of the best performing authorities in Wales. Award winning country parks consist of Cosmeston and Porthkerry country park, Romilly Park, Alexandra Park and Windsor Gardens, Barry Island Seafront and Friars Point, Belle Vue Park, Central Park, The Knap Gardens, Victoria Park and Gladstone Park. 15 sites also received Community Awards, including Barry Community Garden, Bee Loud Glade, Birchgrove Woodlands and many more. To increase biodiversity within our environment we are modifying our cutting regimes, reducing our annual bedding and replacing with more biodiverse perennial displays, and we continue to be pesticide free in our parks. Additional trees have been planted within our Green Flag parks and open spaces during the quarter and will continue into the following quarters. We also retained our Blue Flag status at Penarth Marina and Southerndown beach plus receiving seaside awards for Barry Island, Jacksons Bay and Cold Knap.

### 5.2.2 What do we need to improve?



We recognise that the temporary halt to normal life and successive lockdowns is neither sustainable nor enough to stop climate change and we have a lot of work to do if we are to reduce our carbon emissions to net zero before the Welsh Government's target of 2030. We will need to make representations to the Welsh and UK Government's, to provide the necessary powers, resources, and technical support to local authorities in Wales to help us successfully meet the target. We will also need to continue to work with partners across the region to develop and implement best practice methods that can deliver carbon reductions and help limit global warming. We will continue to consult stakeholders including Councillors,

residents, young people, businesses and other relevant parties to develop a strategy in line with a target of net zero emissions by 2030 and explore ways to maximise local benefits of these actions in other sectors such as employment, health, agriculture, transport and the economy.



Salix funding is now available to replace another 3,700 lanterns to LED on strategic routes. At present 70% of the Council's street lighting has been converted to LED but we have fallen short of our target which is 90%. It is anticipated that this work will now be completed by 8<sup>th</sup> November 2021. Completion of this scheme will contribute towards our goal of reducing the organisation's carbon emissions to net zero before 2030 and minimising the negative impact of our activities on the environment.



We need to revise the Local Flood Risk Management Strategy in response to the updating of the National Flood and Coastal Erosion Risk Management Strategy pending guidance from Welsh Government. We also need to 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 to mitigate flood risk.

Although we continue to exceed the statutory recycling target for 2020/21 of 70% set by Welsh Government, we need to reduce further the levels of contamination in working towards achieving zero waste. By 2025, we will need to have significantly reduced our waste and aim to manage any waste that is produced in a way that makes the most of our valuable resources. We will continue to ensure that we engage and support residents to make these changes as easily as possible.



We recognise that we would benefit from having an overall Waste Management Strategy to help us continue delivering our waste management services and changes. With this in mind, we are developing a ten-year Waste Management Strategy and supporting action plan in line with Welsh Government statutory guidance and the Well-Being of Future Generations Act which states an expectation that public bodies look at least ten years ahead. This will be reported to Cabinet during 2021/22.





During quarter 2, recruiting HGV drivers was an issue experienced across the country in a variety of services with many Councils experiencing difficulties in meeting their weekly collections as a result of shortages in experienced staff. For the Vale specifically, garden waste collections were particularly affected due to this type of collection not being a statutory service. Recent government action to streamline the testing process and tackle the worldwide lorry driver shortage will allow up to 50,000 more HGV driving tests to be made available each year. HGV driving tests will also be overhauled, meaning drivers will only need to take 1 test to drive both a rigid and articulated lorry, rather than having to take 2 separate tests (spaced 3 weeks apart). This will make around 20,000 more HGV driving tests available every year and mean drivers can gain their licence and enter the industry more quickly.

**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 2021/22

**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 2021 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.



# ANNUAL DELIVERY PLAN MONITORING REPORT 2021/22

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

[Q1 Corporate Risk Register 2021/22](#)

[Q2 Sickness Absence Report 2021/22](#)

[Insight Board: Action Tracker November 2021](#) (incorporating progress updates against regulatory proposals and recommendations).

# PERFORMANCE SUMMARY

## ANNUAL DELIVERY PLAN 2021 / 2022

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

Overall Action	RAG	Direction of Travel	Overall PI's	RAG	Direction of Travel	Overall Objective	RAG	Direction of Travel
Objective 1	<b>G</b>	↔	Objective 1	<b>A</b>	↔	Objective 1	<b>G</b>	↔
Objective 2	<b>G</b>	↔	Objective 2	<b>G</b>	↑	Objective 2	<b>G</b>	↔
Objective 3	<b>G</b>	↔	Objective 3	<b>A</b>	↔	Objective 3	<b>G</b>	↔
Objective 4	<b>G</b>	↔	Objective 4	<b>A</b>	↔	Objective 4	<b>G</b>	↔
Annual Delivery Plan	<b>G</b>	↔	Annual Delivery Plan	<b>A</b>	↔	Annual Delivery Plan	<b>G</b>	↔



# WHAT HAVE WE ACHIEVED?

## Objective 1: Work with and for our communities:

- Maximising use of digital platforms to complement our face-to-face interactions with children, young people, adults and their families, and engagement remains positive.
- Progress made towards maintaining the resources and information available via Dewis, continuing to support our residents well-being.
- Investigated further opportunities to improve provision and access to care and support via digital means, in particular Telecare.
- Funding secured and IT survey has been completed in readiness for the implementation of digital medication within our residential care homes.
- Our flexible remote working models to support safe and secure home working have improved efficiency and reduced travel thereby reducing our carbon footprint. (This also contributes to Well-being Objective 4, to respect, enhance and enjoy our environment.)
- Continued to support children looked after and those leaving care, where EUSS scheme application is applicable, funding has been applied for and applications are currently being processed.
- Progressed engagement work with children, young people and families, including those with protected characteristics, through the launch of a national TV advertising campaign. During quarter 2 the Vale has approved 8 new foster carers.
- Supported the required changes to financial support to the care sector.




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

- Supported the delivery of the mass testing and vaccination programme, majority of staff have received both vaccinations along with Lateral Flow Devices circulated to all frontline staff.
- Co-ordinated a successful free Summer of Fun programme with a range of inclusive sports, physical activity, play, arts and cultural activities in partnership with more than 30 internal and external partners.
- Worked in partnership with the Public Service Board to implement the Move More, Eat Well Plan. During Q2, 75 disabled children accrued 450 participations over 12 days of play provision (24 play sessions delivered over 60 hours of supported play) delivered through the Families First Holiday Club, organised by the Play Team working in partnership with Ysgol Y Deri.
- The WOW (Walk once a week to school) project launched in 6 schools to encourage active travel behaviours. Schemes continue to be developed to improve walking, cycling and public transport infrastructure in existing areas and new housing developments either through direct provision or through the Section 106 process.
- Adult Services continue to work in partnership with the Health Board and VOG Customer Services to develop a sustainable and integrated model for a single point of access to Well-being Matters Services.
- Continuing to support the roll out of the Wales Safeguarding procedure, all Adult Services staff have access and relevant training to the All Wales Safeguarding Mobile App. Preparations are under way to roll out Adult Safeguarding training to all case management staff in Q3.



# PERFORMANCE SNAPSHOT:

# HEALTHY LIVING & SOCIAL CARE SCRUTINY COMMITTEE

Actions and measures within the remit of this Scrutiny Committee		PERFORMANCE STATUS					
		 <b>GREEN</b>		 <b>AMBER</b>		 <b>RED</b>	
Actions	Measures	Actions	Measures	Actions	Measures	<u>Actions</u>	<u>Measures</u>
95	7	93(98%)	3(43%)	0(0%)	2(28.5%)	<u>2(2%)</u>	<u>2(28.5%)</u>

ACTIONS SLIPPED	
COVID-19 Related reasons	2 / 2 (100%)
NON-COVID Related reasons	0/2 (0%)

PERFORMANCE MEASURES SLIPPED	
COVID-19 Related reasons	2 / 2 (100%)
NON-COVID Related reasons	0/2 (0%)

# WHAT DO WE NEED TO IMPROVE?

## Objective 1: Work with and for our communities:

- Progress work to support the needs of those living with or caring for someone with Dementia, including developing the reach of Dementia Friendly Communities.
- Support work with our partners to achieve Age Friendly status for the Vale.
- Progress the review of adult services involving service users to enable us to meet our changing accommodation requirements.
- Further enhance our website to enable greater customer integration including electronic referrals, intelligence information sharing, self-assessments for Telecare, minor adaptations/OT equipment and real-time access to service user records.
- Undertake stakeholder engagement to inform a review of future service modelling.
- Explore the use of technology to support payment for certain services, issue with WCCIS has not enabled this to progress.

## Objective 3: Support People at home and in their community:

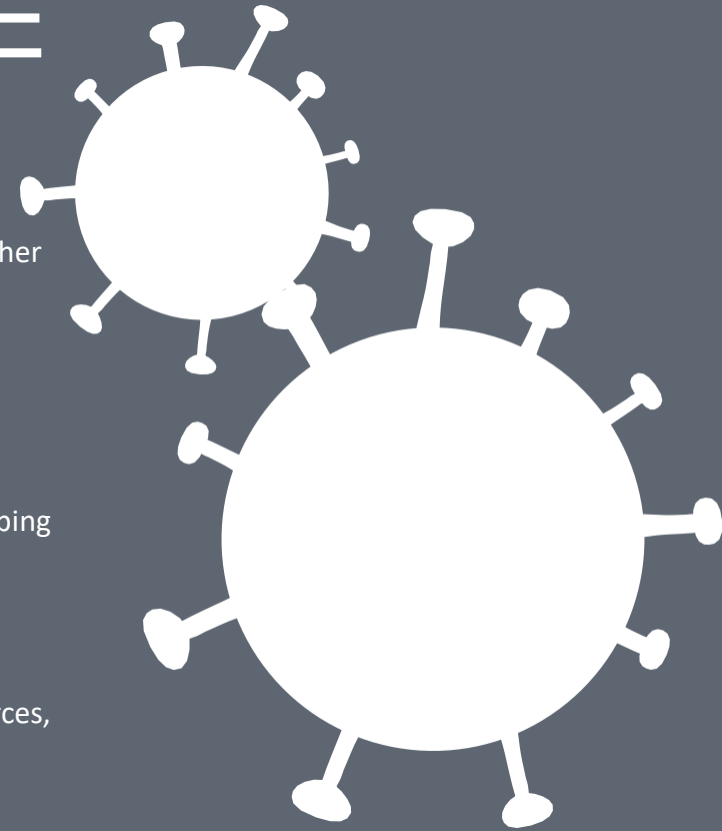
- Improve performance in relation to assessments completed for children within statutory timescales and similarly, and for adult care plans reviewed within statutory timescales.
- Challenges in recruiting and retaining social workers in key areas is impacting our capacity to meet higher levels of demand.
- Increase the percentage of NERS clients who complete the exercise programme.
- Improve on the number of domestic abuse victims that report they feel safer as a result of target hardening.
- Alongside COVID restrictions, the high demand in Private Sector works is having an adverse impact on delivering disabled facilities grants.
- Continue work to bring together all aspects of leisure and physical activity under the umbrella of the Vale Leisure Strategy, using this as a vehicle to maximise opportunities and our resources to increase physical activity and participation rates across the Vale.
- Progress work to strengthen the 'Well-being Matters' brand so that our citizens know and recognise it is the first port of call for information, advice and assistance.
- Implement a succession and growth plan to increase resilience of our Approved Mental Health Practitioner Service, which remains fragile.
- Consider future options for the Disabled Facilities Service as part of service re-shaping, alongside the impact of the lead officer leaving the Council.





# CORONAVIRUS RECOVERY UPDATE

- Maintained the Vulnerable Children Tactical Group, which has supported cross Directorate identification and discussion of issues affecting vulnerable children and young people returning to school and during school holidays.
- Maintained blended approaches to service delivery to continue to support service users and their families.
- Maintained arrangements to support the receipt of contacts into Children and Young People Services, which remain consistently higher than pre Covid levels, and associated decision making.
- Continued dynamic risk assessments to support face to face service delivery, and assessments.
- Continued to support the well-being of our workforce through promotion of the importance of self-care and promoted well-being activities.
- Supported the booster vaccination of frontline social care staff.
- Supported the required changes to financial support to the care sector.
- Maintained a reablement model of care to support step up/step down and supported the wider domiciliary care pressures by absorbing some capacity from the care market using VCRS as an interim measure to deliver care to those most in need.
- Dynamic risk assessment process in place to manage allocation of domiciliary packages.
- Recruitment drive for the social care sector and development of a Fast Track to Care process to encourage people to move into the social care market.
- Responded to the increasing demands for the placement of children looked after, maximising available in-house and external resources, alongside the use of creative accommodation solutions, completing risk assessments as required.
- Increased resources available to service users and professionals on Dewis.
- Identified additional resourcing requirements in Children and Young People's Service and developed proposals for consideration.
- Maintained a complex care day service alongside delivery of Outreach services to other day service attendees
- Re-opened and sustained the opening of our Older Person's Day Service in partnership with the Carers Trust, South East Wales (CTSEW).
- Produced Active Travel plans to encourage and support sustainable changes to children, young people and adults travel patterns as part of the response to our Climate Change Emergency declaration.
- Continued flexible remote working models to support safe and secure home working which have improved efficiency, reduced travel thereby reducing our carbon footprint.
- Developed a Social Services Reshaping transformation programme to support the service to make changes as a result of the ongoing impact of the pandemic and other external factors.



## Healthy Living and Social Care Scrutiny Committee

### Performance Exceptions

Service Plan Actions	% Complete	Direction of Travel	Commentary	Reason for Slippage
AS/A006: Develop a working group on meeting the needs of those living with or caring for someone with Dementia.	25%	↑	No further progress in relation to focused work in this area. However, our Rondel House Day Service has extended its hours into weekends to support people living with dementia.	Covid Related
AS/A001: Undertake stakeholder engagement to inform a review of future service modelling.	25%	↔	We have not been able to further this piece of work during the second quarter, as we have need to concentrate on recovery. However, the Service Development Manager referred to in Qtr. 1 has now commenced in post, and this is in the role's scope to progress this work. In addition, we need to consider the accommodation needs in line with the Council's ambition re accommodation strategy and need to conduct this engagement to inform this.	Covid Related

Performance Indicator	Q2 2020/21	Q2 2021/22	Q2 Target 2021/22	Direction of Travel	Commentary	Reason for Slippage
PAM/028: Percentage of child assessments completed in time.	70.6%	50%	85%	↓	The pandemic has continued to have a knock-on effect with the social workers ability conclude assessments during the quarter but is not a reflection of the level of activity responding to priority needs of the children and their families during the period of involvement, albeit without completed assessment. A functional split of IFST has been developed and live from 12/07/21, this should enable completion nearer to target in Q2-4'	Covid Related
PAM/041: Percentage of NERS clients who completed the exercise programme.	N/A	2.91	40	N/A	As the scheme restarted at the end of May we are yet to gain many people who have completed a whole programme. Over the coming months we are hoping that we will be able to give a better picture of the true difference our scheme is making in the community. It is still really too early to tell. Please also see the previous comment of r this quarter.	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
<b>ADP1 Make effective use of technology to improve how we provide information and communicate with people</b>						
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.	31/03/2022	50%	Digital platforms continue to complement our face to face interactions with children, young people and their families, and engagement is positive.	Green	Amber	Corporate Performance and Resources  Healthy Living and Social Care
RMS/A001: Further strengthen our resources and information available via Dewis.	31/03/2022	50%	Whilst somewhat restricted due to the restrictions of the COVID 19 Pandemic, we continue to make good progress towards maintaining the resources available via Dewis and looking towards further strengthening them as staff are able to return to their substantive posts.	Green		Corporate Performance and Resources  Healthy Living and Social Care
SP/A001: Work with Social Services, the Central South Consortium Joint Education Service (CSCJES), schools and other external agencies to strengthen our approach to engaging, involving and communicating with children and their families to deliver services that meet their learning needs within all education settings.	31/03/2022	50%	Through the development of the LEA's Strategic Equality Plan (SEP) for schools, we engage with external agencies. There are ongoing conversations to align the SEP for schools and the CSC's Equality and Equity document. A peer review was undertaken to quality assure the SEP for schools, involving the WLGA and schools.	Green		Corporate Performance and Resources  Learning and Culture



Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
SP/A002: 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.	31/03/2022	50%	Person Centred Planning meetings enable the Vulnerable Groups Team to create One Page Profiles for complex vulnerable learners. The nature of these meetings ensures democratic decision making about the learner's needs and identified provision. The is very good feedback from families who, speak English as an additional language in relation to the them being more actively involved in the decision making around their child's education. Pupil Engagement Team now implemented to ensure pupils on EOTAS pathways have effective family engagement and guidance on pastoral support plans in all EOTAS settings is monitored effectively with meaningful engagement with parents.	Green	Yellow	Corporate Performance and Resources  Learning and Culture
PB/A001: Develop and launch an Engagement and Communications Strategy which establishes new methods for promoting, monitoring and evaluating the impact of the wide range of communications work undertaken by the Council both internally and externally.	31/03/2022	50%	A draft Public Engagement Framework has now been produced and a working group establishing to tie this together with work to develop a new Public Participation Strategy, in line with the Local Government and Elections Act. Work also continues on developing new ways in which the output of the Council's engagement work can be presented both externally and internally, potentially into a new public perception dashboard.	Green		Corporate Performance and Resources
PB/A002: Commence the redevelopment of the Council's website.	31/03/2022	25%	The Web Editor position within the Communications Team is currently vacant and so progress towards this redevelopment has paused.	Red		Corporate Performance and Resources
PB/A003: Develop effective measures of accessibility and user experience for the council website and make these	31/03/2022	25%	The Web Editor position within the Communications Team is currently vacant and so progress towards this redevelopment has paused.	Red		Corporate Performance and Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
available to all those with a responsibility for developing and producing content for the website.						
PB/A004: Deliver a replacement CRM/ Customer Experience Platform for C1V.	31/03/2022	50%	The new platform, GovService, went live with Waste management services in Contact One Vale during Quarter 2. Process for Highways and Parks & Grounds services have been mapped and processes have begun to be created. Integration with housing, council tax and benefits systems has been achieved and customer facing services are scheduled to go live in quarter 3 via the Councils website.	Green		Corporate Performance and Resources
PB/A005: Complete the C1V refurbishment project.	31/03/2022	30%	An assessment of the roof at the contact centre revealed that it was not strong enough to support the plant and machinery required to deliver the original design for the air improvement system. New designs are being created, however, given the resource constraints in the construction industry it is anticipated that contracts won't be awarded until January 2022 and work will not commence until March 2022.	Red		Corporate Performance and Resources
FS/A001: Expand the range of methods used to engage and communicate with Vale of Glamorgan citizens about our services, using digital technology.	31/03/2022	50%	The Capita single sign on has now been integrated into the new CRM system Granicus. This will enhance the way in which customers can engage with the Council to access online services within Revenues and Benefits and to increase take-up of on-line services such as e-billing	Green		Corporate Performance and Resources
RP/A001: Continue to focus on developing the digital delivery of services focusing on productivity and customer experience.	31/03/2022	50%	All staff working from home using remote technology. All planning and building control services are available on-line and the department functions as a paperless office. The regeneration team continues to work well from home using	Green		Corporate Performance and Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			digital technology but also welcomes the return to the workplace for collaborative purposes.	Green	Yellow	
SL/A001: Update Council Digital Strategy to reflect the changing needs of the council and its citizens, and to expand the range of digital methods used to engage and communicate with Vale of Glamorgan citizens.	31/03/2022	50%	CGI consulting has been commissioned to carry out some work on an ICT Maturity Assessment, the results of which will inform a new ICT Service Structure and the Digital Strategy.	Green		Corporate Performance and Resources
AS/A006: Develop a working group on meeting the needs of those living with or caring for someone with Dementia.	31/03/2022	25%	No further progress in relation to focused work in this area. However, our Rondel House Day Service has extended its hours into weekends to support people living with dementia.	Red		Healthy Living and Social Care
SRS/A002: Maximise mobile working opportunities by reviewing ICT and mobile working needs across the service including evaluating options for virtual communication between staff and other stakeholders to ensure service continuity.	31/03/2022	50%	Some progress has been made during Qtr 2 with ICT providing a device for the service to test. We are currently exploring options for the most effective ways of utilising the device with the intention of officers eventually piloting it to test if it is the most practical solution to meet our needs.	Green		Corporate Performance and Resources
LD/A001: Continue to deliver efficiencies within Legal Services through the development of its case management software through increase in Team output and greater collaborative and remote working.	31/03/2022	50%	This work continues into 21/22 with on-going development of finding new ways of using our technology to deliver services more effectively and enable staff to work in new ways, increasing productivity and reducing costs. This will include capitalising on the product offer within our case management software providers and Team's output, as we move slowly towards becoming fully digital and paper light. The initiatives take account of regulatory compliance, cyber security and data protection.	Green		Corporate Performance and Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
LD/A003: Continue to increase performance in service delivery through the Lexcel standard and achieve the Lexcel accreditation.	31/03/2022	50%	Lexcel standard achieved for 21/22. Performance management and service delivery takes into account the Lexcel standards and is applied consistently throughout the course of the financial year.	Green		Corporate Performance and Resources
RP/A002: Further develop the content management system (Evolutive) to help facilitate efficient regional working particularly in the area of local business support and economic development.	31/03/2022	50%	More teams in Regeneration continue to use Evolutive and regular newsletters are now sent out.	Green		Corporate Performance and Resources Environment and Regeneration
<b>ADP2 Involve, engage and consult our residents and other stakeholders including the voluntary sector and town and community councils in redesigning services, ensuring that those who are seldom heard have the opportunity to be involved</b>						
AS/A001: Undertake stakeholder engagement to inform a review of future service modelling.	31/03/2022	25%	We have not been able to further this piece of work during the second quarter, as we have need to concentrate on recovery. However, the Service Development Manager referred to in Qtr. 1 has now commenced in post, and this is in the role's scope to progress this work. In addition, we need to consider the accommodation needs in line with the Council's ambition re accommodation strategy and need to conduct this engagement to inform this.	Red	Green	Corporate Performance and Resources Healthy Living and Social Care
AS/A002: Consult with service users and stakeholders to re-commission Regional Advocacy Services.	31/03/2022	100%	The Advocacy Strategy will be finalised very early in Qtr. 3 and has been prepared in order to present to Cabinet. Discussions have taken place with Cardiff and VoGC Cabinet members to progress this work and the Cabinet proposes to raise awareness of the Advocacy Strategy and seek permission to enable Cardiff to undertake joint procurement on behalf of the Region.	Green		Corporate Performance and Resources Healthy Living and 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
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).	31/03/2022	50%	We were told by families that they prefer face to face meetings and so this has been on hold due to COVID restrictions. Consideration of how best to progress this work to begin in Q3.	Green		Corporate Performance and Resources Healthy Living and Social Care
RMS/A002: 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.	31/03/2022		No update provided			Corporate Performance and Resources Healthy Living and Social Care
SL/A002: 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.	31/03/2022	50%	The Directorate continues to explore different ways of engaging and communicating with all stakeholders via a combination of online, in person and formal means. Quarter 3 will see the launch of the consultation on the draft WESP and also the consultation on the proposals to reconfigure nursery provision in Penarth from September 2022.	Green		Corporate Performance and Resources Learning and Culture
HS/A001: Develop, adopt and implement a new Tenant and Leaseholder Engagement Strategy to improve how we involve, engage and communicate with our tenants and leaseholders.	31/03/2022	50%	A final report on the Tenant Engagement Strategy went to Homes & Safe Communities Scrutiny Committee in September and the key outcomes and objectives were agreed. The Strategy will now go to Cabinet in October for approval.	Green		Corporate Performance and Resources Homes and Safe Communities
NS/A001: Involve, engage and consult our residents and other stakeholders including the voluntary sector and town and community councils in	31/03/2022	50%	ATNM statutory 12 week consultation running until 24 October. Draft maps presented to Cabinet and Scrutiny Committees. Construction on the St Athan AT route started Aug21 and will	Green		Corporate Performance and Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
redesigning waste, flood risk management, trees, transport and active travel services, ensuring that those who are seldom heard have the opportunity to be involved.			be completed Mar22. Consultations took place for Llanmaes Road & Eglwys Brewis AT routes, and Cardiff Road ends 12 October. Public engagement events were held around Fairfield Primary School to gather opinion on the proposed improvements planned in this area - consultation to start 6 October.			Environment and Regeneration
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.	31/03/2022	50%	Following the QR code pilot, this method of linking into SRS Surveys is currently being expanded to other surveys conducted by the service. It is hoped that this method will encourage a better response rate. The annual SRS Equalities Report has now been produced with 95% of our customers reporting that they were able to access the facilities and services they needed from SRS and 90% were satisfied with our overall level of service. No equalities issues were identified.	Green		Corporate Performance and Resources
FS/A002: Engage with Vale of Glamorgan citizens on budget issues to inform the Council's budget and its Transformational Change Programme for 2022/23.	31/03/2022	50%	This piece of work will be undertaken with the Comms team during December2021	Green		Corporate Performance and Resources
PB/A006: Undertake a review of the customer relations operating model.	31/03/2022	50%	Analysis of the future role, demands and resource requirements is nearing completion. The final recommendations will also reflect work being undertaken by WLGA Digital team in conjunction with local government customer service teams across Wales. The final operating model will also reflect the needs of Vale Alliance, the corporate Digital Strategy and through a better understanding of the needs and preferences of our residents.	Green		Corporate Performance and Resources



Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
ALN/A001: As part of preparatory work for implementing the ALNET Reform Act, provide advice and guidance for parents/ carers about the new way of working and what provision and support they can expect from schools, the LA and its partners.	31/03/2022	50%	A PowerPoint for schools to use with parents to share information about the ALN act , has been shared with schools. Regional IDP leaflets for pupils and parents have been developed and shared with schools. Information and training has been shared with supporting organisations such as SNAP , Index , social services. EY officer have developed leaflets and information around the EY forum.	Green		Corporate Performance and Resources  Learning and Culture

<b>CP Commitment: 1.2</b>	<b>Work innovatively, using technology, resources and our assets to transform our services so they are sustainable for the future.</b>
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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
<b>ADP3- Explore different and more innovative methods for undertaking Council business including scrutiny activities and options for greater public engagement.</b>						
LD/A004: To provide advice on whether the development of policy and practice has shown due regard to	31/03/2022	50%	Provided during consideration of reports within the committee report clearance process and on request for advice by service area's.	Green	Green	Corporate Performance and Resources

the socio-economic duty (when in force) prior to clearance of reports.						
HS/A002: Continue to contribute towards the Council's Digital Vale programme by developing a Digital Transformation Strategy for Housing and Building Services.	31/03/2022	50%	Initiatives to promote digital inclusion continue. Housing staff also link in with the Corporate Group set up to reduce barriers faced by some households.	Green		Corporate Performance and Resources Homes and Safe Communities
HS/A003: Procure a new Housing Software System.	31/03/2022	50%	The detailed specification has been finalised along with a range of case studies, which suppliers will use to give their software demonstrations. The ITT is due to be advertised via Sell2WAles at the start of October 2021 and demonstrations provisionally scheduled before Christmas.	Green		Corporate Performance and Resources Homes and Safe Communities
<b>ADP4- Use our property and land assets to support changes in service delivery, including agile working, tackling climate change and achieving financial savings</b>						
AS/A003: Undertake a review of our assets to enable the service to respond to our changing accommodation requirements in order to meet future service needs.	31/03/2022	50%	The HoS has liaised with Operational Managers to consider our operating models post covid, and seeking to inform the accommodation strategy for our teams moving forward. We have engaged with this process and ensure full participation to shape the future accommodation needs fit for the purpose to deliver high quality services to those we support. The integrated nature of the Adults Division has required Cardiff and Vale UHB and Swansea Bay UHB as key delivery partners are appraised of the accommodation review.	Green	Green	Corporate Performance and Resources Healthy Living and Social Care

NS/A002: Use our property and land assets to support changes in service delivery, including, agile working, tackling climate change and achieving financial savings. Schemes include leisure centre boiler replacements, construction of a reuse shop in Barry, extension of the electric bicycle hire scheme, use of alternatively fuelled vehicles, installation of electric charging points review of pool cars and technological improvements to bus shelters.	31/03/2022	50%	Bus shelters throughout the VOG continue to be upgraded including digital bus information boards. Electric charging points have been installed at car parks and on street for e-taxis. EOI to run passenger transport vehicles on bio-gas was not progressed. Additional AT funding received for 2 additional nextbike stations in Penarth.	Green		Corporate Performance and Resources  Environment and Regeneration
NS/A005: Further develop agile working within the service area and contribute to the renewal of the Corporate CRM.	31/03/2022	50%	Train the Trainer has been undertaken for Phase I of the implementation - go live will be undertaken from 18th October, 2021. Communication has been undertaken with current supplier in relation to handover of data. Also linking with CRM system and making sure that the attributes are captured within both systems. Involved key members of staff as part of the implementation.	Green		Corporate Performance and Resources
NS/A006: Review the operation of the Council owned Community Centres.	31/03/2022	50%	Conversations on-going for future options for the management of Community Centre. Timeframe likely to be dictated by the dates of existing leases.	Green		Corporate Performance and Resources  Environment and Regeneration
PB/A009: Contribute to projects that seek to use our property and land assets to support changes in service delivery, including agile working, tackling climate change and achieving financial savings.	31/03/2022	50%	During the quarter, the Service has contributed to key projects associated with the Council's assets. The future use of office accommodation has been explored, with the Eich Lle - Your Space project launched bringing together a strategy for office accommodation with digital and people considerations to ensure a strategic approach is taken to this area of work. Work has also	Green		Corporate Performance and Resources  Environment and Regeneration

			continued on developing proposals for the future use of the Kymin, following the Penarth Esplanade Board's decision not to award the lease to those who submitted tender responses.			
FS/A003: Review our property and land assets to support changes in service delivery, including agile working.	31/03/2022	50%	We have continued to review our land assets to seek opportunities for commercial concessions. The next tranche of concessions will be offered to the market during the next quarter. Since the last quarters update, the Penarth Clifftops tender has been awarded, Cosmeston Water sports shortlisting has taken place with a preferred bidder selected. BSC2 bids have been received with evaluation taking place currently. Assistance to service areas on interim working arrangements has been provided. Work has commenced to gather service area data to inform our office accommodation strategy and working groups have been established to take forward this work for our main corporate accommodation.	Green		Corporate Performance and Resources
FS/A006: Migrate the Service's Oracle financial systems into Oracle Cloud to maximise application capacity and reduce software/ infrastructure maintenance costs.	31/03/2022	50%	The financial modules are due to go live in December 2021	Green		Corporate Performance and Resources
RP/A021: Seek to ensure that the Vale sees the maximum investment in fast broadband to enable better home working and working hubs.	31/03/2022	50%	It is likely that funding bids will be submitted to improve local broadband at sites such as Country Parks which could potentially present opportunities for education and remote working	Green		Corporate Performance and Resources
<b>ADP5- Deliver ICT infrastructure improvements within schools in line with the Welsh Government's Education Digital agenda and to support new ways of working resulting from COVID-19.</b>						
SL/A003: Deliver ICT infrastructure improvements within schools in line with the Welsh Government's Education Digital agenda and to	31/03/2022	50%	"1. 941 Windows devices have been enrolled into Microsoft InTune MDM for remote management. 2. 234 Apple IOS devices have been enrolled into Microsoft InTune MDM for remote management.	Green	Green	Corporate Performance and Resources

support new ways of working resulting from COVID-19.			3. 1,394 new devices have been ordered under the Hwb funding for 2021/22, Apple devices have been shipped, we are currently awaiting delivery of the Windows and Google devices."			Learning and Culture
<b>ADP6- Develop more online services and improve the responsiveness of services including the use of assistive technology.</b>						
AS/A004: Investigate opportunities to improve provision and access to care and support services via digital means (e.g., Self-assessments, Telecare)	31/03/2022	50%	This continues to gain momentum, with progress in exploring opportunities during Qtr. 2, we anticipate seeing these become actions for implementation in Qtr. 3, particularly regarding Telecare services, but also considering appropriate platforms to inform the work around the newly launched Wellbeing Matters Service, and how we can interact between systems using the National Data Repository. Adults Services have engaged in the work led by Customer relations colleagues to procure and implement a new platform to replace the previous CRM.	Green	Green	Corporate Performance and Resources Healthy Living and Social Care
RMS/A004: Explore the use of technology to support payment for certain services. (e.g. WCCIS Financial Module development)	31/03/2022	50%	There have been significant national performance issues with WCCIS which has not enables this work to progress as necessary.	Green		Corporate Performance and Resources Healthy Living and Social Care
RMS/A005: Implementation of digital medication in our residential care homes.	31/03/2022	50%	Funding has been secured and the IT survey completed.	Green		Corporate Performance and Resources Healthy Living and Social Care
NS/A003: Develop further on-line services such as parking permits, waste and leisure services as well as automated systems for fleet and	31/03/2022	50%	Train the Trainer has been undertaken for Phase I of the implementation - go live will be undertaken from 18th October 2021. Communication has been undertaken with current supplier in relation	Green		Corporate Performance and Resources

public transport and an asset management system for parks and other neighbourhood assets.			to handover of data. Also linking with CRM system and making sure that the attributes are captured within both systems. Involved key members of staff as part of the implementation. Also looking at new areas to place online, as well as updating current systems. Plaques and memorial benches.			Environment and Regeneration
NS/A004: Review the electronic booking system introduced for Household Waste Recycling Centres.	31/03/2022	75%	Plans to go live 12/10/2021	Green		Corporate Performance and Resources Environment and Regeneration
PB/A010: Work with Social Services to review Telecare services.	31/03/2022	50%	Functional requirements for a new service platform have been created with the intention of procuring and implementing during quarter 4. This will create increased operational flexibility for staff and support a new product offering for residents ensuring that they support positive outcomes for all potential users. Improving the application, payments and installation processes through integration with the govService platform will be a critical part of the implementation.	Green		Corporate Performance and Resources Healthy Living and Social Care
PB/A013: 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, communication and engagement.	31/03/2022	50%	Every Customer First programme of work has now been established to link together the various customer service initiatives currently underway. The programme will, among other things, seek to unify these initiatives under a single set of overarching standards.	Green		Corporate Performance and Resources
<b>ADP7- Monitor and tackle the financial impact that coronavirus will continue to have on the Council's finances</b>						
SL/A004: Support schools with COVID-19 financial impact analysis and claims against the COVID Hardship Fund.	31/03/2022	50%	Schools continue to be supported to claim from the covid hardship fund and recent guidance from WG has been circulated to all schools. A full financial impact has not yet taken place; this was	Green	Green	Learning and Culture



			initially planned for quarter 2 but due to WG extending the covid grant until the end of the financial year, the full spend will be available at the end of quarter 4.			Corporate Performance and Resources
SL/A005: Support schools in managing Welsh Government's Accelerated Learning Programme Grant targeted to support year groups 7, 11, 12 and 13.	31/03/2022	50%	Schools have been advised of their actual accelerated learning grant allocations for the financial year which have been built into the school budgets. The expenditure is monitored by the school finance support officers.	Green		Learning and Culture Corporate Performance and Resources
FS/A005: Monitor and tackle the financial impact that coronavirus will continue to have on the Council's finances.	31/03/2022	50%	Claims for additional expenditure have been submitted to WG for April to August. Q1 lost income claim has also been submitted with Q2 to be submitted during October	Green		Corporate Performance and Resources
<b>ADP8- Develop the next iteration of the Council's Transformational Change Programme to respond to current and future organisational challenges.</b>						
AS/A005: Review our new ways of working in response to the pandemic to inform the transformation of services going forward.	31/03/2022	50%	The HoS has liaised with Operational Managers to consider our operating models post covid and seeking to inform the accommodation strategy for our teams moving forward. We have engaged with this process and ensure full participation to shape the future accommodation needs fit for the purpose to deliver high quality services to those we support. The integrated nature of the Adults Division has required Cardiff and Vale UHB, and Swansea Bay UHB as key delivery partners are appraised of the accommodation review.	Green	Green	Corporate Performance and Resources Healthy Living and Social Care
CS/A003: Determine our preferred operating model in terms of service delivery to inform future building / space requirements.	31/03/2022	50%	The Directorate has developed a set of recovery principles in consultation with staff and these have been well received. The CYPS HoS is fully engaged in the evolving corporate discussions to inform the use of buildings.	Green		Corporate Performance and Resources Healthy Living and Social Care
RMS/A006: Determine our preferred operating model in terms of service	31/03/2022		No update provided			Corporate Performance and Resources

delivery to inform future building requirements.						Healthy Living and Social Care
PB/A011: Lead on the development and delivery of a new Transformational Change Programme with an emphasis on community, resources and new ways of working.	31/03/2022	50%	Following Cabinet's approval for the new Reshaping programme in March 2022, work has commenced on developing the focus of the Reshaping Board, including project monitoring arrangements, resources and any additional governance arrangements. The Programme's projects have made progress including the consultation on the Climate Change Challenge Plan and work on the Llantwit Major Food Poverty project.	Green		Corporate Performance and Resources
HR/A001: Support organisational-wide change as part of the next iteration of the Council's Transformational Change Programme and the COVID recovery Strategy including any HR and OD issues that may arise.	31/03/2022	50%	The Health, Safety and Wellbeing Team continue to provide support across the Council and Schools. Advice in relation to covid recovery continues to be updated. Support is provided on site at the Alps depot once a week, which will be reviewed going forward.	Green		Corporate Performance and Resources

<b>CP Commitment: 1.3</b>	<b>Develop our strong culture of good customer service aligned to the Council's values of being ambitious. Open, together and proud</b>
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Actions identified under well-being objective 1.3 are also linked to ADP2- ALN/A001: As part of preparatory work for implementing the ALNET Reform Act, provide advice and guidance for parents/ carers about the new way of working and what provision and support they can expect from schools, the LA and its partners. Also ADP1- PB/A013: 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, communication and engagement, LD/A003: Continue to increase performance in service delivery through the Lexcel standard and achieve the Lexcel accreditation.

<b>CP Commitment: 1.4</b>	<b>Promote equality of opportunity and work with the community to ensure we are responsive to the diverse needs of our customers</b>
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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
<b>ADP9- Work with our partners and engage our citizens to respond to the impact of Brexit to ensure our services and communities are effectively prepared for change</b>						

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
CS/A004: Continue to support children looked after and those leaving care where EUSS scheme application is applicable.	31/03/2022	50%	We have applied for EUSS settlement funding for children Looked After, these applications are currently being processed.	Green	Green	Corporate Performance and Resources  Healthy Living and Social Care
RMS/A007: Communicate clear messages to our care sector, providers and agencies to raise awareness of the need to ensure that EU nationals are aware of the requirements to apply for settled status	31/03/2022	100%	Several messages sent to all providers, and discussions at provider forums regarding the requirements of EU Settled Status.	Green		Corporate Performance and Resources  Healthy Living and Social Care
SL/A006: Work with our partners and engage with schools to respond to the impact of Brexit with a particular focus on school transportation and support for school-based staff and pupils who need to apply for settled status through the EU Settlement scheme.	31/03/2022	50%	Work is ongoing with schools and suppliers to mitigate the impact of employment shortages and construction costs linked to Brexit. This includes mobilisation of staff, additional measures in risk assessments, and reprofiling spend when required.	Green		Corporate Performance and Resources  Learning and Culture
HS/A004: Refine and enhance our Community Tensions Monitoring process for the Vale of Glamorgan to inform of potential community cohesion issues arising as a result of Brexit.	31/03/2022	50%	The Tension Monitoring Form distribution list has been expanded to include members of the Community Cohesion Group who have subsequently promoted its use among their community groups. There were 6 Tension Monitoring forms received across the quarter. The Community Cohesion group's membership has increased to include new members representing LGBT+ members. ASB awareness week was successfully carried out during the month of July. The Community Safety Team attended Barry Island	Green		Corporate Performance and Resources  Homes and Safe Communities

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			<p>alongside the Police Youth Volunteers and Police &amp; Fire Crime Unit where posters and leaflets were distributed to raise awareness on antisocial behaviour including information on E-Scooters and on how to report crimes using the new 101 QR code Reporting leaflets were also given out to highlight different and easier ways to report ASB. The partners also attended Rhoose, Ogmoredale by Sea and Holton Road to talk to residents, listen to concerns, give out safety advice and raise awareness on ASB and the work of the Safer Vale Partnership.</p> <p>8 cohesion meetings to work on resolving cohesion issues and 5 task and finish group meetings were held in a multi-agency setting across the Qtr.</p>			
HS/A005: Review access to housing services in light of legislative change relating to Brexit.	31/03/2022	50%	Further work has continued during Q2 on the workforce plan and HR strategy, with comments being received back from the diversity networks.	Green		<p>Corporate Performance and Resources</p> <p>Homes and Safe Communities</p>
NS/A007: Work with contractors (providers) to gain assurance for their readiness for the impact Brexit post transition.	31/03/2022	50%	A continued shortage of components has seen delays on certain stock items from main dealers being delayed (a mix of Brexit, Covid and shortage of HGV drivers seems to be the main reasons for this). This has not caused major problems and the Fleet department are monitoring the situation with suppliers.	Green		Corporate Performance and Resources
PB/A012: Work with our partners and engage our citizens to respond to the impact of Brexit to ensure our	31/03/2022	50%	"The Council has continued to use its social media channels to share information. The Council's Corporate Risk Register contains a corporate risk associated with Brexit and this has	Green		Corporate Performance and Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
services and communities are effectively prepared for change.			continued to be monitored during the quarter. A wider review of the implications of Brexit was undertaken across the summer to identify any issues associated with these changes (for example, the supply of materials or labour). This was reported to Governance & Audit Committee and Cabinet as part of the Corporate Risk Register update and is now forming part of the SLT Gold structure of fortnightly meetings. . "			
LD/A010: Keep under review the granting or otherwise of an 'adequacy decision' in respect of data flow between the EU and the EEA and the UK and advise on appropriate action by the Council to ensure compliance with associated legislation.	31/09/2021	50%	The UK has secured an adequacy decision. This requirement was to ensure that the Council was compliant with its responsibility under data protection law. The UK Government has secured an adequacy decision from the EU.	Green		Corporate Performance and Resources
RP/A003: Work with partners in the region to ensure that a consistent approach is adopted to engage with the business community to communicate Business Wales, UK Government and Welsh Government advice around Brexit.	31/03/2022	50%	Regular meetings continue with colleagues across Wales in Regeneration and Finance and the WLGA to discuss progress on existing and upcoming business support measures. This has allowed us to develop and implement grant schemes at short notice.	Green		Corporate Performance and Resources Environment and Regeneration
RP/A004: Work with UK Government, Welsh Government and Cardiff Capital Region to support and promote inward investment projects.	31/03/2022	50%	Tendering process is underway for 3 substantial pieces of work in preparation for the UK Government Shared Prosperity and Levelling Up fund. Ongoing meetings are taking place with UK Government and consultants will be appointed in November.	Green		Corporate Performance and Resources Environment and Regeneration

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
RP/A005: Work with Welsh and UK Government to try and secure replacement funding to deliver a range of regeneration initiatives formerly funded via the EU such as Creative Rural Communities.	31/03/2022	50%	Although work continues to prepare for the UK Levelling Up Fund, it has become clear that no imminent replacement funding or programmes are in the pipeline to continue several initiatives formally funded by the EU. The most critical of these for the Council is Creative Rural Communities which has been in existence since 2004. It has provided support and substantial funding to businesses and communities within the rural Vale.	Green		Corporate Performance and Resources  Environment and Regeneration
HR/A002: Refresh our work with managers across service areas to support them in the identification of potential employees who are EU, EEA or Swiss nationals (taking into account the sensitivity of the matter) to support them in applying for settled status and continue with our staff engagement to raise awareness amongst affected staff of the requirements to apply for settled status by the deadline.	31/03/2022	100%	Completed at Q1- Employees have been directed to the government information on applying for EU settled status. It is the responsibility of the employee to make an application to the EU settlement scheme. The deadline to apply was 30th June 2021. As part of the Council's recruitment process, from 1st July 2021 we will be checking the Right to Work in line with the new guidance for applications. From 1st January 2021, the Council has not hired anyone from outside of the UK.	Green		Corporate Performance and Resources  Environment and Regeneration
HR/A003: Communicate clear messages to our external providers and agencies to raise awareness of the need to ensure that EU nationals are aware of the requirements to apply for settled status.	31/03/2022	100%	Completed at Q1- As with HR/A003, we have made contact with our Agency providers to ensure they are aware of the scheme and appropriate checks are in place for the Right to Work.	Green		Corporate Performance and Resources



Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
CP Commitment: 1.5	Promote the use of the Welsh Language and contribute to the Welsh Government target of 1 million Welsh speakers by 2050.					

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
<b>ADP10- Develop the role of outreach services to further support the inclusion of children and young people with social, emotional and mental health difficulties in all educational settings, including working with the Health Board to develop a range of services to support learners with these additional needs.</b>						
ALN/A002: Develop the role of outreach services to further support the inclusion of children and young people with social, emotional and mental health difficulties in all educational settings, including working with the Health Board to develop a range of services to support learners with these additional needs.	31/03/2022	50%	The Engagement Service has expanded to include 2 further specialist teachers and a Welsh speaking specialist LSA. Additionally, currently recruiting a clinical psychologist. Referral criteria have been adjusted to reflect the increased knowledge and skills in mainstream schools resulting from SEMH raining and capacity building.	Green	Green	Learning and Culture
ALN/A003: Develop a shared understanding between the Health Board and LAs for identifying and supporting the needs of learners with ALN (0-25).	31/03/2022	50%	Health processes around input into IDPs have been outlined and a designated inbox set up for school referrals for IDP processes. There continues to be some debate around the health services that can be detailed on an IDP. Meet the Declo sessions have been set up for ALNCOs to attend. Health representatives will input to ALNCO training to outline the process for IDP involvement. Health meetings continue to be attended.	Green		Learning and Culture
ALN/A004: Continue our work with schools to ensure that pupils are happy, safe and free from discrimination.	31/03/2022	50%	All schools have continued to ratify and embed the 'Model Anti-bullying policy'. The L&S Safeguarding officer is engaging with all schools identified in 'Everyone's invited' (along with all other secondary schools subsequently) to ensure that processes / ethos within each school clearly demonstrates a zero-tolerance approach to any form of sexual	Green		Learning and Culture

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			harassment / sexist behaviour, this continues in anticipation for an autumn inspection of one secondary school by ESTYN in support of the #Everyonesinvited campaign.			
<b>ADP11- 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.</b>						
ALN/A005: Develop and implement a regional approach to increase ALN provision available to Welsh medium schools to ensure sufficiency of provision.	31/03/2022	50%	The implementation of the actions in Q2 is progressing and a reviewer to carry out the Review of Welsh medium provision has been identified and will begin work in Q3.	Green	Green	Learning and Culture
SP/A003: Provide local youth services for young people aged 11-25 which support their well-being and provide a range of programmes and activities to meet diverse needs including Welsh Language and support for those who are more vulnerable or marginalised.	31/03/2022	50%	The youth service provided a summer programme across its projects including a three-week programme in parks and open spaces across the Vale, training events for neet young people, wellbeing activities across our targeted projects and engagement with the summer of fun initiative. Targeted services have returned to schools for the new term and most work is now taking place face to face. The universal team are continuing to offer detached and pop-up session outdoors and are working with venues to offer small group indoor provision after October half term in line with minimising covid risk. The service has also received an additional WG grant to support the mental health and wellbeing of young people aged 11-25. A workplan developed with local partners and the voluntary sector has been sent to WG and the work should start this term.	Green		Learning and Culture

CP Commitment: 1.6

Support the development and well-being of our staff and recognise their contribution to the work of the Council

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
<b>ADP12- Deliver year two of the Council's Strategic Equality Plan including the new Socio-Economic Duty, responding to emerging community needs as a result of COVID-19 and the Black Lives Matters movement and a review of the Equality Consultative Forum</b>						
HS/A006: 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.	31/03/2022	100%	The Council has met its pledges to rehouse Syrian via the UKRS scheme and has made a further pledge to support two Afghan families affected by the current crisis in Afghanistan. The Council is currently working with partners to ensure a comprehensive package of support and assistance is in place for new arrivals and is in the process of identifying suitable homes in the private rented sector.	Green	Green	Homes and Safe Communities
PB/A014: Work with all council services and Member Champions to deliver year two of the Council's Strategic Equality Plan.	31/03/2022	50%	We are in the process of planning for the second Equalities Consultative Forum of the year. We will include on the agenda discussion on our responses to the Welsh Government's consultation on the Race Equality Action Plan and LGBTQ+ Action Plan for Wales. This will help to inform our ongoing work in both areas and to develop appropriate action plans for the Council. We are in the process of planning for the second Equalities Consultative Forum of the year. We will include on the agenda discussion on our responses to the Welsh Government's consultation on the Race Equality Action Plan and LGBTQ+ Action Plan for Wales. This will help to inform our ongoing work in both areas and to develop appropriate action plans for the Council.	Green		Corporate Performance and Resources
PB/A015: Review the Strategic Equality Plan to ensure issues arising from the 'Black Lives Matter' movement and the new socio-economic duty are adequately	31/03/2022	50%	Equality training for managers has taken place through the Organisational Development Team. We are looking at a range of actions that we might implement during Race Equality Week to further progress in this area. The socio-economic duty has been included in the	Green		Corporate Performance and Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
reflected, and decision-making processes and training are delivered.			equality impact assessment process to ensure that officers take this into account when making proposals and decisions.			
PB/A016: Support the review of building/ street names and monuments.	31/03/2022	40%	The review panel has met on several occasions to consider the Legal report issued by Welsh Government and determine a process for reviewing and responding to any areas of concern, and how to celebrate/commemorate people and events in the future.	Amber		Corporate Performance and Resources  Environment and Regeneration
CS/A005: Progress engagement work with children, young people and families (including those with protected characteristics) to help identify and inform service developments.	31/03/2022	50%	Launch of the national brand & website went live in July. A national TV advertising campaign was launched in September and regional recruitment is also being monitored. At the end of Q2 the Vale has approved 8 new foster carers.	Green		Healthy Living and Social Care  Corporate Performance and Resources
<b>ADP13- Review recruitment practices to increase diversity within the Council's workforce.</b>						
HR/A004: Develop an Engagement Strategy to increase diversity within the Council's workforce, including the Council's Apprenticeship and KickStart Schemes.	31/03/2022	30%	"The numbers of new roles being put through to take advantage of youth employment opportunities has declined over the last few months. Our under 24s headcount as of 5th October is 4.4%.  We have seen a number of managers go outside of the normal processes to do things like placements, which has severely limited how we are utilising externally funded opportunities to improve our diversity numbers and to do so with a strategic focus on our talent and succession planning processes.  SLT paper was taken on 7th October to suggest potential improvements around youth employment, and as a result we will be	Red	Red	Corporate Performance and Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			undertaking the following activities in the coming months to improve in this area: 1. Awareness pieces to improve knowledge and understanding of youth employment opportunities and processes. 2. Processes for recruiting entry level positions and utilising more youth employment opportunities. 3. Promoting supported qualification routes in hard to recruit professions."			
<b>ADP14- Work with our partners to achieve Age Friendly status for the Vale</b>						
CS/A006: Progress a review of Children and Young People Services Division's documentation to ensure that it is accessible and child friendly.	31/03/2022	50%	Action consumed by Performance Champions workstream. Priority, as part of this workstream, to be given in Q3 to updating and streamlining paperwork to ensure usability by all.	Green	Amber	Healthy Living and Social Care
PB/A017: Progress work in partnership with the PSB to achieve Age Friendly status for the Vale.	31/03/2022	40%	Work has continued to map services in the Vale and to draft the application. Information from the wellbeing Assessment will also inform work to be more Age Friendly	Amber		Corporate Performance and Resources Learning and Culture
<b>ADP15- Harness the power of volunteering and work with third sector partners and community groups to build a legacy for Vale Heroes.</b>						
RMS/A003: Review our 'letters of understanding' in line with the corporate approach to volunteering.	31/03/2022	50%	Supported Living Tender completed, awaiting award before progressing this work.	Green	Amber	Corporate Performance and Resources Healthy Living and Social Care
RP/A009: Work with volunteers to deliver a range of regeneration, rights of way and country parks projects such as Vale Ambassadors and Barry Place Board; and secure a	31/03/2022	25%	The ability to deliver projects of this nature will depend on capacity building funding from Q4 onwards.	Red		Corporate Performance and Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
replacement programme for Creative Rural Communities						Environment and Regeneration
PB/A018: Work with GVS and other partners to build a legacy for Vale Heroes.	31/03/2022	45%	Work has commenced to develop a third sector strategy and address the issues raised in the WAO report. Time, Grow, Gain continues to progress with activities being led by the Council's housing dept, Benthg and GVS to encourage and support volunteering.	Amber		Corporate Performance and Resources
<b>ADP17- Promote the support available under the Armed Forces Covenant.</b>						
SL/A007: 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.	31/03/2022	50%	Admission arrangements identified in the Councils parental guide to school admissions. Service family school admission applications processed appropriately with children securing admission to local schools without due delay. Continue to monitor catchment area demand and review catchment areas as necessary in areas of service family demand. Active engagement with SSSE network as appropriate.	Green	Green	Corporate Performance and Resources
NS/A008: Under the Armed Forces covenant, continue to promote access to leisure facilities.	31/03/2022	50%	Conversations held with Legacy Leisure and Sport Wales in relation to armed forces use of facilities. Efforts being made to encourage more usage of facilities as the Leisure Centres continue to return to a normal level of services after the disruptions caused by Covid.	Green		Corporate Performance and Resources
PB/A019: Promote the support available under the Armed Forces Covenant	31/03/2022	50%	Multi-agency Armed Forces Covenant Forum meetings have been re-established. These meetings will allow the Council to better understand the needs of the Armed Forces community and maximise the use of available resources to address these.	Green		Corporate Performance and Resources



Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
FS/A007: Promote the support available under the Armed Forces Covenant with specific focus on housing and council tax benefits.	31/03/2022	100%	This is now embedded into normal working practice	Green		Corporate Performance and Resources
<b>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.</b>						
AS/A007: Build on the linguistic skills of the Division to support roll out the next stage of the Welsh Language Strategy.	31/03/2022	50%	The Regional More Than Just Words Forum has expanded its membership to include Cardiff and Vale UHB and Cardiff and Vale College. The evaluation of the More Than Just Words Framework and next steps have been published by Welsh Government and shared with Forum members. The Forum are actively considering actions they can undertake jointly to meet the recommendations within the report. These actions will be incorporated into a Regional Action Plan. The Department continues to meet regularly with the Corporate Welsh Language lead for the Vale to progress Welsh Language initiatives. A Welsh Awareness e learning Module is in the final stages of production for rollout to all staff.	Green	Green	Learning and Culture
CS/A007: Build on the linguistic skills of the Division to support roll out the next stage of the Welsh Language Strategy.	31/03/2022	50%	The Regional More Than Just Words Forum has expanded its membership to include Cardiff and Vale UHB and Cardiff and Vale College. The evaluation of the More Than Just Words Framework and next steps have been published by Welsh Government and shared with Forum members. The Forum are actively considering actions they can undertake jointly to meet the recommendations within the report. These actions will be incorporated into a Regional Action Plan. The Department continues to meet regularly with the Corporate Welsh Language lead for the Vale to	Green		Learning and Culture

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			progress Welsh Language initiatives. A Welsh Awareness e learning Module is in the final stages of production for rollout to all staff.			
RMS/A008: Review the implementation of the 'More than just Words' Framework across the Social Services.	31/03/2022	50%	The Regional More Than Just Words Forum has expanded its membership to include Cardiff and Vale UHB and Cardiff and Vale College. The evaluation of the More Than Just Words Framework and next steps have been published by Welsh Government and shared with Forum members. The Forum are actively considering actions they can undertake jointly to meet the recommendations within the report. These actions will be incorporated into a Regional Action Plan. The Department continues to meet regularly with the Corporate Welsh Language lead for the Vale to progress Welsh Language initiatives. A Welsh Awareness e learning Module is in the final stages of production for rollout to all staff.	Green		Learning & Culture  Healthy Living & Social Care
SL/A009: Promote the online 'Learn Welsh' programme, including fast track courses, in addition to face to face and blended learning opportunities.	31/03/2022	50%	Re engagement of learners has been slow right across Wales, a programme of taster sessions and engagement events has been planned for this quarter.	Green		Learning and Culture
PB/A020: Continue to implement the Council's 5-year Welsh Language Promotion Strategy, refresh the Strategy and encourage more staff to improve their skills.	31/03/2022	50%	We are in the process of assessing the current strategy as instructed by the Welsh Commissioner and we will be consulting on the new draft. A report is going to Cabinet on 8th November.	Green		Learning and Culture
PB/A021: Continue to work with partners such as Menter Bro Morgannwg to provide a range of services for Welsh speakers in the Vale of Glamorgan.	31/03/2022	50%	Menter have continued to provide activities through the quarter either online or in person.	Green		Learning and Culture

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
PB/A022: Recommission and implement a new Welsh translation contract.	31/03/2022	100%	The contract was awarded to Cardiff Council for the next 3 years after a competitive tendering process	Green		Learning and Culture
<b>ADP19- Implement the Vale of Glamorgan Welsh in Education Strategic Plan (WESP)</b>						
SL/A008: Lead on implementing the Vale of Glamorgan Welsh in Education Strategic Plan (WESP), focusing on the six key priority areas.	31/03/2022	50%	The draft WESP 2022-32 will be published for consultation in the Autumn term. The draft document will be considered by Scrutiny and we will conduct a number of meetings and engagement events with the Vale WESP Forum and stakeholders as part of the consultation.	Green	Green	Learning and Culture
<b>ADP20- Implement a new HR strategy, with a particular focus on diversity and staff well-being, assisting staff to work at home and in different ways.</b>						
AS/A008: Contribute to the development of a new HR Strategy that reflects the new ways of working within Adult Services.	31/03/2022	50%	As outlined at AS/A003, our teams have recently started to return to bases, we have become accustomed in supporting wellbeing whilst we have been away from the office environment and peers/colleagues via digital means - we now need to revise our plans and implement recovery and wellbeing plans for each team in recognition of individual and team differences that supports staff and managers to remain well, productive and in touch with colleagues and partners while working from both home and the office throughout the week in a blended manner. We have always worked closely with HR business partner and Trade Union colleagues regarding policies and processes to support our workforce, we will continue to work in this way to address the changing needs of our workforce.  We are mindful of our individual and combined impact upon the climate, and our need to reduce our travel. We continue to ensure that we minimise our travel requirements and also our	Green	Green	Corporate Performance and Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			presence in accommodation. We have significantly reduced our use of printing and paper during the pandemic, and our presence in office accommodation - we will seek to embed this as we shape our reset and recovery of services.			
AS/A009: Ensure a robust succession and growth plan to continue to deliver our Approved Mental Health Practitioner Service.	31/03/2022	50%	2 x staff recently qualified as AMHP's and are now licenced to practice as an AMHP for VoGC. However, the service remains fragile in the short to medium term, with our managers needing to step in to ensure we are able to cover the rota. However, our longer-term plans are working well, with 3 AMPH's commencing training, and a further three identified for training in the following year.	Green		Corporate Performance and Resources
CS/A009: Contribute to the development of the HR Strategy by consulting with the Children's Services workforce to develop an appropriately agile offer that enhances and supports staff wellbeing.	31/03/2022		No update provided			Corporate Performance and Resources
NS/A009: Work with the Neighbourhood Services and Transport HR Business Partner to implement a programme for succession planning.	31/03/2022	50%	Refinement of succession planning swot analysis planned for quarter 3 to complete the exercise.	Green		Corporate Performance and Resources
SRS/A003: Continue to develop a recruitment strategy together with retention initiatives to address skill gaps within the Shared Regulatory Service.	31/03/2022	50%	A proposal for a Regulatory apprenticeship scheme Level 4 has been submitted to the Welsh Government. This will form part of an all-Wales scheme and involve other regulators. This is targeted to begin in 22/23. One of the consequences of recruiting a large number of students from the Cardiff Met Environmental Health degree course on a temporary basis during	Green		Corporate Performance and Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			20/21 for covid work is that a number have now joined the permanent workforce. Others in the temporary cohort have indicated that on completion of their degree course, they will seek employment with SRS. There are still shortfalls in the Food Hygiene and Food Standards discipline and the Operational Managers are considering how the new Food Law Code might be engaged to alleviate some of these pressures.			
PB/A023: Establish effective internal communications campaign to embed the well-being agenda and the Council's values.	31/03/2022	50%	Following on from the successful launch of the Culture Book, Project Zero and Reshaping Services have been identified as key programmes of work through which to demonstrate the staff the Council's commitment to its values.	Green		Corporate Performance and Resources
PB/A024: Contribute to the development and co-ordination of a range of activities to enhance inclusivity in the workplace.	31/03/2022	50%	We prepared a series of articles to raise staff awareness of equality issues and our staff networks to promote during National Inclusion Week. We have sought Senior Leadership Team support for the optional introduction of use of pronouns. We launched this during National Inclusion Week.	Green		Corporate Performance and Resources
PB/A025: Utilise the learning from the pandemic to define and establish new ways of working and develop our management team across the service.	31/03/2022	50%	Throughout the pandemic, the Policy & Business Transformation management team have met to identify areas of cross-over and opportunities to strengthen the connections between the teams. This is informing the development of the Insight function that will provide a strengthened evidence base for taking decisions and informing the teams' work.	Green		Corporate Performance and Resources
FS/A008: Promote and encourage staff involvement in directorate and corporate staff engagement and	31/03/2022	50%	All staff working from home where they are able to. Managers have been supported to attend the management development sessions in the last	Green		Corporate Performance and Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
well-being initiatives and proactively support staff to work at home and in different ways.			quarter and all staff are encouraged to take up the wellbeing initiatives being made available			
RP/A006: Conduct a review of Economic Development to identify synergies across teams, foster greater joint working and increase flexibility.	31/03/2022	50%	Cost pressures have been identified in light of the resources needed to bid and deliver UK Government funding and also to continue working with communities on a variety of projects.	Green		Corporate Performance and Resources
RP/A007: Continue the review of Building Control and implement a staff succession plan.	31/03/2022	100%	Completed at Q1- Following retirement of Principal BCO, we have appointed a permanent successor. Apprentice BCO appointed into permanent Assistant BCO role. Have successfully recruited a permanent replacement Senior BCO.	Green		Corporate Performance and Resources
RP/A008: Review the Planning Team structure in light of increased demand for planning and other applications, the review of the Local Development Plan and the development of a new Strategic Development Plan.	31/03/2022	100%	New Senior Planner in Development Management and new Assistant Planner in Policy successfully recruited in Q2	Green		Corporate Performance and Resources
HR/A005: Implement a new HR strategy, with a particular focus on employee culture, diversity and staff well-being, aligning with the Transformation Strategy, Climate Change Strategy and Accommodation Strategy.	31/03/2022	50%	Further work has continued during Q2 on the workforce plan and HR strategy, with comments being received back from the diversity networks.	Green		Corporate Performance and Resources
HR/A006: Develop a strategic workforce plan for the next five years, which identifies skills gaps, growth areas, age profile etc and provides for mitigation.	31/03/2022	50%	The workforce strategy continues to be developed with specific work undertaken during Q2 to support the staff risks for roles such as HGV drivers and Residential Care staff which are facing national shortages. The Council signed up to LinkedIn	Green		Corporate Performance and Resources



Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			Recruiter (the first Council in Wales) to improve the attraction of key roles within the Authority.			
<b>ADP21- Implement a new Employee Development Programme.</b>						
CS/A008: In partnership with the Training Unit conduct a Training Needs Analysis based on our new ways of working.	31/03/2022	100%	Completed at Q1- A training needs analysis informed this years' CYPS training programme including implementation of a strength-based approach. Discussion will be furthered throughout the year to understand the impact of the training and to identify immediate and future training needs, including consideration of our new ways of working.	Green	Green	Corporate Performance and Resources
RMS/A009: Inform the development and implementation of a local training team to support the identification of training needs.	31/03/2022	100%	Local training team is now in place, managed by the Organisation Development Team.	Green		Corporate Performance and Resources
HS/A008: Implement a training programme to respond to the feedback received from the digital questionnaire aimed at assessing staff IT skills.	31/03/2022	50%	Training needs identified and discussions with internal OD dept undertaken. A suite of iDev resources to be issued to staff and further retraining to be developed when the new Housing and Building IT system procured. Corporate training package being delivered to most IT illiterate members of staff.	Green		Corporate Performance and Resources
PB/A026: Contribute to the development of a new Employee Development Programme aligned with next phase of the Council's transformational change programme.	31/03/2022	50%	This work is being led by the Organisational Development Team; however, the Service continues to provide assistance in terms of content and communications.	Green		Corporate Performance and Resources
HR/A007: Implement a new Culture Book and Employee Development Programme.	31/03/2022	50%	Culture Book successfully launched in August 2021. Work will continue to embed the Book across the Council and continue to add stories to the book. Paper taken to SLT on 7th October regarding	Green		Corporate Performance and Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			Learning Frameworks, we will now look to create a "catalogue" of learning so all staff are aware of what learning interventions are available to support their development. Further work will take place to link this learning into our Talent and succession processes.			

**CP Commitment: 1.7** Ensure we have robust governance and scrutiny arrangements in place and support our elected members to fulfil their roles.

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
<b>ADP22- Respond to the changes introduced by the Local Government and Elections (Wales) Bill, including new performance monitoring arrangements to support the Corporate Plan.</b>						
PB/A027: Enhance performance and risk reporting to reflect and respond to the changes introduced by the Local Government and Election (Wales) Bill.	31/03/2022	50%	We continue to progress work to refresh our performance reporting format and Risk Management Strategy to ensure that they are in keeping with the new requirements of the LG&E Act. Work has also commenced on reviewing the format for a self-assessment document in line with the Act that will involve input from Elected Members through the establishment of a Member Working Group.	Green	Green	Corporate Performance and Resources
PB/A028: Develop the Insight function to further enhance and inform decision making with a focus on responding to the changes introduced by the Local Government and Elections (Wales) Bill.	31/03/2022	50%	Work has continued during the quarter to build the Council's "Insight" function, drawing together public perception (consultation, engagement, involvement information), performance and data/research forms of insight. A series of discussions have been held at the Insight Board to discuss the public engagement database and a calendar of public engagement activities has been developed. This has been populated with key aspects of the Council's forthcoming	Green		Corporate Performance and Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			engagement/consultation work, including the Well-being Survey to support the Well-being Plan and the work on Project Zero. A revised section on the intranet has been completed to provide access to this information for other colleagues. This work will inform the development of the Public Participation strategy which is required in 2022.			
LD/A005: Finalise the review of the house style of the Council's minutes production in light of the requirements of the Welsh Language Act.	30/09/2021	100%	Completed at Q1- House style of minutes have been reviewed and agreed by SLT. Decision notices of Committee decisions are also being completed as required by LG &E Act 21 to be implemented by 1st May 2021	Green		Corporate Performance and Resources
LD/A006: Respond and deliver the changes introduced by the Local Government and Elections (Wales) Act as the provisions are implemented and delivering the relevant actions as appropriate and as set out in the Action Plan (as endorsed by Cabinet in December 2020).	31/03/2022	50%	Action plan progressing . Various elements have been implemented	Green		Corporate Performance and Resources
LD/A007: Support and advise the responsible officers in relation to the legal implications arising during the full implementation of the provisions within the Local Government and Elections (Wales) Act as set out in the Action Plan.	31/03/2022	50%	This service is embedded within the service provided by LS in relation to the legal implications arising and risk management.	Green		Corporate Performance and Resources
LD/A008: Finalise implementation of the Action Plan developed to deliver the recommendations from the Wales Audit Office / Audit Wales review of Scrutiny arrangements to	31/10/2021	95%	One or two initiatives to be finalised by Dec 2021 progress is now business as usual	Green		Corporate Performance and Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
increase co-ordination between the Council's Cabinet and Scrutiny functions.						
RP/A010: Following the implementation of the Local Government and Election Bill, work with the Cardiff Capital Region to reach agreement to progress a Strategic Development Plan for the Cardiff Capital Region in agreement with all South East Wales Local Authorities.	31/03/2022	25%	Awaiting establishment of Corporate Joint Committee to enable commencement of work on SDP	Red		Corporate Performance and Resources
<b>ADP23- Strengthen the Council's approach to information governance to ensure our systems are robust, fit for purpose and compliant with current legislative requirements.</b>						
SL/A010: Strengthen the Council's approach to information governance and security to ensure our systems are robust, fit for purpose and compliant with current legislative requirements.	31/03/2022	50%	The information Governance Board continue to meet and make decisions and recommendations in relation to current Information Governance topics and issues. A ransomware prevention system has been evaluated and funding is currently being reviewed with a view to implementation this financial year.	Green	Green	Corporate Performance and Resources
FS/A009: Strengthen the Council's approach to information governance to ensure our systems are robust, fit for purpose and compliant with current legislative requirements.	31/03/2022	50%	The information Governance Board continues to meet on a monthly basis. Key issues dealt with in the period included ensuring the changes in working practices remain compliant with all information governance requirements and the increasing risk posed in relation to cyber security	Green		Corporate Performance and Resources
FS/A010: 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	31/03/2022	50%	Recruitment process agreed and started.	Green		Corporate Performance and Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
requirements of the Local Government and Elections (Wales) Bill.						
FS/A011: Safeguard the Council's assets and interests by complying with the National Fraud Initiative and implementing the Council's Fraud action Plan.	31/03/2022	50%	Good progress being made working through matches.	Green		Corporate Performance and Resources
LD/A009: Report on the number of 'covert surveillance' undertaken by the Council pursuant to the Regulation of Investigatory Powers Act 2000.	31/03/2022	50%	Nil - The figure relates to the number of RIPA cases undertaken accordingly the figure of nil does not represent any failure on the authority. The expectation with RIPA is they should only be undertaken if there is no alternative.	Green		Corporate Performance and Resources
LD/A011: Deliver Canvass for 2021.	31/03/2022	50%	As at 12/10/21 we are currently preparing for house 2 house canvass. This will commence on 16/11/21 and finish on 07/12/21. We have employed 10 pairs of canvassers to complete the house 2 house canvass. All canvass packs and calling cards have been sorted and are ready for collection.	Green		Corporate Performance and Resources
LD/A012: Ensure public awareness of the extended franchise particularly for the Senedd Cymru elections and Police and Crime Commissioner elections in 2021 and the Local Government elections in 2022.	30/04/2021	50%	We are currently undertaking a variety of public awareness work. During the period 01/11/21 to 15/12/21 we will be promoting awareness on 4 bus stops in low response areas. In addition, we are providing posters and leaflets to be distributed to premises with a high footfall of 16-17 yr. olds and QFN.	Green		Corporate Performance and Resources
LD/A013: Implement the necessary electoral arrangements for the Vale of Glamorgan Council in line with a Senedd Cymru Order (if any) following the conclusion of the Local	31/03/2022	50%	We are still waiting for the final order, but preparations continue. Democracy Counts will be undertaking any work for us and we are aiming to publish the register on 01/12/21. All changes will be relaying to affected voters by way of a HNL.	Green		Corporate Performance and Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
Democracy and Boundary Commissions Review.						
LD/A014: Effectively plan and undertake administrative and legal work in respect of the May 2022 Local Government elections.	31/03/2022	50%	A project plan has been completed and this will be closely followed during the preparation for the May 2022 election. A risk assessment has been undertaken and any areas of concern will be addressed and monitored.	Green		Corporate Performance and Resources
<b>ADP24- Undertake and utilise a range of assessments and data analysis to enhance our insight and understanding of customer needs and to inform service improvements.</b>						
HS/A007: Undertake a Council Tenant Profiling exercise to improve and better target services to meet individual needs.	31/03/2022	50%	Over a 1000 outbound telephone calls have been made to Council tenants as part of the tenant profiling exercise. The two existing profilers have finished their placement via the Kickstart scheme and two replacement profilers have been recently recruited. They are will undergo induction and training shortly before recommencing with the telephone calls.	Green	Green	Corporate Performance and Resources
PB/A007: Work with PSB partners to undertake a Vale Well-being Assessment to be published in April 2022.	31/03/2022	50%	Sections on demographics, education and employment and health and communities have been drafted and circulated to partners for comment. Work has commenced on the environment and transport section. A workshop with PSB partners has been organised for November with a view to the PSB signing off the draft for consultation in December. The Let's Talk survey has closed and there were over 1,200 respondents.	Green		Corporate Performance and Resources
PB/A008: Establish mechanisms to ensure that across Council services, information is shared about planned consultations, engagement and outcomes to reduce duplication and	31/03/2022	50%	Work has continued during the quarter to build the Council's "Insight" function, drawing together public perception (consultation, engagement, involvement information), performance and data/research forms of insight. A series of discussions have been held at the Insight Board to	Green		Corporate Performance and Resources



Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
strengthen the Council's evidence-base.			discuss the public engagement database and a calendar of public engagement activities has been developed. This has been populated with key aspects of the Council's forthcoming engagement/consultation work, including the Well-being Survey to support the Well-being Plan and the work on Project Zero. A revised section on the intranet has been completed to provide access to this information for other colleagues. This work will inform the development of the Public Participation strategy which is required in 2022.			

## APPENDIX 2: Performance Indicators

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

Performance Indicator	Q2 2020/21	Q2 2021/22	Q2 Target 2021/22	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
<b>WO1.1 Improve how we involve, engage and communicate with others about our work and decisions</b>							
CPM/001 (CPM/086) Average daily reach of Vale of Glamorgan Life Facebook page	11,490	15,576	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/002 (CPM/084) Average daily impressions achieved by @VOGCouncil Twitter account	13,800	13,100	9,000	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.	75,315	81,791	60,000	Green	↑	Subscriber number continued to grow in Q2. Given the overall level of subscriber numbers it is likely that the rate of growth would start to decline during the rest of the year. Given that there is a finite number of core users (residents of the Vale of Glamorgan) it is	Corporate Performance & Resources

Performance Indicator	Q2 2020/21	Q2 2021/22	Q2 Target 2021/22	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
						likely that maximum numbers will be achieved also.	
CPM/005 (AD/0010) The number of contacts for adults received by statutory Social Services during the year.	N/A	N/A	N/A	N/A	N/A	N/A	Corporate Performance & Resources Healthy Living & Social Care
CPM/006 (CH/002) The number of contacts for children received by statutory Social Services during the year. Of those identified: the number where advice and assistance was provided.	1,849	1954	No Target	N/A	↑		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	N/A	Corporate Performance & Resources
<b>WO1.2 Work innovatively, using technology, resources and our assets to transform our services so they are sustainable for the future</b>							
CPM/007 (CPM/214) Spend against approved Council revenue programme.	50.6%	101.05%	50%	Red	↓	There is currently an overspend projected for the year as reported to Cabinet on 11th October 2021.	Corporate Performance & Resources
CPM/008 (CPM/215) Spend against approved Council capital programme.	19.9%	39.07%	50%	Green	↑	Cumulative figures for Q2	Corporate Performance & Resources
CPM/009 (CPM/216) Performance against savings targets.	50%	66%	50%	Red	↑	It is anticipated that not all savings will be achieved this year	Corporate Performance & Resources
CPM/011 (AD/029) The number of adults who paid the maximum weekly charge towards the cost of care or support for carers during the year						This performance indicator is monitored annually.	Corporate Performance & Resources Healthy living & Social Care

Performance Indicator	Q2 2020/21	Q2 2021/22	Q2 Target 2021/22	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
<b>WO1.3 Develop our strong culture of good customer service aligned to the Council's values of being ambitious. Open, together and proud</b>							
CPM/014 (CPM/002) The percentage of customers who are satisfied with access to services across all channels.	No data available	No data available	98%	N/A	N/A	Customer Satisfaction has not been collected during Q2. It is anticipated that this information will begin to be collected during Q3, with the implementation of the new digital customer experience platform.	Corporate Performance & Resources
CPM/015 (CPM/001) Customer enquiries to C1V resolved at first contact.	84.5%	89.5%	70%	Green	↑	This data is based on enquiries recorded on CRM. First Contact Resolution varies between services. Service enquiries are being logged across multiple platforms and this will increase during the year as the new govService platform is implemented.	Corporate Performance & Resources
CPM/016 (CPM/223) Percentage of Corporate complaints dealt with within target timescales.	59.8%	63.04%	75%	Red	↑	Quarter 2 performance has remained consistent with Q1 result. The Public Service Ombudsman for Wales has begun to publish comparative performance figures for this area, focussed on complaints resolved with 20 working days. Based on this	Corporate Performance & Resources

Performance Indicator	Q2 2020/21	Q2 2021/22	Q2 Target 2021/22	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
						measurement in Q1 Vale of Glamorgan is placed 9th in Wales overall with 84.78% resolved in 20 days. The welsh average being 78.05%	
CPM/017 (CPM/226) Number of Ombudsman complaints upheld against the Council (including Social Services).	1	1	5	Green	↔	During Quarter 2 one complaint was upheld against council, relating to Children's Services	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
CPM/019 (CPM/007) Percentage of service desk calls/tickets resolved within agreed timescales.	87.6%	94.2%	95%	Amber	↑	Slight improvement to the figures. Lower amount due to usual annual leave time.	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
<b>WO1.4 Promote equality of opportunity and work with the community to ensure we are responsive to the diverse needs of our customers</b>							
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						This performance indicator is monitored annually.	Learning & Culture

Performance Indicator	Q2 2020/21	Q2 2021/22	Q2 Target 2021/22	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
not to be in education, training or employment (NEET).							
CPM/023 (CPM/167c) Percentage of Young people leaving year 13 who are not in education, employment or training.						This performance indicator is monitored annually.	Learning & Culture
CPM/025 (AD/032) The total number of adults during the year where the need for an independent professional advocate was identified						This performance indicator is monitored annually.	Learning & Culture Healthy Living & Social Care
CPM/026 (CH/053) The total number of children during the year who received the "Active Offer" of advocacy						This performance indicator is monitored annually.	Learning & Culture Healthy Living & Social Care
CPM/119 Increase in number of people registered to vote anonymously e.g. victims of Domestic violence, homeless people.						This performance indicator is monitored annually.	Learning & Culture Homes & Safe Communities
CPM/120 Number of passenger journeys undertaken on the Greenlinks service	N/A- Closed due to COVID	1406	No Target	N/A	N/A	This is a cumulative total. Numbers of passengers are increasing as the covid restrictions have relaxed and groups have started meeting up	Learning & Culture Environment & Regeneration
CPM/121 Number of Members who used the community transport service over the year	N/A- Closed due to COVID	9	No Target	N/A	N/A	This is a cumulative total. 78 members used the service during Q2.	Learning & Culture
<b>WO1.5 Promote the use of the Welsh Language and contribute to the Welsh Government target of 1 million Welsh speakers by 2050</b>							



Performance Indicator	Q2 2020/21	Q2 2021/22	Q2 Target 2021/22	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
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.	N/A	387	437	Red	N/A	Engagement of learners is low right across Wales and a series of Taster events and engagement activities are planned for this quarter.	Learning & Culture
<b>WO1.6 Support the development and well-being of our staff and recognise their contribution to the work of the Council</b>							
CPM/029 (CPM/019 (PAM/001)) The number of working days/shifts per fulltime equivalent (FTE) local authority employee lost due to sickness absence.	3.40	4.95	4.15	Red	↓	Q1 Sickness absence stands at 4.95 days lost per FTE which is higher than the Q1 target of 4.15 days per FTE.  The total days/shifts lost per FTE for the period April 2021 to September 2021 indicate an increase in absence levels compared to same period in 2020. In addition, this is higher than performance in 2019. Discussions are ongoing with SLT to look into the reasons for the higher absence levels.	Corporate Performance & Resources
CPM/030 (CPM/210) Employee turnover (voluntary).	2.69%	4.12%	3.74	Red	↓	This figure is higher than last year (2020) which was 2.69%. However, it is believed that 2020 figures were affected by the pandemic. The figure in 2019 was 5.29% so it hasn't reached the same levels. However, it is viewed that there is a risk of voluntary leavers increasing as the Council moves out of the pandemic.	Corporate Performance & Resources

Performance Indicator	Q2 2020/21	Q2 2021/22	Q2 Target 2021/22	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.	0.57	0.97	No Target	N/A	↓	No target is set for short term sickness absence hence a performance status is not possible.  On average, 0.97 days per FTE were lost due to short term sickness absence during quarter 1. This is higher than the Q2 figure for the previous year.	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.	2.83	3.97	No Target	N/A	↓	No target is set for long term sickness absence hence a performance status is not possible.  On average, 3.97 days per FTE were lost due to long term sickness absence during quarter 1. This is higher than the Q1 figure for the previous year.	Corporate Performance & Resources
<b>WO1.7 Ensure we have robust governance and scrutiny arrangements in place and support our elected members to fulfil their roles</b>							
CPM/122 Percentage of cabinet items with scrutiny input.	N/A	27.70%	No Target	N/A	N/A	112 agenda items total were reported to Cabinet between 1st April - 30th September 2021. 21 Cabinet items were referred to Scrutiny, and 3 of these were subsequently referred back to be considered by Cabinet on a subsequent agenda. In addition, 6 Scrutiny reports were referred to Cabinet, and 1 Cabinet report was called in for consideration by the relevant Scrutiny Committee. This equates to 31 Cabinet agenda items with Scrutiny input.	Corporate Performance & Resources

Performance Indicator	Q2 2020/21	Q2 2021/22	Q2 Target 2021/22	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
CPM/123 Percentage of scrutiny recommendations agreed by cabinet.	N/A	64.30%	No Target	N/A	N/A	Contained in the 9 referrals to Cabinet by Scrutiny were 14 individual recommendations for Cabinet to consider. Of those 14, 9 were approved by Cabinet. Approval in this context was interpreted as active agreement or endorsement of a recommendation, rather than noting a recommendation or advising it was already being addressed.	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.	N/A	N/A	No Target	N/A	N/A	Since the last quarter out of a total of 33 qualified respondents, only 12 (36%) had responded at the point of the results being presented to the Scrutiny Chair & Vice-Chair Group on 8th September 2021. The Group subsequently agreed to progress with all proposed actions set out in the results summary report as presented. Question 10 of the survey directly related to CPM/124: 'Do you feel that the Scrutiny Committee has had a positive impact on the work of the Council overall following Scrutiny involvement?' and out of the 12 respondents, 8 (67%) said 'Yes' and 4 (33%) said 'No.' Subsequent proposed actions will now be implemented and monitored by the Democratic Services Team in preparation for the next publication of the survey in April 2023 following a bedding in period of scrutiny	Corporate Performance & Resources

Performance Indicator	Q2 2020/21	Q2 2021/22	Q2 Target 2021/22	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
						committees following the 2022 LG Election.	

## 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
<b>ADP25- 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.</b>						
ALN/A006: Continue to develop early years ALN provision in line with the expectations of the ALNET (Wales) Act.	31/03/2022	50%	The Early Years (EY) team, have continued to successfully run the multi-agency EY forum, offering support to EY settings, pupils, working with settings to ensure that pupils needs are identified and met. EY officer and transition worker have worked with settings to produce one-page profiles and IDPs. EY officer has continued to offer training to schools and settings. EY have worked with health to agree process for requesting/ sharing information from health professionals. (S65 & S20) (KG) and the involvement for all relevant Health Professionals as part of the IDP (2C) (KG). EY team have worked effectively with EY CYPP team around funding and ALN .	Green	Green	Learning and Culture
SP/A004: Hold the CSCJES to account for the impact of their business plan on schools and learners across the Vale of Glamorgan.	31/03/2022	50%	The CSC have recently presented a report to the 5 directors on the progress of their business plan. A key priority within the business plan that should impact on Vale of Glamorgan schools and pupils is the Equity and Excellence Strategy. This has been long-awaited, re-drafted and was due to be released in September. This will now be shared at the headteacher meeting in October.	Green		Learning and 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
<b>ADP26: Work in partnership to address issues arising from the impact of COVID-19 measures on schools, ensuring continuity of learning and that the specific needs of vulnerable learners are addressed</b>						
ALN/A007: Continue to provide support for childcare settings post COVID.	31/03/2022	50%	<p>Under the Childcare &amp; Play grant we continue to deliver small grant schemes to support sustainability, new childcare provisions and additional childcare places . To date: 4 childcare settings have received a total of £5,337 towards staffing costs. Additional funding received from Welsh Government will support Covid recovery for the childcare sector. Grants will be offered to support Staffing costs, rent, Closure losses in relation to positive Covid case, replacement of worn/broken toy &amp; play equipment.</p> <p>The Child Development Fund has completed its first 6 months of this financial year – 141 children have been referred to the scheme with approximately 138 having been accepted and receiving support for varying needs including Speech &amp; Language delay, fine and gross motor development delay and personal and social delay. We are awaiting confirmation of funding to continue until 31 March 2022.</p> <p>Childcare Offer Capital funding – progress continues at a steady pace to support the opening of the childcare units on Llanfair Primary School, Gladstone Primary school and Ysgol Dewi Sant for January 2022 if not before. Childcare Offer Capital grants continue to be offered and additionally, Childcare Offer Covid recovery grants will be offered to support capital items including ICT equipment grant.</p>	Green	Green	Learning and 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
			Due to the current Level 0 Covid restrictions, the Quality Monitoring Officer has been able to visit further settings, following PPE wearing advice, to offer advice and support regarding the current challenges they face. She will be able to promote the various grants available that can offer financial relief to childcare settings.			
SP/A005: Work in partnership with the CSCJES to address issues arising from the impact of COVID-19 on schools and pupils, ensuring continuity of learning and that the specific needs of vulnerable learners are addressed, using the WG's Accelerated Learning Programme grant to target those cohorts of pupils identified as most at risk.	31/03/2022	50%	<p>Ongoing discussions held between Improvement Partners and school leaders to ensure the identification of appropriate priorities in SDP to address impact of Covid. A strong focus on addressing literacy concerns (oracy, particularly in the foundation phase, reading and writing), promoting pupils' social skills and enhancing wellbeing provision. In Welsh medium schools, an ongoing focus remains on supporting pupils who come from homes where Welsh is not spoken.</p> <p>Improvement Partners continue to work with schools in reviewing the effective use and impact of the Accelerated Learning Programme grant and the Pupil Development Grant (PDG). Report outlining use and impact of PDG for 2020-21 shared with Learning and Culture scrutiny in September 2021, as well as presentations from two schools. Impact captured include good engagement by eFSM pupils during lockdown, improved IT skills, good attendance and re-engagement of eFSM back in school has been good in over half of schools, and a more effective liaison and partnership in place with parents /carers.</p>	Green		Learning and 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>A comprehensive professional learning offer is in place for schools with a strong focus on oracy and reading in LLC provision. Discussions are ongoing between Improvement Partners and schools regarding the identification of appropriate key professional learning programmes.</p> <p>Two secondary schools (Pencoedtre and Whitmore) have been identified for the Raising the Attainment of Disadvantaged Youngsters (RADY) pilot project; initial work has just begun.</p>			
SP/A006: Develop a coherent strategy for the support, monitoring and delivery of EOTAS provision which ensures our most vulnerable learners and EOTAS learners not in education settings are able to access a curriculum that meets their needs and allows them to progress at a rate appropriate with their age and ability.	31/03/2022	50%	EOTAS strategy developed and established. Pupil Engagement Team within the Youth Service now established with a rigorous and robust quality assurance process implemented of all EOTAS providers. Pupil Engagement will oversee all EOTAS contracts brokerage ensuring commissioned arrangements are underpinned with legally agreed documentation.	Green		Learning and Culture
SP/A007: Work with schools to improve attendance rates and reduce persistent absence.	31/03/2022	50%	Covid has an ongoing impact on all areas of attendance; there is still WG guidance making use of penal measures difficult. WG currently advises against issue of FPN and also very limited non covid based use of other penal measures. There is still an ongoing increase in EHE linked to covid and the inclusion team focus, and the work with schools and families on reengagement and phased and supported attendance is still very much with the aim to prevent further covid based increases into EHE since this can cause a range of difficulties both for the learner, school admissions, schools and the LA overall. Indicators	Green		Learning and 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>for the month of September are that attendance for VOG learners is slightly better than All Wales average as is our retention of learners by low EHE de registrations but an increase in persistent absenteeism and lower than pre covid attendance is inevitable due to the long periods of school closure and the negative impact of this in learners and families of all ages. WG appear to accept this is not “business as usual“ by virtue of the ongoing advice re engagement rather than penalty approaches. Thus the annual data targets on attendance will not be met (94% secondary and 94.8% primary) and this is in line with WG advice to all schools that they will not collect or penalise attendance data this year - but the response by the LA is on target in terms of seeking to adapt to provide suitable support in the new circumstances. The AWE team has expanded to try to meet the changed attendance and engagement environment and the EWS became the Inclusion team with Inclusion officers taking up roles from September 1st to offer a wider and year-round support to learners with attendance needs or concerns. September 2021 All Wales average 88.2% VOG 89.5% with lowest of 84.8%. The number of PA persistent absentees is also likely to be higher post covid as a result of Covid and the ongoing de facto restrictions on applying penalties.</p>			
SL/A011: Work in partnership to address issues arising from the impact of COVID-19 measures on schools, ensuring continuity of learning and	31/03/2022	40%	There has been a delay in shipping the devices ordered this year under the Hwb funding, due to issues with the supply chain. The suppliers have	Amber		Learning and 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
that the specific needs of vulnerable learners are addressed.			informed us that the devices will be shipped by the end of 2021.			
SL/A012: 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.	31/03/2022	50%	The groups have reported to SI Project Board and continue to meet regularly to ensure school place planning is resilient and stands up to challenge. The group has recently supported the development of a realistic and challenging WESP target and supporting documentation in advance of the WESP consultation in quarter 3.	Green		Learning and Culture
<b>ADP27- In readiness for Additional Learning Need (ALN) reform, provide training to school staff to facilitate the roll out of person-centred planning and Individual Development Plans in a range of educational settings.</b>						
ALN/A009: In readiness for Additional Learning Needs (ALN) reform, provide training to school staff to facilitate the roll out of person-centred planning and Individual Development Plans in a range of educational settings.	31/03/2022	50%	An ALN Officer have been appointed to work with schools on IDPs and the processes around Individual Development Plans (IDPs) . IDP processes and timeframes have been shared with ALNCOs in training days. Officers work with schools to produce IDPs and draft IDPs. IDP champions from each ALNCO Custer have been identified and a 6 week training course put into place to upskill the ALNCOs to support their clusters with developing IDPs. Training has been offered to wider education settings and social services around the ALN Act and IDPs. A group of independent schools and setting is being developed in order to provide further training around the ACT and IDPs.	Green	Green	Learning and Culture

CP Commitment: 2.2	Invest in our schools to provide the right learning environment for the 21 <sup>st</sup> 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
<b>ADP28- Deliver 21st Century Schools Programme improvements (Band B) including the expansion of Ysgol Y Deri, work on new school buildings across the Vale, expansion of primary school capacity in Cowbridge and development of a Centre of Learning and Well-being and specialist ALN resource base at Whitmore High School.</b>						
ALN/A008: Develop additional specialist resource base and special school places to meet current and projected need.	31/03/2022	50%	The SRB is now operational and pupils within the base are settling well. Work is ongoing to further develop the provision and prepare for additional pupils to be placed in September 2022.	Green	Green	Learning and Culture
SP/A008: Work with the 21st Century Schools' team and other stakeholders to establish the Centre for Learning and Wellbeing that meets the increasing need to support children with identified social and emotional health needs.	31/03/2022	40%	This project is now due to be delivered by Spring 2023. Y Daith closed on the 31/8/21 and the Centre of Learning and Wellbeing will open on 1/9/21 in preparation for January 2023.	Amber		Learning and Culture
SL/A013: Deliver 21st Century Schools Programme improvements (Band B) including the expansion of Ysgol Y Deri, new school buildings for Sant Baruc, Llancarfan, St. David's, Bro Morgannwg, Pencoedre and Whitmore schools, expansion of primary school capacity in Cowbridge and development of a Centre of Learning and Well-being and specialist ALN resource bases at Whitmore and Gladstone	31/03/2022	50%	All projects on track against programme. Key milestones: <ul style="list-style-type: none"> <li>St David's CIW Primary School - new build opened September 21.</li> <li>Ysgol Bro Morgannwg - refurbishment and new build sections opened September 21.</li> <li>Programmes are starting to be affected by delays and availability of materials as a result of COVID-19 and Brexit.</li> </ul>	Green		Learning and Culture
<b>ADP29-Expand the Council's Apprenticeship Scheme to provide a greater number and range of opportunities and engage proactively with the Kick Start scheme.</b>						
ALN/A011: Work with partners and others including key businesses, to support employment and the development of skills for the future	31/03/2022	50%	Continuing to work regionally with the LA Cluster Employment and Skills group exploring opportunities for new funding initiatives. CRF and SPF have been delayed so no progress. The region	Green	Green	Learning and Culture

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
post Brexit, including the delivery of initiatives such as Kick Start.			has developed an employability report to be shared with the Directors within the CCR and these will go to all LA Cabinets to highlight areas to consider for joint work. An idea put forward is for the CCR LAs to work on a Challenge Fund bid to develop a single company model to bid for regional and national contracts although early in discussion with a purpose of securing LAs place in the employability market, the impact of the recent launch by Whitehall/DWP schemes is having a detrimental impact on referrals to WG funded schemes like CfW. As a kick-start provider we are progressing well having seen 59 young people enter a placement.			

**CP Commitment: 2.3**      **Work with schools, families and others to improve the services and support for those with additional learning needs.**

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
<b>ADP30- Work with others including key businesses to support employment and the development of skills for the future including the delivery of initiatives for young people such as Inspire to Work (I2W) and Inspire to Achieve (I2A).</b>						
SP/A009: Work with partners and others including key businesses, to support employment and the development of skills for the future post Brexit, including the delivery of initiatives for young people such as Inspire to Work (I2W) and Inspire to Achieve (I2A).	31/03/2022	50%	Further discussions are being initiated regarding the shared prosperity fund which will be implemented in light of ESF ending. There are also plans for core Youth Service budget to be allocated to the NEETs agenda to address I2A/I2W related workstreams.	Green	Green	Learning & Culture
SL/A014: Work with others including key businesses to support employment and the development of	31/03/2022	50%	Arranging construction employment events with C4W. Work experience and site tours have restarted.	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
skills for the future through initiatives such as Communities4Work, the Employability Hub and the Council's Apprenticeship Scheme for young people.						

<b>CP Commitment: 2.4</b>	<b>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.</b>
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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
<b>ADP31- 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</b>						
SL/A015: 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.	31/03/2022	50%	Community Libraries have operated in parallel with main libraries throughout the pandemic. They are operating close to or the same as the previous number of hours but in some cases have reduced the number of volunteers at work at any one time for obvious social distancing reasons. They have kept good numbers of volunteers but have lost a few non-returners for retirement reasons at one end of the age range to university attendance at the lower age range. They intend to have a short drive to replace a few volunteers in the coming months. The Human Library initiative was launched with 21st Century Schools at Barry library in September. Limited numbers came to borrow a human for a half hour chat but with some perseverance this idea will take off we hope.	Green	Green	Learning and Culture

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
HS/A009: Enhance people's skills and readiness for work through community investment opportunities including the Council housebuilding programme, Supporting People Scheme 21st Century Schools and training opportunities.	31/03/2022	50%	There is an established process in place for adding community benefit clauses to large development contracts and the Community Investment Team work with local people to match them into training, apprenticeship and employment opportunities. The CI team continue to work with partners via the Opportunity Knocks scheme to provide training and support to get individuals into employment.	Green		Learning and Culture  Environment and Regeneration

<b>CP Commitment: 2.5</b>	<b>Work with partners to ensure people can access appropriate money advice, information and debt support relating to housing, benefits, education training and employment.</b>
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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
<b>ADP32- In readiness for ALN reform, collaborate with further education and training providers to develop and promote education and training opportunities for young people 16-25 with additional learning needs.</b>						
ALN/A010: In readiness for ALN reform, collaborate with further education and training providers to develop and promote education and training opportunities for young people 16-25 with additional learning needs.	31/03/2022	50%	Collaboration between Cardiff and the Vale has been agreed for another year and an action plan developed to prioritise next steps. A transition plan and protocol are to be trailed in secondaries this year and further consultation reported on the easy read protocol document. CAVAC forum for transition continues to identify ALN pupils barriers to learning, whose FE pathway will be in CAVAC. Support for pupils has been mapped out but funding has not yet been agreed. Travel training is being reviewed between Cardiff and the Vale to ensure parity, where possible.	Green	Green	Learning and Culture



Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
<b>ADP33- 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.</b>						
HS/A011: 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.	31/03/2022	100%	Completed in Q1- The One stop shop is now open. In line with Covid restrictions, this was initially via telephone however face to face drop-in services have now commenced. A full range of housing related support, advice and assistance is being provided regarding a broad range of issues.	Green	Green	Homes and Safe Communities
SRS/A010: Support victims of illegal money lending to access debt advice, rebuild their finances and make a sustainable transition to legal credit and carry out enforcement to remove loan sharks from communities.	31/03/2022	50%	The Wales Illegal Money Lending Unit is dealing with a surge in cases arising from the financial difficulties some found themselves in as a result of the pandemic and associated lockdowns. Work is underway both to investigate the illegal lenders and to support victims.	Green		Homes and Safe Communities
<b>ADP34- Work across the Council and with partners to support residents as changes to the welfare system are rolled out.</b>						
HS/A012: Work across the Council and with partners to support residents as changes to Welfare Reform are rolled out.	31/03/2022	50%	Money Advisors continue to support and assist tenants experiencing financial hardship. The ending of the £20 a week Universal Credit top up from the end of October, combined with increased utility costs, make it a very challenging time for tenants on low incomes. In addition to the in house Money Advisors, the CAB is assisting an increasing number of people locally with money and debt issues. A number of local level anti poverty initiatives are being developed to assist, including the new Food Pod at St Lukes Avenue in Penarth. This provides a range of food on a 'pay what you can' basis and is already making a difference to several tenants.	Green	Green	Corporate Performance and Resources  Homes and 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
FS/A012: Work across the Council and with partners to support residents as changes to the welfare system are rolled out.	31/03/2022	50%	The council's 'Vale Heroes' project team continue to meet to introduce new initiatives to ensure customers can access the advice and information required to support customers with their Housing Needs.	Green		Corporate Performance and Resources  Homes and Safe Communities

<b>CP Commitment: 2.6</b>	<b>Support and promote volunteering and community learning recognising the range of benefits to individuals and the community.</b>
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Actions identified under well-being objective 2.6 are also linked to ADP31 ( SL/A015: 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.) and ADP15 (RP/A009: Work with volunteers to deliver a range of regeneration, rights of way and country parks projects such as Vale Ambassadors and Barry Place Board; and secure a replacement programme for Creative Rural Communities)

<b>CP Commitment: 2.7</b>	<b>Work as part of the Cardiff Capital Region to progress strategic planning and transport initiatives and promote sustainable economic growth and employment.</b>
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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
<b>ADP35- Explore opportunities for transport, planning and regeneration improvements throughout the Vale of Glamorgan in conjunction with Welsh Government and the Cardiff Capital Region.</b>						
NS/A010: Subject to obtaining WG funding, continue to progress the WelTAG studies which deliver transport improvements for Penarth to Cardiff Bay, M4 Junction 34 to A48 and Dinas Powys.	31/03/2022	50%	Inception meeting held with Cardiff Council and appointed consultants to undertake WelTAG Stage One of the sustainable transport corridor between Newport, Cardiff and the VOG.	Green	Green	Environment and Regeneration
NS/A011: Explore opportunities for transport improvements throughout the Vale of Glamorgan in conjunction	31/03/2022	50%	Additional AT funding received to look at feasibility and design of an additional 6 AT routes in the Vale of Glamorgan. £300k made available by WLGA to install EV charging points in Council depots. Plan	Green		Environment and Regeneration

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
with Welsh Government, RTA and the Cardiff Capital Region.			being put together on how the LA will transition and requirements for EV charging that can be presented to WLGA. WelTAG Stage 3 for Cogan and Barry Interchanges on-going.			
RP/A011: Work with the Transport Services Team to explore opportunities for transport, planning and regeneration improvements including plans for a transport interchange for Barry, in conjunction with Welsh Government and the Cardiff Capital Region.	31/03/2022	50%	We continue to work with Transport Team to secure Active Travel enhancements through planning permissions.	Green		Environment and Regeneration
RP/A022: Start the Local Development Plan review before June 2021.	01/06/2021	100%	Work started in May 2021 on the LDP Review, Service Plan Action complete. Regarding an update on LDP Review progress, the Draft Review Report and Draft Delivery Agreement was report to 27th September Cabinet which was recommended for a 6-week consultation subject to the Environment and Regeneration Scrutiny on 19th October. A 6-week consultation will take place depending upon the outcome of Scrutiny.	Green		Environment and Regeneration
<b>ADP36- Work with partners to progress plans for a transport interchange for Barry</b>						
NS/A013: Subject to receipt of Welsh Government funding, work with partners to progress plans for a transport interchange for Barry.	31/03/2022	100%	Work continued to secure Active Travel enhancements through planning permissions.	Green	Green	Environment and Regeneration
RP/A013: Use Section 106 funding from development to support the development of sustainable transport links to the airport including cycle, bus and rail links.	31/03/2022	50%	Welsh Government Core Active Travel Funding has been provided in FY 21/22 to continue surveys and design work for a proposed active travel route from Waycock Cross, Barry to Cardiff Wales Airport.	Green		Environment and Regeneration
<b>ADP37- Work with partners including the Cardiff Capital Region, Welsh Government and landowners to develop sustainable transport links to the airport including cycle, bus and rail links</b>						

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
NS/A012: Work with partners including the Cardiff Capital Region, Welsh Government and landowners to develop sustainable transport links to the airport including cycle, bus and rail links.	31/03/2022	50%	Radar and ecology surveys and further design delayed due to issues around getting consent to access land. Query is currently with Legal and WG.	Green	Green	Environment and Regeneration

**ADP38- Work with partners including the Cardiff Capital Region and Welsh Government to support the recovery and ultimately growth of the Enterprise Zone at St Athan and Cardiff Airport.**

RP/A012: Work with partners including the Cardiff Capital Region and Welsh and UK Governments to support the recovery and ultimately growth of Bro Tathan and Cardiff Airport Enterprise Zone.	31/03/2022	50%	Advanced legal negotiations are ongoing with Cardiff and Vale College regarding the disposal of Council owned land near the airport for a proposed new multi-million-pound educational campus, subject to contract and statutory consents, continues and nears completion. If delivered the campus will be located on land earmarked for an “Educational Centre” use that sits alongside a proposed “Airport Business/Commercial Park” uses identified in the Illustrative Master Plan identified in Appendix 10 of the adopted Supplementary Planning Guidance for the Cardiff Airport & Gateway Development Zone (Dec 2019). Cardiff Airport has re-started International flights and meetings with WG colleagues in Bro- Tathan and the Enterprise Zone have re-started.	Green	Green	Environment and Regeneration
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**CP Commitment: 2.8** Support economic growth through regeneration, improved infrastructure and support for town centres, tourism and industry.

**ADP39- Deliver an Economic Recovery and Growth Plan for the Vale and support local businesses to trade in a safe, environmentally sustainable and financially viable manner reflective of the economic situation.**

RP/A014: Deliver an Economic Recovery and Growth Plan for the Vale and support local businesses to	31/03/2022	50%	It has been decided that the Growth Plan will be finalised after the Master Planning and Investment	Green	Green	Environment and Regeneration
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trade in a safe, environmentally sustainable and financially viable manner reflective of the economic situation.			Plan work currently being commissioned. This will take place in 2022.			
RP/A019: Support reshaping of Council procurement and internal charging practices to support work around climate change and build on the foundational economy project.	31/03/2022	50%	<p><b>Support the reshaping of Council procurement practices:</b> As part of our foundational economy project, we have proposed a series of recommendations, that could be taken forward by finance as part of the reshaping of the Council's procurement service. <i>100% complete.</i></p> <p><b>Build on the foundational economy project:</b> We have just been awarded funding for another foundational economy project via UK government. <i>50% Complete.</i></p>	Green		Environment and Regeneration  Corporate Performance and Resources
<b>ADP40-Reshape procurement practices and policies to ensure our procurement activities contribute to the national Well-being Goals, support work around climate change and build on the foundational economy project</b>						
FS/A004: Reshape procurement practices and policies to ensure our procurement activities contribute to the national well-being goals and support work around climate change.	31/03/2022	50%	The Review was completed during this period. Overall the function was seen to be effective however capacity is an issue therefore a cost pressure has been submitted to address this to ensure that issues such as the climate emergency, supply chain issues and using local companies can be taken forward via the procurement process	Green	Green	Corporate Performance and Resources
LD/A002: Provide support to officers in relation to the review of procurement practices and policies to ensure our procurement activities contribute to the national well-being goals and support work around climate change.	31/03/2022	40%	No approach yet made by the procurement team for LS to feed into this review, but available resource to do so.	Amber		Corporate Performance and Resources
RP/A015: Support procurement from local businesses and drive local spending, in turn creating stronger	31/03/2022	100%	The Foundational Economy Project has now completed. The ability to do this will be subject to a decision around the reshaping of procurement.	Green		Corporate Performance and Resources

supply chains within the local economy to support both businesses and communities.			Potentially need to remove this action subject to this decision. SLT / Finance decision.			Environment and Regeneration
<b>ADP41- Support our town centres to recover and adapt to the effects of COVID-19, including improving public realm and the development of a mix of business premises and homes</b>						
NS/A014: Support our town centres to recover and adapt following the effects of COVID-19, by improving green spaces, public areas and transport infrastructure.	31/03/2022	50%	We will continue to implement a Town Centre first approach to retail and associated facilities through the planning system. Further funding is being made available for revenue and capital projects in our town centres for the remainder of this financial year. Projects are likely to include CCTV for Barry and further events in all Town Centres. We will continue to implement a Town Centre first	Green	Green	Homes and Safe Communities Environment and Regeneration
NS/A015: Approve the Policy for New Café Style Licences.	31/04/2021	50%	Applications are still increasing and daily dialogue with businesses is building relationships with those that had historically taken advantage. Businesses are coming to terms with the new policy and the need for control and the town centres continue to be vibrant with business equipment on the adopted footway.	Green		Homes and Safe Communities
RP/A016: Support our Town Centres to recover and adapt following the effects of COVID-19, by supporting the development of a mix of business premises and homes within town centre locations, promoting a town centre first approach.	31/03/2022	50%	We will continue to implement a Town Centre first approach to retail and associated facilities through the planning system. Further funding is being made available for revenue and capital projects in our town centres for the remainder of this financial year. Projects are likely to include CCTV for Barry and further events in all Town Centres.  Capital projects are now being completed to support town centres in each of our centres. Work is ongoing with Welsh Government to identify funding for a regional project supporting town centre businesses using revenue money.	Green		Environment and Regeneration Homes and Safe Communities

RP/A018: Identify grant support for businesses and investment in regeneration project and deliver Welsh Government COVID-19 Grant Schemes as required.	31/03/2022	50%	Implementation of Transforming Towns, Legacy Projects (20/21 committed spend) has continued during Q2. A Cabinet report is in the cycle for the meeting on 25th October 2021, which covers the governance and budget management arrangements for Transforming Towns, Placemaking Grant 21/22 and Transforming Towns, Business Fund 21/22.	Green		Environment and Regeneration
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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
<b>ADP42- Work with partners to support the ongoing recovery and regeneration of Barry, Barry Waterfront and the further development of the Innovation Quarter ensuring a diversity of both business and education facilities.</b>						
RP/A017: Work with partners to support the recovery and regeneration of Barry, Barry Waterfront and the completion of the Innovation Quarter ensuring a diversity of both business and education facilities.	31/03/2022	50%	The Barry Marina feasibility study is now complete and improvements on the Waterfront and links to the Town Centre are likely to form the basis of a substantial bid to UK Government. Negotiations are nearing completion for the proposed new multi million-pound educational campus in the IQ, subject to contract and statutory consents.	Green	Green	Environment and Regeneration
<b>ADP43- Implement a road and pavement surfacing programme for 2021/2022.</b>						
NS/A016: Improve the condition of the Council's local highway by delivering the Highway Resurfacing programme, including a programme of footway improvements for 2021/2022.	31/03/2022	50%	Micro Asphalt starting 28th Sept and 3 more site will be undertaken shortly whilst we stop for the colder/winter months to ensure the life of the products are not compromised. Footway sites have been identified and are currently with contractor for pricing. The HM team anticipate footway works will begin January 2022	Green	Green	Environment and Regeneration
<b>ADP44- Review the Capital Programme and the use made of the Council's assets to support recovery and economic growth including the development of an investment strategy for the Council.</b>						
NS/A017: Improve structures within Dinas Powys to enhance access to existing school and community establishments.	31/03/2022	75%	The works to replace the school and library bridge were further delayed in Q2 by the presence of asbestos being found in the excavation for which specialist contractors were required to be engaged	Green	Green	Environment and Regeneration



Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			to remove safely. The works have subsequently recommenced and are now progressing well with new culvert units installed and completion anticipated mid Q3. Communication with the school and library remain ongoing to mitigate access issues and ensure their activities can carry on as normally as possible using the temporary access arrangements necessary. The cost of the works is likely to increase due to the unforeseen issues encountered and the need to expedite completion to prevent continued unnecessary inconvenience to school and library. No change to position stated in Q2 regarding Murch community centre access bridge works is programme.			
NS/A018: Review the Capital Programme and the use made of the Council's assets to support recovery and economic growth including the consideration of an investment strategy. Projects for this year include improvement works on Penarth Esplanade, making the most of our assets and delivering concessions at our resorts.	31/03/2022	75%	The main improvement works along the Penarth Esplanade have now been successfully completed with final resurfacing programmed to be undertaking week commencing 11th October in Q3. Painting of all council assets along the Esplanade and at the Pier and Pavilion is also due to be start on 11th October 2021 and should be completed by the end of Q3.	Green		Environment and Regeneration  Corporate Performance and Resources
FS/A013: Review the Capital Programme and the use made of the Council's assets to support recovery and economic growth including the consideration of an investment strategy.	31/03/2022	50%	An Investment Strategy is in the process of being prepared.	Green		Corporate Performance and Resources
RP/A020: Work with Financial Services to review the Capital Programme and the use made of the	31/03/2022	50%	Capital funding has been identified for improvements in Town Centres such as CCTV and	Green		Corporate Performance and Resources

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
Council's assets to support recovery and economic growth including the consideration of an investment strategy.			work on employment sites such as BSC2 is also progressing using capital regeneration funding.			

## APPENDIX 2: Performance Indicators

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

Performance Indicator	Q2 2020/21	Q2 2021/22	Q2 Target 2021/22	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
<b>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.</b>							
CPM/034: Percentage of all pupils (including LAC) in any LA maintained school in year 11 who leave compulsory education, training or work-based learning without an approved external qualification.						This performance indicator is monitored annually.	Learning & Culture
CPM/035: Percentage of pupils in local authority care in any LA maintained school, in year 11 who leave compulsory education, training or work-based learning without an approved external qualification.						This performance indicator is monitored annually.	Learning & Culture
CPM/036: Percentage of Year 11 leavers known not to be in education, training or employment (NEET).						This performance indicator is monitored annually.	Learning & Culture
CPM/037: Percentage of Young people leaving Year 12 who are not in education, employment or training.						This performance indicator is monitored annually.	Learning & Culture
CPM/038: Percentage of pupil attendance in Primary schools.						This performance indicator is monitored annually.	Learning & Culture

Performance Indicator	Q2 2020/21	Q2 2021/22	Q2 Target 2021/22	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
CPM/039: Percentage of pupil attendance in Secondary schools.						This performance indicator is monitored annually.	Learning & Culture
CPM/040: Percentage of schools judged good or better by Estyn (in all 5 judgements).						This performance indicator is monitored annually.	Learning & Culture
CPM/041: The percentage of school days lost due to fixed-term exclusions during the academic year in primary schools.						This performance indicator is monitored annually.	Learning & Culture
CPM/042: The percentage of school days lost due to fixed-term exclusions during the academic year in secondary schools.						This performance indicator is monitored annually.	Learning & Culture
<b>WO2.2 Invest in our schools to provide the right learning environment for the 21st century and facilities which benefit the wider community.</b>							
No measures identified.							
<b>WO2.3 Work with schools, families and others to improve the services and support for those with additional learning needs.</b>							
No measures identified.							
<b>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.</b>							
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.	0	0	18	N/A	↔	Project is continuing to deliver within schools and towards the figures set by the region and against profile, the I2A is still awaiting a funding and target re-profile which has been in the making for the past 18 months with European Social Fund which is likely to come in over the next quarter so we will see a difference in this going forward. The schools are	Learning & Culture

Performance Indicator	Q2 2020/21	Q2 2021/22	Q2 Target 2021/22	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
						working closely one new Pre-16 training programme to ensure more young people are supported. in Q2 we have the summer break, so figures and targets are 0 as schools aren't open, however we still managed to enrol 6 new students	
CPM/129: Percentage of I2W young people engaged against target.	7	93.33	12%	Green	↑	Updated figures for Q1 and Q2 due to us backdating 6 months of data with Newport - the I2W is going through a re-profile and had to halt all additional data until ESF confirmed, as a result of this we have now updated this data and able to confirm last quarter and this quarter are above target, especially this quarter which is 100% over target	Learning & Culture
CPM/130: Percentage of C4W people engaged against target.	41	93.33	15	Green	↑	Lower number of referrals this quarter as expected in the summer months. However significantly above target for the year 37 against a target of 30	Learning & Culture
CPM/131: Percentage of C4W+ people engaged against target.	59	107.5	40	Green	↑	Although target was hit, the number of referrals had decreased over the summer and should increase again next quarter. Increase in target by WG is significantly higher than current figure and remains in discussion, if adopted we would be behind target. Issues in recruiting staff through the additional funds has proven very difficult and had a negative impact on enrolments as has	Learning & Culture

Performance Indicator	Q2 2020/21	Q2 2021/22	Q2 Target 2021/22	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
						the introduction of various UKG schemes delivered through DWP	
<b>WO2.5 Work with partners to ensure people can access appropriate money advice, information and debt support relating to housing, benefits, education, training and</b>							
CPM/046: Number of tenancies maintained six months after receiving Money Advice.						This performance indicator is monitored annually.	Homes & Safe Communities
<b>WO2.6 Support and promote volunteering and community learning recognising the range of benefits to individuals and the community.</b>							
No measures identified.							
<b>WO2.7 Work as part of the Cardiff Capital Region to progress strategic planning and transport initiatives and promote sustainable economic growth and employment.</b>							
CPM/047: Value of investment levered into the Council that is dedicated to transport improvement schemes.						This performance indicator is monitored annually.	Environment & Regeneration
<b>WO2.8 Support economic growth through regeneration, improved infrastructure and support for town centres, tourism and industry</b>							
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: The percentage of householder planning applications determined within 8 weeks or subject to Planning Performance Agreement or Extension of Time.	91%	96.28%	93%	Green	↑	No commentary provided	Environment & Regeneration
CPM/053: Average vacancy rate in the Vale's main town centres. (IO)						This performance indicator is monitored annually.	Environment & Regeneration

Performance Indicator	Q2 2020/21	Q2 2021/22	Q2 Target 2021/22	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
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: Percentage of Listed Building applications determined within 8 weeks or subject to Planning Performance Agreement or Extension of Time.	70%	92.3%	75%	Green	↑	No commentary provided	Environment & Regeneration
CPM/061 (PAM/018): The percentage of all planning applications determined within 8 weeks or subject to Planning Performance Agreement or Extension of Time.	89%	94.1%	92%	Green	↑	No commentary provided	Environment & Regeneration
CPM/062 (PAM/019): Percentage of all appeals dismissed.						This performance indicator is monitored annually.	Environment & Regeneration

<b>Performance Indicator</b>	<b>Q2 2020/21</b>	<b>Q2 2021/22</b>	<b>Q2 Target 2021/22</b>	<b>RAG Status</b>	<b>Direction of Travel</b>	<b>Commentary</b>	<b>Relevant Scrutiny Committee</b>
CPM/132: Number of community lead organisations advised to deliver our regeneration priorities						This performance indicator is monitored annually.	Environment & Regeneration
CPM/133: Number of local businesses advised in relation to funding, business planning and new start-ups.						This performance indicator is monitored annually.	Environment & Regeneration
CPM/134: Number of new business start-ups that have received support from the Council.						This performance indicator is monitored annually.	Environment & Regeneration
CPM/135: Number of community lead organisations that are financially supported.						This performance indicator is monitored annually.	Environment & Regeneration



### Additional National Performance Indicator Measures

Performance Indicator	Q2 2020/21	Q2 2021/22	Q2 Target 2021/22	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
<b>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</b>							
PAM/040: Percentage of Welsh Public Library Standards Quality Indicators (with targets) achieved by the library service.						This performance indicator is monitored annually.	Learning & Culture
PAM/032: Average Capped 9 score for pupils in year 11.						This performance indicator is monitored annually.	Learning & Culture
<b>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.</b>							
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
<b>WO2.8 Support economic growth through regeneration, improved infrastructure and support for town centres, tourism and industry</b>							
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
<b>ADP45- Work in partnership to respond to the COVID-19 pandemic including delivery of the Test, Trace and Protect (TTP) service, supporting a programme of mass vaccination and supporting our care homes, schools and vulnerable residents.</b>						
CS/A019: Support the delivery of the mass testing and vaccination programme within the CYPS division.	31/03/2022	100%	Vaccinations have been made available in a timely and coordinated way, with the majority of staff having received both vaccinations. LFD tests have been circulated to all frontline staff with encouragement to test twice weekly.	Green	Green	Healthy Living and Social Care
RMS/A019: Support the monitoring of vaccine uptake and the collation of information regarding Council and commissioned staff.	31/03/2022	50%	The PPE team continue to support the vaccination programme by escalating the priority of social care staff who need to be vaccinated. A recent survey has also been completed to enable us to have an accurate and up to date picture of domiciliary care staff.	Green		Healthy Living and Social Care
RMS/A020: Continue to support mechanisms to ensure care settings are following the latest prevention control processes in line with TTP requirements.	31/03/2022	50%	Discussed regularly at provider forums, plus emails as and when guidance changes. Incident tracker in place and outbreaks closely monitored.	Green		Healthy Living and Social Care
SRS/A007: Work in partnership to respond to the COVID-19 pandemic by leading on the Test, Trace Protect service and supporting care homes, schools and nurseries.	31/03/2022	50%	The service continues to manage the investigation of Covid case and outbreaks in high-risk settings such as care homes, domiciliary settings and homeless hostels.	Green		Healthy Living and Social Care
PB/A031: Work as part of the Test, Trace and Protect (TTP) Regional Operational Board and with	31/03/2022	50%	The Council's Communications Manager remains the lead for communications associated with the TTP programme. During the quarter, a series of	Green		Healthy Living and 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
colleagues across the Council to respond to the Covid-19 pandemic and to further develop and deliver our Recovery Strategy.			communications activities have supported a range of stakeholders both internally and externally, including schools, social care and the public. The Head of Service attends the UHB's mass vaccination programme board to ensure linkages are made between that programme and the Council's contribution to other coronavirus/preventative actions.			Corporate Performance and Resources
<b>ADP46- Administer the requirements set out in the national Public Health response plan for Coronavirus, including enforcement of the regulations in place at any particular time, supporting partners in the management of outbreaks and leading on all matters pertaining to the control of communicable disease.</b>						
SRS/A004: Encourage healthy lifestyles by delivering the actions set out within the Communicable Disease and Health Service Plan, Health and Safety Enforcement Service Plan and Food and Feed Law Service Plan.	31/03/2022	50%	The Communicable Disease Service Plan was approved by Joint Committee on the 29th September 2021.	Green	Green	Healthy Living and Social Care
SRS/A008: Support local businesses to trade in a COVID-19 safe environment by ensuring compliance with social distancing and other COVID-19 controls through the provision of advice and increased enforcement activity.	31/03/2022	50%	The work of the COVID enforcement teams continues to ensure compliance with detailed advice being given to individual businesses to support them in operating safely and enforcing the regulations where necessary. The team issued 15 Improvement Notices across the region during Qtr 2	Green		Environment and Regeneration
SRS/A009: Support partners in management of outbreaks and leading on all matters pertaining to the control of communicable disease.	31/03/2022	50%	SRS continued work alongside a range of partners for the COVID-19 work and other communicable diseases such as a salmonella outbreak and a Hepatitis B case. Regular communications continued with our partners in Public Health Wales, Social Services and Welsh Government to ensure they were aware of the COVID landscape in the care home and domiciliary care sectors. SRS were also represented in multi-	Green		Environment and Regeneration

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			agency support meetings where care settings had active, on-going incidents.			
SRS/A011: Work with key businesses to support employment and skills development through the provision of accredited training offerings such as food safety, health and safety and Hazard Analysis and Critical Control (HACCP).	31/03/2022	50%	Online training has continued to be successful and the allergens training for food businesses run in Qtr 2 has been particularly popular (in the run up to Natasha's Law taking effect on 1 October), with multiple staff from 65 businesses across the region receiving the training.	Green		Environment and Regeneration
<b>ADP47- Develop the range of recreational and educational activities available to citizens at our country parks, community green spaces, the heritage coast and schools and encourage people to exercise outdoors.</b>						
NS/A019: Develop the range of recreational activities available to citizens at our country parks, community green spaces, the heritage coast and schools and encourage people to exercise outdoors.	31/03/2022	50%	Partnership working between the Council, Legacy Leisure and Sport Wales utilising the recovery funding provided by Sport Wales will see the establishment of a new post within Legacy Leisure to promote outdoor physical activity sessions.	Green	Green	Environment and Regeneration
NS/A020: 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.	31/03/2022	50%	<ul style="list-style-type: none"> <li>Local clubs - support post Covid with areas such as access to funding, training and promotion of opportunities through e.g., Summer of Fun programme, school club links and taster activities</li> <li>Schools - support through the AYP funding programme, leadership training and the Active School Challenges which are encouraging whole school participation through projects such as the Daily Mile. Planning on the reintroduction of a revised Festival programme</li> <li>Leisure centres – promotion of activities through inclusion in the Summer of Fun programme</li> <li>Commencement on the development of an Active Adults plan - good progress on the</li> </ul>	Green		Healthy Living and 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>introduction of the Golden project for 60+ age group - Golden Pass (participants); Fund (clubs)</p> <ul style="list-style-type: none"> <li>Targeted projects include NYLO project with community dieticians (Cardiff &amp; Vale Public Health Board) on a family based physical activity and healthy eating project; Active &amp; Healthy at Home project with Newydd Housing and Sport Cardiff to provide equipment packs and information resources to identified priority residents to support increased physical activity (38 bags distributed impacting on 98 individuals).</li> <li>Collaborative project with C&amp;V Public Health team &amp; Sport Cardiff to encourage and empower our communities 'To Move'. Campaign to focus on building confidence, reassurance and awareness on how we can all connect with physical activity opportunities under the continued Covid-19 restrictions and beyond. "</li> </ul>			
NS/A021: Work with partners to evaluate the regionalisation of Sports Development services being implemented by Sport Wales.	31/03/2022	50%	Awaiting further update from Sport Wales. Action is shown on-track as all information required by the Council has been provided.	Green		Environment and Regeneration
RP/A023: Expand opportunities for physical activity at country parks, countryside and the Heritage Coast to encourage people of all ages to have active and healthy lifestyles.	31/03/2022	50%	Works to improve access to the PROW network have continued, new access gates are being fitted to the stone styles across the coastal path to enable access for all. Over 50 family activity / events were held across countryside sites, all activities / events were fully booked, activities were based in an outdoor setting to encourage people to use there local environment and take part in active events.	Green		Environment and Regeneration

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
RP/A024: Rebrand and update facilities in our country parks to improve the experience and attract new visitors.	31/03/2022	50%	Content and branding scheme of new signage has been agreed. Works to produce and install materials to take place in the next three months. Contractor has been selected to carry out works to the old Golf Hut at Porthkerry, works to construct a new tourist feature and destination building will begin in October 2021. The building will be integral to the development of new income streams, whilst increasing footfall.	Green		Environment and Regeneration
<b>ADP48- Work in partnership to facilitate and promote inclusive opportunities for play and sports development with a particular focus on tackling inequalities, working with groups/in areas with low participation rates.</b>						
NS/A022: Work in partnership to facilitate and promote inclusive opportunities for leisure and sports development with a particular focus on tackling inequalities, working with groups/in areas with low participation rates.	31/03/2022	50%	"A successful Summer of Fun programme saw a range of free, inclusive sports, physical activity, play, arts and cultural activities delivered by more than 30 internal and external partners. End of project overall statistics / evaluation report currently being collated. <ul style="list-style-type: none"> <li>Sports dev team directly impacted on 1536 children, accruing 2367 participations across 141 sessions (impact of other partners delivering sport activities currently being collated)</li> <li>Play team directly impacted on 952 children, accruing 1708 participations across 77 sessions</li> <li>Provision organised in locations across the Vale including areas of deprivation and rural areas, focussing on localised provision to re-engage the communities.</li> <li>Open to all and targeted provision (young carers; disabled children/young people; c&amp;yp requiring additional wellbeing support)</li> </ul>	Green	Green	Environment and Regeneration  Healthy Living and 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>Healthy Living Team specific projects progressing include:</p> <ul style="list-style-type: none"> <li>• 60+ Leisure Scheme (Golden project) targeting inactive/least active 60+ age group</li> <li>• Disability Sport – new officer appointed, progressing with new post Covid plan</li> <li>• NERS – reintroduction of scheme in all centres &amp; new officer appointed to support clients into sustainable community provision</li> <li>• Supporting schools to develop targeted provision</li> <li>• Projects focussing on families affected by income such as HAPI project with Newydd Housing Association</li> <li>• Progressing actions in the Play Sufficiency Action plan which are targeted at inequalities in access to play e.g. Families First Holiday Club (disabled children); Street Play project – community play "</li> </ul>			
NS/A023: Deliver the “Review of Outsourced Leisure Services – Action Plan” in response to the review of leisure services.	31/03/2022	50%	Following further enquiries from Audit Wales a further response has been prepared outlining the many advantages the Vale contract has provided, particularly in terms of value for money. An offer to meet again with Audit Wales has also been provided.	Green		<p>Environment and Regeneration</p> <p>Healthy Living and Social Care</p>
NS/A024: Work in partnership to deliver a comprehensive play programme that improves the well-being of children and their families.	31/03/2022	50%	Play Steering Group has continued to take place with internal partners from across the Council involved. This group is used as part of the monitoring process for the Play Action plan, which highlights a range of actions that are delivered, with a variety of both internal and external partners involved. Also used as a	Green		<p>Environment and Regeneration</p> <p>Healthy Living and 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
			mechanism to progress the Play Sufficiency Assessment which has to be submitted in June 2022.			
<b>ADP49- Work in partnership with the Public Services Board to implement the Move More, Eat Well Plan with a focus on workplace settings and schools.</b>						
CS/A010: Ensure healthy lifestyle messages, as informed by the 'Move More Eat Well' Plan, are effectively disseminated across our 'Early Help' services.	31/03/2022	50%	Within Flying Start the Move More, Eat Well guide has been embedded within all practice areas (Early Year & Childcare staff attend courses and hold food and nutrition qualifications relevant to role). The Food and Nutrition Support worker now in post and working 1:1 with families and collaborating with the Cardiff and Vale Dietetic service. Flying Start Manager continues involvement within regional Healthy and Sustainable Pre-School Scheme group who have devised physical activity policy which is to be shared across all childcare providers in the Vale. Early Help team have planned update training during Q3 for all staff within the team, including partnership posts in in Primary Mental Health, Policing and Substance Misuse ensuring access to current information and resources. All of the EY staff have undertaken the Community Food and Nutrition Level 2 course and childcare staff have undertaken the EY food and nutrition course. Childcares are part of the Healthy and Sustainable pre-school scheme (HaSPSS) and Gold Standard Healthy Snack Award (GSHSA). Part of the HaSPSS meetings a physical activity policy has just been devised by the team to share across all childcare providers within the Vale.	Green	Green	Healthy Living and Social Care
ALN/A012: Deliver a Travel training programme to help support the independence of young people with	31/03/2022	25%	Progress with current provider has proven difficult following the pandemic. Seeking to	Red		Learning and Culture

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
disabilities, increasing use of active travel options including public transport and reducing the long-term financial costs to statutory services.			undertake contract compliance meeting to push this forward.			Environment and Regeneration
SL/A016: Work in partnership with the Public Services Board to implement the Move More, Eat Well Plan with a focus on workplace settings and schools.	31/03/2022	50%	Continue to provide all pupils with a healthy balanced diet and promote Move More, Eat Well Plan via the Healthy Schools team. More vegetables are on offer daily for pupils to choose	Green		Learning and Culture Healthy Living and Social Care
NS/A025: Work in partnership with the Public Services Board to implement the Move More, Eat Well Plan.	31/03/2022	50%	During the school holidays, 75 disabled children accrued 450 participations over 12 days of play provision (24 play sessions delivered over 60 hours of supported play) delivered through the Families First Holiday Club, organised by the Play Team working in partnership with Ysgol Y Deri. "	Green		Healthy Living and Social Care
PB/A029: Work with relevant Council services to assist in the delivery of the Cardiff and Vale Move More, Eat Well Plan.	31/03/2022	50%	Work is continuing to develop the MMEW plan. This includes the Llantwit Major Food Poverty pilot project and the group launched phase 1 of the public engagement which includes work with schools. Work is also progressing to develop a Vale wide survey of food poverty projects.	Green		Healthy Living and Social Care
HR/A008: Develop a Wellbeing Strategy that supports Employee wellbeing and works in partnership with the Public Services Board to implement the Move More, Eat Well Plan with a focus on workplace settings and schools.	31/03/2022	50%	Staff wellbeing continues to be a key focus within the organisation. During Q2 the launch of the Healthy Travel Wales Day coincided with a number of staff travel promotions including the launch of the cycle 2 work scheme, Dr Bike maintenance sessions, cycle repair kits available in the main offices together with new walking guides and travel incentives.	Green		Healthy Living and Social Care Corporate Performance and Resources
<b>ADP50-Implement the Community Investment Strategy to improve our tenants' quality of life and well-being through the development of a single gateway for employability advice and support, the investigation of digital timebanking opportunities and a review of Social Value clauses.</b>						

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
HS/A010: Implement the Community Investment Strategy to improve our tenants' quality of life and wellbeing through the development of a single gateway for employability advice and support expansion of Timebanking and review social value clauses.	31/03/2022	50%	The majority of actions within the Community Investment Strategy have been fully implemented and the outcomes have been recorded. Work has commenced drafting a new Community Strategy which will include revised aims for the CI service as well as the physical regeneration aspects which were previous set out in the Environment and Neighbourhoods Strategy. The new 'Community' Strategy will be a holistic way of driving further improvement in tenants lives and the quality of Council housing estates.	Green	Green	Homes and Safe Communities

**CP Commitment: 3.2** Provide more opportunities for cycling and walking and develop a range of travel options to encourage people out of their cars.

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
<b>ADP51- Encourage and support sustainable changes to people's travel patterns and increase safe walking, cycling and public transport infrastructure in existing areas and new housing developments.</b>						
NS/A026: Encourage and support sustainable changes to people's travel patterns and increase safe walking, cycling and public transport infrastructure in existing areas.	31/03/2022	50%	WOW project launched in 6 schools. Officer support from Cardiff School AT team secured from PHW funding to allow them to work with 15 schools in the Vale to write Active Travel plans. On-going upgrades to bus shelters throughout the VOG on-going	Green	Green	Environment and Regeneration  Healthy Living and Social Care
SRS/A013: Consult on the adoption of Welsh Government guidance on improving the standards of taxis.	31/03/2022	50%	This work is ongoing and SRS remains in dialogue with WG officials.	Green		Environment and Regeneration

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
RP/A025: Encourage and support sustainable changes to people's travel patterns and increase safe walking, cycling and public transport infrastructure in existing areas and new housing developments either through direct provision or through the Section 106 process.	31/03/2022	50%	Schemes continue to be developed to improve walking, cycling and public transport infrastructure in existing areas and new housing developments either through direct provision or through the Section 106 process. New bus shelters have been installed in Dinas Powys on Cardiff Road, and a comprehensive bus shelter enhancement scheme is underway in Llantwit Major	Green		Environment and Regeneration  Healthy Living and Social Care
<b>ADP52- Deliver the Next Bike programme in Penarth and explore the potential for expansion of the scheme to Sully and Barry as part of promoting active travel and a review of existing Active Travel Routes</b>						
NS/A027: Deliver the Nextbike programme in Penarth and explore the potential for expansion of the Scheme to Sully, Dinas Powys and Barry as part of promoting active travel and a review of existing Active Travel Routes.	31/03/2022	50%	Nextbike now rebranded as OVObikes. Additional AT funding received for 2 additional nextbike stations in Penarth. On-going consultation for new active travel maps.	Green	Green	Healthy Living and Social Care  Environment and Regeneration
NS/A028: Improve cycle and pedestrian facilities and create new Active Travel Network Maps for the Vale of Glamorgan in accordance with Welsh Government Requirements.	31/12/2021	50%	ATNM statutory 12 week consultation running until 24 October. Draft maps will be submitted to WG by 31 Dec.	Green		Healthy Living and Social Care Environment and Regeneration
<b>ADP53-Work on a more regional basis via the Regional Transport Authority (RTA) to further progress transport schemes which have a regional dimension.</b>						
NS/A030: Work on a more regional basis via the Regional Transport Authority (RTA) to further progress transport schemes which have a regional dimension.	31/03/2022	50%	Metro Enhanced Framework corridors, e-taxi try before you buy, electric car park and on-street charging all being progressed with the RTA and CCR.	Green	Green	Environment and Regeneration
<b>ADP54- Review the support given to the Greenlinks Community Transport service to transport passengers around the Vale seeking to provide a service which better matches customer demand.</b>						

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
NS/A029: Review the support given to the Greenlinks Community Transport service to transport passengers around the Vale seeking to provide a service which better matches customer demand.	31/03/2022	50%	With Covid restrictions lifted numbers using the service have increased since Q1. However, the team are looking at bio-gas fuelled vehicles to reduce the carbon footprint of the scheme. However, any potential shift to alternatively fuelled vehicles are currently cost prohibitive with long delivery times.	Green	Green	Environment and Regeneration

**CP Commitment: 3.3** Promote leisure, art and cultural activities which meet a diverse range of needs.

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
<b>ADP55- Deliver safe events that support the economy of town centres, resorts and country parks by working in partnership with providers in line with recommendations by the Welsh Government Events Taskforce</b>						
RP/A026: Refocus the 2021/22 events programme to deliver safe events that support the economy of town centres, resorts and country parks by working in partnership with providers in line with recommendations by the Welsh Government Events Taskforce.	31/03/2022	50%	After a successful summer festival of flowers the attention of the events team now turns to Halloween and Christmas events at all town centres and country parks. The new approach to procuring events has seen a variety of private sector event companies coming in to partner with the Council. Funding has been awarded by WG to expand our events provision over Christmas and into the new year. We also plan to run a walking month in March 2022 with a view to maximising the economic and health benefits of walking tourism.	Green	Green	Environment and Regeneration
<b>ADP56-Respond to the outcome of the consultation on the Council's Arts Strategy.</b>						

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
SL/A017: Respond to the outcome of the consultation on the Council's Arts Strategy.	31/03/2022	50%	An options paper is currently being drafted and will be shared during this quarter.	Green	Green	Learning and Culture
<b>ADP57-Develop the Makerspace project in Penarth and identify further opportunities to expand the use of local creative spaces in communities across the Vale.</b>						
SL/A018: Develop the Makerspace project in Penarth and identify further opportunities to expand the use of local creative spaces in communities across the Vale.	31/03/2022	50%	The Makerspace is becoming a reality. A Development Officer was appointed from amongst library service staff, and he has made good progress in planning the space and service, purchasing furniture and confirming a list of equipment to purchase during Q3. Good research and a visit to an expanded Makerspace in Llanelli, amongst others, helped clarify what would work best and what has proved successful elsewhere. The space is on course to open in January.	Green	Green	Learning and Culture  Environment and Regeneration
RP/A027: Identify further opportunities to expand the use of empty spaces for use by local creative and co-working communities across the Vale.	31/03/2022	50%	An open call is currently underway for expressions of interest specifically around Meanwhile Use Spaces in Holton Road. We have not specified what uses we expect, however we hope that these projects will drive footfall and spend.	Green		Environment and Regeneration
<b>ADP58- Collaborate with partners to promote our schools and libraries as community and well-being hubs and increase the diversity of leisure, art and cultural learning opportunities available including digital opportunities.</b>						
SL/A019: Collaborate with partners to promote our schools and libraries as community and well-being hubs and increase the diversity of leisure, art and cultural learning opportunities available including digital opportunities.	31/03/2022	50%	A full range of activities were arranged for children during the summer holidays. These were for the annual Summer Reading Challenge and in partnership to provide the Summer of Fun in the Vale. Libraries were especially pleased to have some extra Summer of Fun funding to spend on activities. A number of these activities were organised by library staff for the Penarth Pier as the children's library could not host the events. The venue proved popular it gave libraries a good opportunity to showcase their services to some new audiences. Given the restrictions of social	Green	Green	Learning and Culture

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			distancing it was difficult to arrange many other activities or learning opportunities, especially for adults. We expect this to change in coming months and we are speaking to various partners to arrange a return to digital learning and other opportunities for adult learners.			

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

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
<b>ADP59-Implement a sustainable approach to meeting the needs of older people in accommodation with care to support greater independence.</b>						
HS/A013: Implement the Older Person Accommodation with Care, Care Ready and Support Strategy to meet the needs of older people.	31/03/2022	50%	The terms of reference for the Older Persons Housing Strategy have been finalised and shared with the consultant. They are preparing a costed proposal for consideration.	Green	Green	Homes and Safe Communities, Healthy Living and Social Care
<b>ADP60-Agree a regional care home contract with the Health Board and providers to improve outcomes for adults who need care and support</b>						
RMS/A013: Implement the regional care home contract in consultation with partners.	31/03/2022	50%	"Monitoring sign-up to regional contract to be completed. Monitoring framework in draft via Regional Commissioning Board members. Review of contract documents being arranged for September 2021. and workshop held."	Green	Green	Healthy Living and Social Care
<b>ADP61- Support integrated services operated jointly with the Health Board as part of the 'Healthier Wales' agenda.</b>						
AS/A010: Progress the work of the Alliance Model through the extension of Transformation funding by 12 months.	31/03/2022	50%	This has gained approval in principle to work up an implementation plan, we are currently working with legal representatives to consider possible mechanisms for setting up such models for future operating. Before sharing more widely, we are seeking to discuss with WG officials to test out the	Green	Green	Healthy Living and 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
			high level proposal. It is planned that a proposal will be completed and ready to present to Cabinet and the Cardiff and Vale UHB Board early in Qtr. 4. Resources to support the project management have been identified and are in post.			
AS/A011: Recommence engagement plans in relation to the 'Wellbeing Matters' project and implement outcomes from the engagement exercise.	31/03/2022	50%	This project has progressed despite the uncertainty of future funding in recognition of the need to develop our offer and enhance support for our citizens. We also recognise the need to manage our demand effectively across health and adults social care. We have held workshops to scope out the project and the services we would like to incorporate into the Wellbeing Matters Service. We now have a list of services to work through how we might be able to accommodate them within the former SPoA. We have been considering developing the nursing model to support our community triage service alongside VCRS and District Nursing services. Our focus this quarter has been to also develop a robust response to Telecare Review and action plan. Finally, we have been engaging in the work with Customer Relations re the new IT platform to support our ambitions and explore how we can integrate our systems effectively. To compliment this work the project team have been exploring the work on the national data repository to ensure that we are aware of the national plan and cognisant of this direction so that we compliment and embed. This Project is embedded firmly in the Access workstream of the @home locality programme, and we are working in partnership with C & V UHB and Cardiff Council to ensure that we work towards a regional solution	Green		Healthy Living and 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
			to ensure equity for all citizens accessing health care services across the C & V UHB footprint.			
AS/A012: Implement actions arising from Vale Community Resource Service review.	31/03/2022	50%	We were able to recruit to the position of Business Improvement Manager, and the successful candidate commenced in September. VCRS are working to finalise the document to capture the decisions made during the course of the Review exercise. In addition, the projects relating to VCRS have been reviewed along with the grant funding exercise outlined in AS/A013 and we have prepared to write business cases as WG outline the future funding opportunities. We have also worked closely with C & V UHB to develop the nursing structure to support VCRS moving forward, and links with the Community Triage that is being developed under the wellbeing matters service, as an extension to the current day time services offer, located at C1V. Also, secured additional funding for therapies resource. All of this has been in the context of the service continuing to operate with high demand and complexity. In addition, there has been developments with the Falls service, and working in partnership with colleagues in the Welsh Ambulance Service Trust (WAST).	Green		Healthy Living and Social Care
AS/A013: Evidence the effectiveness of projects delivered through the provision of short-term grant funding - Integrated Care Fund (ICF) and Transformation funding and determine future options for sustainability of funding for those deemed effective, and identify the	31/03/2022	50%	Officers continue to engage in the evaluation of the ICF and Transformation Grant funding schemes, conducted by an external organisation to inform WG decision making re future funding alternatives. The Division has identified the financial and service risks if funding is removed. The DMT have included this risk in the cost pressures submission for the directorate and remains concerned should replacement funding	Green		Healthy Living and 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
risks associated with ceasing these projects.			not be identified. Working with the Health and Social Care Partnership, we have prepared for the development of new business cases in anticipation of future funding and how we wish to operate and deliver services as articulated under the current '@home locality model.			
RMS/A010: Review the Regional Commissioning Work Plan to support the Healthier Wales agenda.	31/03/2022	50%	Regional Commissioning Board meeting on monthly basis. Current work includes Market Stability Report, Market Sustainability Report and contribution to Population Needs Assessment.	Green		Healthy Living and Social Care
<b>ADP62-Develop more integrated models of care that provide increased choice and reduce dependence.</b>						
AS/A015: Create a sustainable (in the expected absence of grant funding) and integrated model for single point of access to Well-being Matters Services (via the Contact Centre).	31/03/2022	50%	Adult Services are working in partnership with the Health Board and VOG Customer Services to develop a sustainable and integrated model for a single point of access to Well-being Matters Services. This is in an early stage of development, but already progress is being made, through improved working relationships and information sharing to resolve complex social and health problems that citizens experience. Regular and ad hoc MDT discussions are taking place to resolve such complex situations to unblock progress to people's wellbeing.	Green	Green	Healthy Living and Social Care  Corporate Performance and Resources
AS/A016: Enable safe discharges from hospital through models of care which provide choice and control for service users.	31/03/2022	50%	The Vale Integrated Discharge Service continues to work alongside patients, families, ward staff and community recourses (including VCRS) to ensure the best possible discharge for patients with ongoing care and support needs through a model of multi-disciplinary working and information sharing. Patients and their families are given every opportunity to choose and be in control of their discharge planning, but it is recognised that during	Green		Healthy Living and 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
			the current pandemic, people's choices are often limited.			
RMS/A011: Review effectiveness of isolation beds with the view of reintroducing for reablement services.	31/03/2022	50%	Refurbishment complete and Bridging Unit established.	Green		Healthy Living and Social Care
RMS/A012: Review and roll out of the 'Your Choice' model in co-ordination with other operational services.	31/03/2022	50%	Roll out has commenced with 3 agencies, blended rates are currently being formulated.	Green		Healthy Living and Social Care
RP/A028: Review the Disabled Facilities Grant function considering the pandemic and possible duplicated roles across the Council.	31/03/2022	50%	A report has been completed recommending the next steps for DFG. It will be considered by relevant departments in Q3.	Green		Healthy Living and 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
<b>ADP63-Implement a regional strategy that supports carers and recognises their contribution.</b>						
RMS/A014: Develop and deliver a consistent and coherent regional strategy for carers that recognises the vital contribution they make within their communities and the people they care for.	31/03/2022		No update provided			Healthy Living and Social Care
<b>ADP64-Seek further opportunities through the Children and Communities Grant and Housing Support Grant to target interventions for children and young people and their families ensuring that services adapt in response to issues arising from COVID-19.</b>						
CS/A011: In contributing to the implementation of Children and Communities Grant, maximise opportunities for aligning services	31/03/2022	50%	CCG continues to fund a wide variety of C&YP services. WG has provided additional Covid funds to increase services, proposal have been agreed to develop additional mentoring service for children,	Green	Green	Healthy Living and 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
and minimising duplication in service delivery whilst continuing to deliver in required areas.			a project to support children who have experienced domestic abuse and a family support project, and the delivery of a course focussed on families with late diagnoses of ASD. These were all identified as gaps in current provision and will reduce pressure on existing FF services. There have been a variety of staff increases in both FF and FS which will directly impact on current waiting list. All projects continue to report regularly and delivering what is expected although Covid19 continues to hinder direct 1-1 work. Projects continue to respond positively continuing to use innovative methods to keep in contact with service users. Monitoring has been ongoing and RBA report cards are due early October 2021 and will reflect how well these continue to be managed in the current crises. The Summer of Fun activities proved highly successful, and funds are being secured to continue some provision for half term for vulnerable children- this is not wholly CCG but related as it directly links to 2 of the existing CCG grants streams.			
ALN/A013: Seek further opportunities through the Children and Communities Grant and Housing Support Grant to target interventions to support children and young people and their families ensuring that services continue to respond to issues arising from COVID-19.	31/03/2022	50%	CCG continues to fund a wide variety of C&YP services. WG has provided additional Covid funds to increase services, proposal have been agreed to develop additional mentoring service for children, a project to support children who have experienced domestic abuse and a family support project and delivery of a course focussed on families with late diagnoses of ASD. Other Families First projects have had staffing increases. All projects continue to report regularly and delivering what is expected although Covid19 continues to	Green		Learning and Culture

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. Projects continue to respond positively continuing to use innovative methods to keep in contact with service users. Monitoring has been ongoing and RBA report cards are due early October 2021 and will reflect how well these continue to be managed in the current crises. The Summer of Fun activities proved highly successful, and funds are being secured to continue some provision for half term for vulnerable children- this is not whole CCG but related as it directly links to 2 of the existing CCG grants streams.			
<b>ADP65- Work with partners to implement a new way of working with children and their families that maximises their strengths to improve outcomes and enhance their well-being.</b>						
CS/A012: Implement a strength-based model for working co-productively with children and their families.	31/03/2022	50%	Funds into the CCG were also focussed on childcare and supporting local childcare providers with a raft of Covid based grants focussed on sustainability. Work to develop a Hub bringing various CCG services together has been approved and discussions are ongoing. This should help in exploring shared back-office functions.	Green	Green	Healthy Living and Social Care
CS/A013: Work with partners to continue delivery of the Corporate Strategy for children who need care and support.	31/03/2022	50%	The Management Group has continued to meet to report progress against the action plan, which reflects strong partnership working.	Green		Healthy Living and Social Care Corporate Performance and Resources
CS/A014: Through the therapeutic panel, continue to oversee delivery of the Psychology Service for Children Looked After to ensure that it continues to meet the needs of	31/03/2022	100%	Completed, monthly psychology panel implemented to oversee and monitor the work of the psychology service	Green		Healthy Living and 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
children supported in the Vale of Glamorgan.						

<b>CP Commitment: 3.6</b>	<b>Provide person-centred care and support to adults in need</b>
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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
<b>ADP66- 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.</b>						
CS/A015: Enhance and strengthen our regional approach to recruitment and retention of foster carers.	31/03/2022	50%	Launch of the national brand & website went live in July. A national TV advertising campaign was launched in September and regional recruitment is also being monitored. At the end of Q2 the vale has approved 8 new foster carers.	Green	Green	Healthy Living and Social Care
<b>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.</b>						
AS/A014: Develop new models of joint working with the Health Board with a particular focus on sustainable integrated services.	31/03/2022	50%	As per Qtr. 1 No further plans to integrate services, but to enhance what we already have in place. We continue to celebrate our integrated services and build upon the models. The evolving Wellbeing Matters Service is a great example of where we are developing the model following successful foundation of the Single Point of Access, by adding additional services to the offer and ensuring we maximise the skills and resources available, minimising duplication for our workforce and reducing the number of hand offs experienced by a citizen. The development of the Vale Alliance seeks to further embed the integrated models that are well established in this area.	Green	Green	Healthy Living and Social Care

<b>CP Commitment: 3.7</b>	<b>Work with our partners to ensure timely and appropriate mental health and emotional well-being support.</b>
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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
<b>ADP68-Support residents whose physical or mental health has been negatively impacted by COVID-19</b>						
AS/A017: Enhance opportunities to support and actively promote community services to improve our citizen's physical and mental health both in the short and longer term in response to the impact from the pandemic.	31/03/2022	50%	Adult Services staff are encouraged to offer information, advice and support to all citizens who may have a care and support need on taking opportunities for healthy living: through advice in relation to keeping active and following healthy lifestyles, to support in accessing universal and 3rd sector organisations to preparing outcome focussed Care and Support Plans that promote people's physical and mental health wellbeing while at ensuring the fundamentals of care are undertaken.	Green	Green	Healthy Living and Social Care
RMS/A015: Recommence respite services to support resident's physical and mental health.	31/03/2022	50%	Respite services has now recommenced.	Green		Healthy Living and Social Care
ALN/A014: Deliver a programme of support and play and activities for children and young people via Families First (and its Disability Strand services) ensuring an informal respite service for families, vulnerable and isolated young people.	31/03/2022	50%	FFHC and IYP (teen scheme) continue to provide quality activities. Extra days were run through the 'Summer of fun' funds. This also saw a huge growth in fun/play activities through summer period with excellent feedback. Additional Covid monies have been secured and additional activities are being planned for October and possible weekends through the remaining part of this term and spring term. A programme is under development looking to utilise other school premises and widen activities and opportunities.	Green		Learning and Culture
<b>ADP69- Work with schools to implement trauma-informed approaches to meet the social, emotional and mental health needs of pupils.</b>						
ALN/A015: Further develop the School and Community Based Counselling service for vulnerable children, young people and families (funding permitting), seeking to	31/03/2022	50%	Tender document drafted, waiting on Cabinet report to be approved to proceed with the secondary SBC service. Current allocation of funds will see a reduction in the secondary school counselling service. Barnardo's have developed a	Green	Green	Learning and Culture



Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
expand the offer to provide both primary and digital offers.			draft SBC website for us. We have secured 1 Primary therapist, and this is working well, have another looking to start although there is a waiting list of children to be seen. Dynamic purchasing tender for primary therapies closed and was not very successful although in discussions with 2 other Play therapists about direct work - the Dynamic purchasing will go live again during October.			
ALN/A016: Continue to implement the Social, Emotional and Mental Health Action Plan and provide professional learning opportunities to staff in schools to develop the trauma informed approach to enable them to meet the SEMH needs of children and young people.	31/03/2022	50%	The impact of SEMH training and ES support on capacity building in mainstream schools has enabled the service to adjust its referral criteria. Many schools are now beginning to use more specialist assessment tools and to apply their TMH-I knowledge to support the needs of moderately complex pupils. All Vale schools now have a comprehensive library of SEMH books and resources, in both Welsh and English. A training audit is underway Further TMHI-I training is scheduled, targeted at new senior leads and ALNCoS.	Green		Learning and Culture  Healthy Living and Social Care
<b>ADP70- Work with people to address issues arising from the temporary suspension of preventative, early intervention and support services by safely restarting or putting in place new service models.</b>						
CS/A018: Implement the learning from the pandemic in relation to delivery of services to children and families.	31/03/2022	50%	Learning continues to inform our practice and the Division's future operating model	Green	Green	Healthy Living and Social Care
HS/A019: Review our Housing Solutions Delivery model considering the lessons learnt during the pandemic (for example digital working).	31/03/2022	50%	There have been difficulties recruiting two Rapid Rehousing Officers via HSG partners, This reflects staff shortages and recruitment difficulties across the housing related support sector. The current staff team remains on top of workload and is sufficient to assist people to move on into available	Green		Homes and 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
			homes, however this will be reviewed and reassessed if the rate of move on increases. The Task and Finish Group continues to meet and receive expert testimony from a range of partners. Two further meetings are scheduled, and it is intended to produce a report of conclusions and recommendations for H&SC Scrutiny in Dec/ January.			
<b>ADP71- Work in partnership to protect vulnerable citizens from the adverse effects of rogue trading, scams, harmful substances and products, slavery and exploitation</b>						
SRS/A005: Work in partnership to safeguard the vulnerable to ensure that children are protected from harmful substances and products, older people are protected from rogue traders and scams and vulnerable people are not subject to exploitation, slavery and exploitation.	31/03/2022	50%	Two intelligence led underage sales operations were conducted in Qtr 2, during which 14 retail premises (7 Cardiff, 7 Vale) were visited with an underage volunteer who attempted to purchase age restricted products including alcohol and e-cigarettes. Four premises sold to the underage volunteer (3 x alcohol, 1 x e-cigarette). In addition, the service received 69 service requests during the quarter relating to scams, doorstep crime and safeguarding.	Green	Green	Homes and Safe Communities

<b>CP Commitment: 3.8</b>	<b>Undertake our safeguarding duties to protect people from harm</b>
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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
<b>ADP72- Deliver the Wales Safeguarding Procedures and the Regional Safeguarding Board priorities and embed a consistent approach to safeguarding our citizens.</b>						
AS/A018: Support the roll out of the Wales Safeguarding procedures to ensure the workforce are fully trained in adhering to the procedures in keeping our citizens safe. (includes Adult Practice Reviews.	31/03/2022	50%	All Adult Services staff have access to the All Wales Safeguarding Mobile App and are encouraged to use and discuss its use and application in supervision and team meetings. All staff have undertaken training on the App and Adult Services are preparing for a further roll out of Adult	Green	Green	Healthy Living and 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
			Safeguarding Training to all case management staff during Q3 and 4 of 2021/22.			
CS/A016: Complete an annual review of the 'paper light' duty arrangements implemented in March 2020.	31/03/2022	50%	Formal review scheduled for Q3 following the implementation of functional split of the team. Functional split of the team went live from 12/07/2021. Clear expectations for processes and transfer points, a selection of cases will be reviewed within the paper light review during Q3.	Green		Healthy Living and Social Care
RMS/A016: Implement and put into practice the Wales Safeguarding procedures to ensure a consistent and coherent approach to embedding the procedures across the region.	31/03/2022		No update provided			Healthy Living and Social Care
RMS/A018: Support implementation of the Regional Safeguarding Board Priorities.	31/03/2022		No update provided			Healthy Living and Social Care
<b>ADP73- Implement the Corporate Safeguarding Work Plan.</b>						
RMS/A017: Implement the Social Services elements of the Safeguarding Work Plan and work with other directorates to co-ordinate their contribution to delivery of the plan.	31/03/2022		No update provided		Green	Healthy Living and Social Care
ALN/A017: Contribute to the implementation of the Corporate Safeguarding Work Plan.	31/03/2022	50%	The Corporate Safeguarding Plan for 2021-22 has been completed and has received scrutiny committee sign off. At this time a CS work plan has not been put in place, this will be explored further at the next CSG meeting.	Green		Healthy Living and Social Care Learning and Culture
ALN/A018: Ensure that all school staff, governors and all central staff have continued access to appropriate	31/03/2022	50%	The safeguarding training being delivered to all school and Directorate based DSP/DDSP continues to maintain over 90% compliance. All school-based	Green		Healthy Living and 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
safeguarding training via virtual methods and the use of IDev.			staff requiring level 1 safeguarding now have access on IDEV and compliance monitoring can be accessed via this portal. All Directorate staff will also receive their level 1 training via IDEV from Autumn 2021. A bespoke Dedicated Safeguarding Governor training package has been devised jointly between Cardiff and Vale Education teams and will be rolled out to all Dedicated Safeguarding Governors (DSG) during Autumn / Spring 2021-22			Learning and Culture
SP/A010: Contribute to the implementation of the Corporate Safeguarding Work Plan.	31/03/2022	50%	L&S Safeguarding make significant contribution to the VOG Corporate Safeguarding Report on an annual basis and form part of the Corporate Safeguarding Group, engaging in work plans	Green		Healthy Living and Social Care Learning and Culture
SL/A020: Contribute to implementing the Corporate Safeguarding Work Plan.	31/03/2022	50%	Learning & skills form part of the Local Authority Corporate Safeguarding Group and as part of this a Corporate Safeguarding Annual Plan is produced and at this time work is underway to put in place a Corporate Safeguarding Work Plan.	Green		Healthy Living and Social Care Learning and Culture
HS/A014: Implement the Corporate Safeguarding Work Plan and ensure all staff complete the relevant safeguarding training.	31/03/2022	50%	The rollout of VAWDASV leadership training is scheduled for the 27th October as part of the statutory VAWDASV training programme.	Green		Healthy Living and Social Care
NS/A031: Implement the Corporate Safeguarding Work Plan and ensure all staff complete relevant safeguarding training.	31/03/2022	50%	Safeguarding is an on-going priority for the service. Special attention was given to safeguarding in the speed required to implement the 'Summer of Fun' activities with all partner delivering session required to demonstrate their policies and understanding of safeguarding matters.	Green		Healthy Living and 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
SRS/A006: Implement the Corporate Safeguarding Work Plan and ensure all staff are up to date with corporate safeguarding training.	31/03/2022	50%	Safeguarding is mainstreamed into SRS service delivery. A series of training programmes are being prepared for Q3 and will include safeguarding awareness for new officers.	Green		Healthy Living and Social Care
PB/A030: Contribute to the implementation of the Corporate Safeguarding Work Plan	31/03/2022	50%	The Head of Service and Operational Manager (Customer Relations) are both members of the Corporate Safeguarding Group and attend regularly to contribute to the implementation of relevant actions contained in the Corporate Safeguarding Work Plan.	Green		Healthy Living and Social Care
FS/A014: Implement the Corporate Safeguarding Work Plan with a focus on the Safer Recruitment Policy and ensuring that all frontline staff have up to date safeguarding training.	31/03/2022	50%	All staff are able to access the training materials available on iDev and this has been reemphasised during the recent #itsaboutme process	Green		Healthy Living and Social Care
LD/A015: Implement the Corporate Safeguarding Work Plan and ensure all staff are up to date with relevant safeguarding training.	31/03/2022	50%	This work is on-going throughout 2021/2022. The OM LS attends the Corporate Safeguarding Board meetings and ensures compliance with mandatory safeguarding training via iDev.	Green		Healthy Living and Social Care
RP/A029: Implement the Corporate Safeguarding Work Plan and ensure all staff complete relevant safeguarding training.	31/03/2022	50%	All staff reminded of the need to undertake mandatory Safeguarding training on iDev	Green		Healthy Living and Social Care
HR/A009: Support the Corporate Safeguarding Group to monitor and challenge compliance with the Council's Safeguarding Policy in line with our responsibilities and contribute to implementation of the Corporate Safeguarding Work Plan.	31/03/2022	50%	During Q2 an Audit took place on the DBS and Safeguarding process relating to Safer Recruitment. A number of low priority actions were including in the audit report, with one medium action, which will be reviewed during Q3.	Green		Healthy Living and Social Care
<b>ADP74- Work with partners and the community to address issues of social cohesion and to implement the Vale of Glamorgan Community Safety Strategy and the Regional Violence against Women, Domestic Abuse and Sexual Violence Strategy (VAWDASV)</b>						

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
<p>HS/A015: 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.</p>	<p>31/03/2022</p>	<p>50%</p>	<p>"During the Qtr, 106 cases were discussed at MARAC and 109 cases were discussed at the twice weekly meetings. Of these, only 40 were progressed to MARAC which means that 69 cases were diverted away from the MARAC, contributing to making the MARACs a more effective and manageable way of supporting high risk victims and their families. The Community Safety Team carried out the Council equality impact assessment which has resulted in a change in the data collected by the teams. Additional data will be kept on the ethnicity of victims and their disability status in order to monitor and ensure inclusion and equal access to services is promoted where possible. The VAWDASV manager met with Welsh Government and the PCC to look at establishing data monitoring and performance management for the newly commissioned support service for domestic abuse across the Vale. The DRIVE project for perpetrators continues to run to full capacity and continues to show promising outcomes. Excellent relationships with partner agencies have been formed, particularly HMPPS where essential and appropriate information is shared. The Case Managers continue to have regular meetings with the IDVAs this is very positive and there are partner agencies being involved in suggestions for allocations ensuring strong multi agency partnership working. Good levels of engagement with service users is ongoing despite the restrictions and limitations on contact due to COVID. Where MARAC (Multi Agency Risk Assessment Conference) meetings are held Drive</p>	<p>Green</p>	<p>Green</p>	<p>Homes &amp; Safe Communities  Healthy Living &amp; Social Care</p>

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			<p>Team Lead has a continued presence. Since its inception, DRIVE has worked with 39 service users, 46 victims and 92 children and young people. 32 properties were target hardened across the quarter. This is a 28% increase from the number of properties who were provided with target hardening last quarter and an increase from the same time in the previous year. The team were successful in a bid for funding to provide additional target hardening equipment for the remainder of the financial year. Across the quarter, 25 completed quality control feedback of which 24 said they felt safer and 25 were happy with the service.</p> <p>There were 67 hate crime / incidents across the quarter. The Community Cohesion Officer has continued to work with SWP Hate Crime Officer to look at any solutions to incidents of hate across the Vale. The majority of incidents relate to racial incidents. Transgender incidents have seen a reduction across the Qtr and a reduction from the previous Qtr. "</p>			
<p>HS/A016: Work with partners and the community to address issues of social cohesion and to implement the Vale of Glamorgan Community Safety Strategy and the Regional Violence against women, domestic abuse and sexual violence strategy (VAWDASV).</p>	<p>31/03/2022</p>	<p>50%</p>	<p>"Progress has continued across the Qtr on the Safer Vale Partnership Action Plan. The Quarter has seen the implementation of a new data sheet to improve communication and sharing of important information between the VAWDASV team and Vale Housing. The Safer Vale Operational and Strategic groups met and work is being carried out to establish an online platform on which the group members can continue to communicate and work on the partnership action plans with greater communication outside of meetings. Additional</p>	<p>Green</p>		<p>Homes &amp; Safe Communities</p> <p>Healthy Living &amp; Social Care</p>

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			<p>actions for the Qtr included the creation of a roundup for VOG housing staff regarding domestic abuse victims in order to increase and improve communication and the creation of a task and finish group to look at creating a video to help the public better understand the role, remit and responsibility of the Safer Vale Partnership. Progress has continued on the Regional VAWDASV plan. The team have continued to provide training sessions the Ask and Act (level 2) of the National Training Framework and to date, 248 individuals were trained across the Qtr from both the Local Authority and the Health board. This training ensures that professionals are able to spot the signs of domestic abuse, equips them with the skills to 'ask' if appropriate and ensures they are able to 'act' upon the information they have received. The team were successful in securing an additional budget for developing training for those in the beauty sector, so they are able to identify domestic abuse and know how and when to refer to appropriate support. "</p>			
<p>HS/A017: 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.</p>	<p>31/03/2022</p>	<p>50%</p>	<p>"Throughout the Qtr, the ASB team worked through 615 incidents of ASB. Of these 88 were environmental, 346 were nuisance and 114 were personal, demonstrating the continued return to more 'normal' levels of ASB now that Covid related issues are reducing further. The JET team continue to respond to all Covid related issues with a current particular focus on individuals who have travelled and need to adhere to restrictions imposed upon their return to Wales. There were 315 ASB referrals made across Qtr.</p>	<p>Green</p>		<p>Homes &amp; Safe Communities  Healthy Living &amp; Social Care</p>



Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			<p>During the month of August, the team ran an ASB roadshow where a number of engagement events with the Community Safety Vehicle 'TREV' were held across the Vale. These successful engagement events took place at Castleland Community Centre, Pencoedre Splash Pad, the Knapp, Pontalun Close, Stratford Green, Paul Lewis Community Centre, St Athan and Says Court, Llantwit Major.</p> <p>Over the summer, Barry Island was a particular hotspot area, with mostly out of area youths coming to the Island and perpetrating ASB. The Community Safety Team worked with the Transport Police during the roadshow to address this. The Community Safety Team, Environmental Health and the Vale of Glamorgan Council's Legal Team successfully obtained a breach on a Sully resident for feeding the birds. The perpetrator was issued with a Community Protection Notice on 26th November 2020, however she continued to feed the birds which resulted in her being found guilty on 6th August 2021 and fined £5,583.38.</p> <p>Throughout the quarter there were 33 public engagement events, 16 of which were public engagement, 4 leaflet drops and 13 were training events. Across the Qtr 125 tweets, 109 Facebook posts and 7 Instagram posts were published. these covered a range of subjects, from promoting the engagement events that were taking place, to domestic abuse, ASB and general safety messages. The team responded to the LGBTQ+ consultation in order to ensure that the local community safety</p>			

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			and well being needs of residents in the Vale are considered in all national plans. "			
HS/A018: Review the provision of the Councils Corporate CCTV service in collaboration with partner agencies.	31/03/2022	50%	"The CCTV report was presented to Business Cabinet outlining the options for the static provision of CCTV across the Vale. Members were in favour of using the Capital money that has been secured to update the system, ensuring that cameras are located in areas that are appropriate for the present day landscape of Crime and Disorder in the Vale. Conversations have been had to look into the options around collaboration with Cardiff in an attempt to ensure an intelligent solution is applied to CCTV moving forward. The Council is awaiting a decision from the PCC regarding their contribution to the scheme. The Community Safety Team have been working with cross departmental Council colleagues where additional funding could be available to support the purchase of additional cameras across the Vale.  The re deployable cameras have continued to be used across the Vale to support the monitoring of hotspot ASB locations across the Vale. "	Green		Homes & Safe Communities

<b>CP Commitment: 3.9</b>	<b>Work in partnership to develop cohesive communities and promote community safety</b>
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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
<b>ADP75- Work with partners to implement the Youth Offending Service Recovery Plan to enhance young people's outcomes</b>						
CS/A017: Work with partners to implement the Youth Offending	31/03/2022	50%	The YOS alongside partners have reintroduced preventative and early intervention services, delivering part physical and part virtual individual	Green	Green	Healthy Living & Social Care

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
Service Recovery to enhance young people's outcomes.			sessions with children and young people subject to 2 stage risk assessment process. There has been an increase in face-to-face contact taking place in an office environment, in the community and some risk assessed home visits. During the summer holiday period, the YOS has also reinstated group preventative constructive activities with children, using alternative methods of transport, i.e. travel by train, parents dropping children off, walking etc to enable children to engage in activities.			

<b>CP Commitment: 3.10</b>	<b>Keep people safe through strong and resilient emergency planning and regulatory services which protect the public, consumers and business.</b>
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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
<b>ADP76- Deliver a public awareness campaign and programme of inspections to ensure retailers are complying with the Minimum Unit Pricing (MUP) controls for alcohol that came into force in the Spring of 2020.</b>						
SRS/A012: Deliver a programme of inspections together with a public awareness campaign to ensure retailers are complying with the Minimum Unit Pricing (MUP) controls for alcohol.	31/03/2022	50%	In Qtr 2 officers conducted 80 inspections (18 Bridgend, 60 Cardiff and 2 Vale) of retail premises to establish compliance with the Regulations. 14 of the 80 premises visited in Qtr 2 were identified as non-compliant and found to be selling alcohol below the minimum unit price of 50p. Those found to be non-compliant received a written warning and advice regarding future compliance. The initial phase of the MUP project is now substantially completed and the second phase will see all of the non-compliant premises re-visited to ensure that they have heeded the written warning provided and not continued to sell alcohol below the MUP for alcohol.	Green	Green	Homes and 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/A014: Deliver the actions identified in the Shared Regulatory Service Business Plan 2021/22.	31/03/2022	50%	Work continues to deliver the actions set out in the SRS Business Plan with several actions completed and many in progress. The initial phase of the Minimum unit Pricing (MUP) inspections for alcohol is near to completion, and two intelligence led underage sales operations were conducted in retail premises during Qtr 2 in relation to the purchase of alcohol and e-cigarettes. Another intelligence led operation concerning the sale of illegal tobacco resulted in seizures of tobacco in premises in Bridgend and Cardiff leading to 71,700 individual cigarettes (street value £12,500) and 27.7kg of hand rolling tobacco (street value £2,770). Furthermore, service plans for the delivery of food safety, health and safety and communicable disease were approved by the Joint Committee in September. Our work in responding to the Covid-19 pandemic continues through the enforcement of Coronavirus Regulations, supporting the Test, Trace, Protect Service and managing the investigation of covid cases and outbreaks in the care sector.	Green		Homes and Safe Communities

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

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
<b>ADP77- Complete Holm View Phase 1 and commence development of over 100 new Council Homes at 5 sites across the Vale of Glamorgan including Barry, Penarth and the rural Vale.</b>						
HS/A020: Increase the supply of Council rented accommodation by completing Phase 1 of Holm View	31/03/2022	50%	Holm View Phase 1 completed 10.05.21; Court Road Emergency Housing Scheme completed 2.08.21; St Cyres Road in contract start of site	Green	Green	Homes and Safe Communities

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
and commence development of over 100 new Council Homes at 5 sites across the Vale of Glamorgan including Barry, Penarth and the rural Vale.			delayed until Mar.'22 due to uncharted BT fibre below ground, Hayeswood Road out to tender; Maes y Ffynnon to enter Planning Appeal, Colcot Clinic site in Planning; Holm View Phase 2 cabinet decision 11.10.21; Hayes Road due for completion Feb'22.			Environment and Regeneration

<b>CP Commitment: 3.12</b>	<b>Provide housing advice and support to prevent homelessness</b>
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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
<b>ADP78- Explore options to Identify a potential Gypsy and Traveller site</b>						
HS/A028: Continue to explore options to identify a potential Gypsy & Traveller site.	31/03/2022	50%	Options continue to be explored in relation to sites. A financial viability assessment is being undertaken regarding a potential new access road at the Hayes Road site and any other potential sites are being reviewed when identified.	Green	Green	Homes and Safe Communities
<b>ADP79- Implement a five-year Local Housing strategy to address housing need.</b>						
HS/A021: Implement a new Local Housing Strategy to address housing need.	31/03/2022	75%	Draft Strategy is written and is due to be considered by Cabinet in October 2021	Green	Green	Homes and Safe Communities
<b>ADP80- Increase the supply of good quality, accessible and affordable housing by maximising opportunities through the planning system and by working in partnership with housing associations.</b>						
HS/A022: Increase the supply of good quality, accessible and affordable housing by maximising opportunities through the planning system and by	31/03/2022	50%	SHG programme is fully allocated, and all schemes monitored regularly to ensure new units are delivered. Supply issues have led to delays at the Subway Road development, but it is hoped that handover of phase one will be completed before	Green	Green	Homes and 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
working in partnership with Housing Associations.			Christmas, and remaining flats early in the new year			Environment and Regeneration
RP/A030: Increase the supply of good quality, accessible and affordable housing by maximising opportunities through the planning system and by working in partnership with housing colleagues.	31/03/2022	50%	Whilst the Council has not secured any off-site S106 affordable housing contributions during this quarter, we continue to meet with Strategic Housing Forum and Overarching Housing Forum to look at opportunities to secure and deliver affordable housing.	Green		Homes and Safe Communities Environment and Regeneration
RP/A031: Work with colleagues across the Council to deliver the Empty Homes Strategy and ensure the Vale of Glamorgan Council continues to be pro-active in its approach to returning empty properties back into use.	31/03/2022	50%	The Empty Homes Survey (2021) commenced during Q.2, and responses are being collated and analysed. Follow-up advice, assistance and financial support is being provided as necessary. The Housing Loans workstream continues to progress as planned during Q.2 and a range of loan assisted projects are being successfully implemented across the county. The first successful enforcement proceedings regarding a problem empty property have been commenced including renovation works being undertaken and a charge placed on the property.	Green		Homes and Safe Communities Environment and Regeneration
RP/A032: Review the Empty Homes Strategy function and actions in light of upcoming guidance and support from Welsh Government.	31/03/2022	50%	During Q.2 an Empty Property Enforcement Action Plan was submitted to Welsh Government, which is a requirement of the Empty Property Management Support Programme. The Action Plan is the focus for cross service working and possible future enforcement action on prioritised empty properties. The proposed Enforced Sale Policy (reported to Cabinet on 19th July 2021) was referred to Homes and Safe Communities Scrutiny Committee (15th September 2021) and Corporate	Green		Homes and Safe Communities Environment and Regeneration

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			Performance and Resources Scrutiny Committee (22nd September 2021) for their consideration.			
<b>ADP81- Work with partners to sustain the reduction in homelessness achieved during the crisis and implement a Housing Support Programme Strategy</b>						
HS/A023: Continue to work to the Welsh Government COVID-19 Homelessness Plan, phase 1, providing bed and breakfast accommodation for homeless persons as defined by the new Welsh Government Duty placed on Local Authorities.	31/03/2022	50%	Rooms at the three bed and breakfast hotels have been block booked till the end of March 2022 following a funding commitment received from WG. The Homeless Task and Finish Group are reviewing options for moving households on from the hotels and are due to finalise a report and recommendations to H&SC Scrutiny Committee, early in the new year.	Green	Green	Homes and Safe Communities
HS/A024: Work with partners to sustain the reduction in homelessness achieved during the crisis and implement a Housing Support Programme Strategy.	31/03/2022	50%	Cell meetings continue to ensure key services are delivered to homeless households. The Task and Finish Group are developing options for increasing 'move on' of homeless households into more permanent accommodation.	Green		Homes and Safe Communities
HS/A025 Deliver and promote equality of access to housing and housing services.	31/03/2022	50%	An Equality Impact Assessment has been completed of the new Tenant Engagement Strategy which will shortly be considered by Cabinet. The new Strategy is designed to ensure tenants from a variety of backgrounds, including those with protected characteristics have opportunities to be involved and shape the range and type of housing services delivered. The review of Homes 4 u and allocations is due to start shortly and will take specific account of applicants protected characteristics. LGBTQ+ training delivered to front line housing staff and review of literature and policies underway.	Green		Homes and Safe Communities
HS/A026 Maximise any grant funding opportunities for longer term accommodation to address the increased homelessness demand.	31/03/2022	50%	New opportunities for temporary and permanent accommodation continue to be explored, including conversion of existing buildings and developing more MMC units following the success at Court	Green		Homes and 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
			Road. The higher rents charged on temporary accommodation, mean that new schemes can be financially viable over 20 years without grant funding.			
HS/A027 Contribute to the work of the Scrutiny Committee Task and Finish Group to review Homelessness Services.	31/03/2022	50%	Further meetings of the Task and Finish Group have taken place and expert testimony has been heard from Shelter Cymru, the CAB and the Chair of the Private Sector Landlords Forum. Welsh Government Officials and colleagues from RSL partners are due to provide briefings at the October meeting and the Group will then finalise conclusions and recommendations to be considered at H&SC Scrutiny.	Green		Homes and Safe Communities

## APPENDIX 2: Performance Indicators

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

Performance Indicator	Q2 2020/21	Q2 2021/22	Q2 Target 2021/22	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
<b>WO3.1: Encourage people of all ages to have active and healthy lifestyles to promote better physical and mental well-being.</b>							
CPM/063 (CPM/028): Number of sports clubs which offer either inclusive or specific disability opportunities.	N/A	61	56	Green	N/A	As per quarter 1. New Disability Sport officer has now commenced in post. One of her current actions is to reconnect with all organisations on the database to establish their current status, ascertain any support they	Healthy Living & Social Care



Performance Indicator	Q2 2020/21	Q2 2021/22	Q2 Target 2021/22	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
						require and encourage them to undertake in sport accreditation.	
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.	N/A	100	No Target	N/A	N/A	With our programme restarting as described in the previous quarter details we are catching up with people in this quarter who started in May and June. Our figures are limited at this stage as we are still restricted by the numbers who are entering our classes and our programme due to the high standards of care, we are offering clients because of the COVID pandemic. We are dealing with lots of clients who are vulnerable and therefore need to be vigilant with our precautions to ensure that they are safe. There is still a lot of people who have fear of participation in our programme and we are seeing a greater number of people being referred but the start-up rate is not reflecting this due to this factor.	Healthy Living & Social Care
PAM/017 (LCS/002b): Number of visits to local authority sport and leisure facilities during the	304.4	1138.06	No Target	N/A	↑	Increase over Q1 as usage is starting to normalise from Covid times	Healthy Living & Social Care

Performance Indicator	Q2 2020/21	Q2 2021/22	Q2 Target 2021/22	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
year where the visitor will be participating in physical activity per 1,000 population.							
<b>WO3.2: Provide more opportunities for cycling and walking and develop a range of travel options to encourage people out of their cars</b>							
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
<b>WO3.3: Promote leisure, art and cultural activities which meet a diverse range of needs</b>							
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
<b>WO3.5: Provide care and support to children and families in need which reflects their individual strengths and circumstances</b>							
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	55	No Target	N/A	N/A	This figure is a measure of activity data only	Healthy Living & Social Care
CPM/073 (CH019a): The number of reviews completed within statutory timescales that were:	53	156	No Target	N/A	↑	This figure is a measure of activity data only	Healthy Living & Social Care

Performance Indicator	Q2 2020/21	Q2 2021/22	Q2 Target 2021/22	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
child protection reviews							
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)	123	285	No Target	N/A	↑	This figure is a measure of activity data only	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	265	289	No Target	N/A	↑	This figure is a measure of activity data only	Healthy Living & Social Care
<b>WO3.6: Provide person-centred care and support to adults in need</b>							
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	101	64	No Target	N/A	↓	This figure is a measure of activity data only	Healthy Living & Social Care
CPM/081 (AD/015b): The total number of services started during the year where that service is: Domiciliary Care	611	202	No Target	N/A	↓	This figure is a measure of activity data only	Healthy Living & Social Care

Performance Indicator	Q2 2020/21	Q2 2021/22	Q2 Target 2021/22	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
CPM/082 (AD/15c): The total number of services started during the year where that service is: Day Care	4	6	No Target	N/A	↑	This figure is a measure of activity data only	Healthy Living & Social Care
CPM/083 (AD/016): The number of care and support plans that were due to be reviewed during the year	835	414	No Target	N/A	↓	This figure is a measure of activity data only	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	544	288	No Target	N/A	↓	This figure is a measure of activity data only	Healthy Living & Social Care
CPM/085 (AD/018): The number of adults supported with direct payments that were due for review during the year	50	47	No Target	N/A	↓	This figure is a measure of activity data only	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	27	25	No Target	N/A	↓	This figure is a measure of activity data only	Healthy Living & Social Care
<b>WO3.7: Work with our partners to ensure timely and appropriate mental health and emotional well-being support</b>							
CPM/136: Percentage of schools rated by Estyn as good or excellent in KQ2 "Well-being"						This Performance Indicator is monitored annually.	Learning & Culture
<b>WO3.8: Undertake our safeguarding duties to protect people from harm</b>							
CPM/087 (AD/020): The total number of reports of an adult suspected of being at risk received during the year	145	225	No Target	N/A	↓	This figure is a measure of activity data only	Healthy Living & Social Care
<b>WO3.9: Work in partnership to develop cohesive communities and promote community safety</b>							
CPM/088 (CPM/124): Percentage of domestic abuse victims that report that they feel safer as a result of target hardening.	100%	96%	100%	Amber	↓	Of the 25 feedback referrals received, one individual stated that she did not feel safer. This was as a result of additional issues with her neighbour in the same housing block. She is currently bidding to be moved to a different property but without success as is	Homes & Safe Communities  Healthy Living & Social Care

Performance Indicator	Q2 2020/21	Q2 2021/22	Q2 Target 2021/22	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
						bronze on the list. Her original target hardening was installed as a result of harassment from her father, from which she felt the target hardening had made her feel safer. The team are liaising with Atal y Fro to look at tenancy support and ensuring additional housing related measures are in place. The Community Safety Team are in discussion with Supporting People colleagues to look at funding for target hardening for housing related ASB.	
<b>WO3.10: Keep people safe through strong and resilient emergency planning and regulatory services which protect the public, consumers and business</b>							
PAM/023: Percentage of food establishments which are 'broadly compliant' with food hygiene standard.	97.35%	96.8%	94%	Green	↓	Target exceeded.	Homes & Safe Communities
<b>WO3.11: Increase the supply of good quality, accessible and affordable housing by working in partnership to address housing need</b>							
CPM/091 (CPM/260): The percentage of tenants satisfied with the programmed works.	N/A	N/A	N/A	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)	19.5 days	21.6 days	19.57 days	Red	↓	There has been a small deterioration in performance during the last quarter and we are slightly over target. There have been challenges in terms of materials which have led to delays as well as capacity issues with the voids sub contractor. These are being worked through and it is anticipated that performance will recover in Q3 and bringing us back within target	Homes & Safe Communities

Performance Indicator	Q2 2020/21	Q2 2021/22	Q2 Target 2021/22	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
CPM/093 (CPM/026): Percentage of people who have received a Disabled Facilities Grant who feel the assistance has made them safer and more independent in their own home.						This Performance Indicator is monitored annually.	Healthy Living & Social Care  Homes & Safe Communities
CPM/094 (CPM/027) (PAM015): Average number of calendar days taken to deliver a Disabled Facilities Grant.	308 days	340 days	350 days	Green	↓	We are pleased to have reduced the average level of days required to complete Disabled Adaptations below the target figure. Inflation pressures are preventing framework contractors from being able to deliver projects. Work is currently underway with colleagues in finance to look at opportunities for apportioning uplifts where appropriate.	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
PAM/037: Average number of days to complete all repairs.	1.8 days	5.5 days	7.5 days	Green	↓	There is currently high demand on the repairs service as tenants report outstanding issues which have been silent during the pandemic.	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	13	10	Green	N/A	There have been 13 new accessible homes delivered so far this year.	Homes & Safe Communities

Performance Indicator	Q2 2020/21	Q2 2021/22	Q2 Target 2021/22	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
							Healthy Living & Social Care
<b>WO3.12: Provide housing advice and support to prevent homelessness.</b>							
PAM/012: Percentage of households successfully prevented from becoming homeless.	81%	48.07%	82%	Red	↓	The team continues to work hard and prevent homelessness where possible. Unfortunately, as explained last quarter as a result of the Pandemic, WG have directed all LA's not to complete the priority need investigations detailed within the Housing (Wales) Act 2014 and therefore consider all who present where deemed homeless, vulnerable, resulting in all being placed in temporary accommodation (Hotel accommodation in most cases). The majority of homelessness presentations are now in fact single households where prevention opportunities are extremely limited hence the target has further slipped over the quarter. This target will need to be revised for next year as the priority need test is to be removed permanently leaving very little prevention opportunities as the vast majority will be sofa surfing.	Homes & Safe Communities
CPM/096 (CPM/012): Percentage of all households where a positive prevention action succeeded in preventing/relieving homelessness.	N/A	N/A	N/A	N/A	N/A	This Performance Indicator is monitored annually.	Homes & Safe Communities

### Additional National Performance Indicator Measures

Performance Indicator	Q2 2020/21	Q2 2021/22	Q2 Target 2021/22	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
<b>WO3.1: Encourage people of all ages to have active and healthy lifestyles to promote better physical and mental well-being.</b>							
PAM/041: Percentage of NERS clients who completed the exercise programme.	N/A	2.91	40	Red	N/A	As the scheme restarted at the end of May we are yet to gain many people who have completed a whole programme. Over the coming months we are hoping that we will be able to give a better picture of the true difference our scheme is making in the community. It is still really too early to tell. Please also see the previous comment of r this quarter.	Healthy Living & Social Care
<b>WO3.3: Promote leisure, art and cultural activities which meet a diverse range of needs</b>							
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
<b>WO3.4: Work in partnership to provide more seamless health and social care services.</b>							
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	Data not available/published by WG	Healthy Living & Social Care
<b>WO3.5: Provide care and support to children and families in need which reflects their individual strengths and circumstances</b>							
PAM/028: Percentage of child assessments completed in time.	70.6%	50%	85%	Red	↓	The pandemic has continued to have a knock-on effect with the social workers ability conclude assessments during the quarter but is not a reflection of the level of activity responding to priority needs of the children and their families during the period of involvement, albeit without completed assessment. A functional split of IFST has been developed and live from 12/07/21, this	Healthy Living & Social Care



Performance Indicator	Q2 2020/21	Q2 2021/22	Q2 Target 2021/22	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
						should enable completion nearer to target in Q2-4'	
PAM/029: Percentage of children in care who have had to move 3 or more times.	3.02%	3.88%	9	Green	↓	No commentary provided	Healthy Living & Social Care
<b>WO3.11: Increase the supply of good quality, accessible and affordable housing by working in partnership to address housing need</b>							
PAM/038: Landlord Services: Percentage of homes that meet the Welsh Housing Quality Standard (WHQS).	100%	100%	100%	Green	↔	<p>"At present the stock is 100% compliant with WHQS. Currently Keystone is reporting 877 properties with acceptable fails (AFs) and 3012 fully compliant properties. This means that 22.55% of the Council's stock is classed as AFs. During the last quarter 11 more properties were changed from non-compliant to compliant (no component failures).</p> <p>29 properties were in fact changed from non-compliant to compliant during the last quarter. However, due to the increased number of stock condition surveys being undertaken, 18 properties were changed from compliant to non-compliant during the last quarter.</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>	Homes & Safe Communities

Performance Indicator	Q2 2020/21	Q2 2021/22	Q2 Target 2021/22	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
						The Development & Investment Team were working to start the internal kitchen and bathroom replacements from September 2021. But due to deals in procurement are now working towards December 2021."	
PAM/039: Landlord Services: Percentage of rent lost due to properties being empty.	0.47%	0.004%	1.5%	Green	↑	Rent loss in Q2 remains very similar to Q1 and is better than target for the year. Turnover of properties has increased since lockdown restrictions ended, however the maintenance and housing teams have continued to repair and relet standard voids promptly. The largest proportion of rent loss is due to a small number of complex voids which are on hold pending major works.	Homes & Safe Communities

**Note:** In addition to the above listed Public Accountability Measures, the Welsh Government also require that Social Services reports metrics annually as part of its Performance and Improvement Framework for Social Services aligned to the *Social Services and Well-being (Wales) Act 2014* and the associated Code of Practice. This [Framework](#) contains metrics categorised by Adults, Children and Carers that have been split across the 9 thematics 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
<b>ADP82- Work with our partners to take collective action to tackle the climate emergency and implement our Climate Emergency Action Plan.</b>						
CS/A020: Review our working practice to operate more sustainably.	31/03/2022	50%	Work is continuing to inform the Council's future operating model / use of space and sustainability is central to these discussions	Green	Green	Corporate Performance and Resources  Environment and Regeneration
RMS/A021: Optimise agile working practices to enable us to define a more sustainable operating model.	31/03/2022		No update provided			Corporate Performance and Resources  Environment and Regeneration
SL/A022: Work via the SIOB Decarbonisation Sub-Group to consider the behaviour change, asset renewal strategy and infrastructure required to respond effectively to the Council's climate emergency and advise SLT and schools.	31/03/2022	50%	Carbon Trust and Welsh Government Energy Service to conduct survey of 5 schools, noting opportunities for decarbonisation. This will inform decarbonisation methodology to roll out across educational estate.	Green		Corporate Performance and Resources  Environment and Regeneration
SRS/A015: Engage and respond to the Welsh Government White Paper on Clean Air (Wales) Bill and the consultation on Reducing Emissions	31/03/2022	100%	Completed in Q1- SRs contributed to the Public Protection Wales response which has been sent to Welsh Government.	Green		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
from Domestic Burning of Solid Fuels.						Environment and Regeneration
PB/A032: Work with our partners to take collective action to tackle the climate change emergency and engage with the local community about priorities for the Vale as part of developing our response to the climate change emergency declaration.	31/03/2022	50%	The Climate Challenge Plan was approved by Council in July and a nature emergency has also been declared. Meetings are taking place to ensure alignment across the workstreams. A Project Zero Project Plan has been developed and a Project Board has been established and will meet for the first time in October. The board will prioritise actions in the Plan and report on progress. As part of the staff Healthy Travel Charter a range of activities have been developed including cycle 2 work, cycle maintenance sessions, promotion of walking, cycle champions.	Green		Corporate Performance and Resources  Environment and Regeneration
FS/A015: Contribute to the Council's work with partners to take collective action to tackle the climate emergency and implement our Climate Emergency Action Plan.	31/03/2022	50%	Officers attended corporate working groups on this matter. The Carbon Management Plan is to be updated to reflect the requirements of the Council.	Green		Corporate Performance and Resources  Environment and Regeneration
FS/A016: Progress and meet our commitments under the CRC Energy Efficiency scheme and achieve annual certification.	31/03/2022	50%	Data collection for Net Zero guidance is underway and on track to be completed by 31st October 2021. Feedback on capital schemes has been provided which established opportunities to increase or alter the schemes to account for the decarbonisation agenda.	Green		Corporate Performance and Resources  Environment and Regeneration
FS/A017: Work towards achieving our targets in the Vale of Glamorgan Council Carbon Management Plan 2018-22.	31/03/2022	50%	A programme of energy works continues to be developed to assist with the Council's aims of reducing our carbon emissions. The alteration to funding mechanisms to allow more efficient use of schemes has been supported by the education. The installation of EV charging	Green		Corporate Performance and Resources  Environment and 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
			points is underway with work undertaken to the buildings infrastructure to accommodate the charging points at the Alps and Civic Offices. The property and fleet teams are continuing to work together to assess the options of electrifying vehicles.			
RP/A033: Contribute to the Council's response to the declared climate change emergency and develop specific plans and strategies to support this work.	31/03/2022	50%	Work on the draft Green Infrastructure strategy is ongoing. The intention is to consult with relevant internal colleagues on the document in November. Following on from this we plan on reporting the draft strategy to Cabinet in the new year and seek approval for a 6-week public consultation. Adoption of the Green Infrastructure Strategy is anticipated in April 2022. Work has also commenced following declaration of a Nature Emergency on an action plan for Nature recovery.	Green		Corporate Performance and Resources Environment and Regeneration
HR/A010: Review and rationalise our corporate policies to invest in supporting infrastructure to encourage more freedom, trust and empowerment.	31/03/2022	50%	Delivered a Staff Travel Day to promote healthy travel, reduce carbon emissions and support the green infrastructure strategy.	Green		Corporate Performance and Resources
HR/A011: Develop a H&S and Fire Strategy which focuses on the development of a workforce safety and well-being culture and ensuring the establishment of a robust H&S review process.	31/03/2022	50%	Work has continued during Q2 to review the H&S and Fire Structure. Following the Grenfell report a number of changes will be required relating to fire safety of the Council's buildings. A cost pressure bid has been made to increase resources within the Corporate H&S Team which will enable direct support to be provided to the Visible Services and Residential Care areas. Some H&S training modules will be released during Q3.	Green		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
<b>ADP83- Develop a more environmentally sustainable fleet including the use of electric and hybrid vehicles</b>						
NS/A032: Continue to develop a more environmentally sustainable fleet including the use of hybrid, alternatively fuelled and electric vehicles.	31/03/2022	25%	On-going. Energy Service Wales report on fleet options and zero emission infrastructure still being put together by WG (chased repeatedly). Bio-gas fuelled vehicles project not progressed at this stage. Demo hybrid pool car being used in Q3. £300k WLGA funding for EV charging points at Council depots being investigated. However, EV refuse vehicles cost prohibitive and long delivery times.	Red	Red	Environment and Regeneration
<b>ADP84- Improve existing school buildings and deliver new buildings for St David's and Llancarfan Primary Schools, making them low carbon and where possible zero carbon buildings to operate and create an adaptable and scalable school design in partnership with the construction industry</b>						
SL/A021: Improve existing school buildings and deliver new buildings for St David's and Llancarfan Primary Schools, making them low carbon and where possible zero carbon buildings to operate and create an adaptable and scalable school design in partnership with the construction industry.	31/03/2022	50%	Low and net zero carbon projects on track. Data from Whitmore High School and Ysgol Bro Morgannwg projects starting to be returned.	Green	Green	Environment and Regeneration  Learning and Culture
<b>ADP85- Deliver near zero carbon, or at a minimum A rated new Council homes and utilise Optimised Retrofit Programmes that include Modern Methods of Construction and off-site manufacturing to meet carbon reduction targets for the existing Council housing stock.</b>						
HS/A029: Deliver near zero carbon, or at a minimum A rated new Council homes and utilise Optimised Retrofit Programmes that include Modern Methods of Construction and off-site manufacturing to meet carbon reduction targets.	31/03/2022	50%	In contract but start on site delayed until Mar'22 due to uncharted below ground BT fibre cables detected.	Green	Green	Environment and Regeneration
HS/A030: Continue to improve thermal efficiency in our existing housing stock by maximising the	31/03/2022	50%	External wall insulation and other fabric first measures continue to take priority whilst other technologies such as air source heat pumps	Green		Environment and 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
performance of the existing components and materials of our homes and looking at alternative fuel supplies to support carbon reduction and reduce fuel poverty.			and solar panels are being trialled before commitment. Welsh Government are working on WHQS2 which is expected to set standards and targets of performance and this is expected to drive key technologies. Delivery of the Optimised Retrofit Project is enabling properties with the worst performing heating system to be upgraded and improved for energy performance. Officers have also held an introductory conversation on alternative low carbine fuel supply.			
HS/A031: Develop a sustainable alternative sewage arrangement for residents at Channel View, Marcross and Croft John, Penmark.	31/03/2022	75%	Tenders have been received and examined. These are considerably above the cost estimates first provided because of the recent increases in material and transport costs. This project is now being further consulted with residents following these increased costs.	Green		Environment and Regeneration
<b>ADP86- Complete the LED Street Lighting Replacement programme.</b>						
NS/A033: Complete the Main Road LED Street Lighting Replacement programme with the use of SALIX finance.	31/12/2021	50%	Salix scheme is near completion with only very few to complete. These are either bespoke columns or service connections that have proved to be problematic. This will be resolved within next few weeks.	Green	Green	Environment and Regeneration

<b>CP Commitment: 4.2</b>	<b>Work with and empower community groups and other partners to sustain local facilities including public toilets, libraries, parks, play areas and community centres</b>
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<b>Service Plan Actions</b>	<b>In Year Completion Date</b>	<b>% Complete</b>	<b>Progress &amp; Outcomes Description</b>	<b>Service Plan Action RAG status</b>	<b>ADP Action RAG Status</b>	<b>Relevant Scrutiny Committee</b>
<b>ADP87- Use the Strong Communities Fund to support community projects with a focus on recovery and resilience within the community.</b>						
RP/A034: Continue to offer grants and support through the Strong Communities Fund to support community projects with a focus on recovery and resilience within the community.	31/03/2022	100%	The Strong Communities Grant Fund has been fully committed for 2021/22 and funding letters will be sent out in early Q3.	Green	Green	Environment and Regeneration
<b>ADP88- Develop a “Local Pantry Scheme” to reduce food poverty and further develop an Education Centre and Plastic bottle Green House at the Margaret Avenue garden project.</b>						
HS/A032: Develop a “Local Pantry Scheme” to reduce food poverty and further develop an Education Centre and Plastic Bottle Green House at the Margaret Avenue garden project.	31/03/2022	50%	The Penarth Food Pod is now open and making a positive impact to local people by providing essential food supplies on a 'pay what you can' basis. The POD is open twice a week and is staffed by Housing colleagues and volunteers. Further funding has been secured to expand the POD and to assist with a volunteer coordinator to recruit more local people into volunteering at the POD.	Green	Green	Environment and Regeneration
HS/A033: Deliver a range of environmental projects through the Community Investment scheme to include communal space improvements at Fairoaks, Dinas Powys; Trebeferad, Llantwit Major and Buttrills, Barry to enhance the local area and improve neighbourhoods.	31/03/2022	50%	The planned schemes continue to progress.	Green		Environment and Regeneration
PB/A033: Work with the PSB and partners to deliver a food poverty pilot in Llantwit Major and utilise lessons learnt from the pilot to	31/03/2022	50%	Work continues to progress on the Llantwit Major pilot project with phase 1 of the public engagement being underway. This phase has seen a short anonymous survey launched to help the	Green		Corporate Performance and Resources



Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
further develop the model, so that it can be applied to other areas.			project team better understand who is struggling to access food in Llantwit. The weeklong Bro Radio campaign aired on the W/C 2nd August promoting the project and its survey, and local support services. All sessions are available to 'listen again' via the new project website <a href="http://www.foodvale.org/llantwit">www.foodvale.org/llantwit</a> . Work will continue to engage with local residents and food support services to understand the current picture and need in the area and develop initiatives/actions to help improve food access in Llantwit.			Homes and Safe Communities
<b>ADP89- Review and implement options for other organisations to operate facilities such as sports grounds, parks, open spaces, allotments and public conveniences.</b>						
NS/A034: 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.	31/03/2022	50%	Further meetings have not been held with the majority of clubs identified in the potential second stage of transfers. A report is currently been prepared for consideration by Cabinet.	Green	Green	Environment and Regeneration

<b>CP Commitment: 4.3</b>	<b>Protect, preserve and where possible enhance our natural and built environment and cultural heritage.</b>
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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
<b>ADP90- Invest in education, sustainable transport and community facilities as a result of negotiating Section 106 payments from developers, including a new primary school for St. David's CiW Primary School in Colwinston and Ysgol Sant Baruc at Barry Waterfront, proposals for footway/cycleway and public transport improvements in Dinas Powys, Colwinston, Rhoose, Wick and Llantwit Major and a number of community/open space/public art enhancements across the Vale.</b>						

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
NS/A040: Invest in sustainable transport, community facilities and parks as a result of negotiating Section 106 payments from developers.	31/03/2022	50%	S106 funding secured in Q2 to assist with the installation of a toucan crossing in Wenvoe. Further schemes in Cowbridge, Barry and Llantwit Major to be discussed in Q3. On-going bus shelter upgrades.	Green	Green	Environment and Regeneration
RP/A035: Deliver the statutory planning function in order to protect, preserve and where possible enhance our natural and built environment and cultural heritage.	31/03/2022	50%	All planning decisions protect the built, natural and cultural heritage of the Vale of Glamorgan in accordance with LDP Policies; SP10, MG19, 20, 21 & 27, MD 1 & 2. During Q2 420 planning applications have been determined, 348 of these applications were approved (82.9% of decisions). Out of the approved applications, 3 related to Listed Building Consents (LBCs). A further 47 Tree applications were also determined; 47 TCA's (Work to trees in a conservation area) and 17 TPO's (Work to trees covered by a Tree Preservation Order). No new Tree Preservation Order have been confirmed. 146 planning enforcement cases were resolved during the quarter. Out of the 348 approved planning applications the following decisions related to decisions within planning designations: 36 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; 5 applications were approved in Green Wedges but neither approval impacted upon the openness of the green wedge or the other reasons for their designation; 11 applications were approved within the Glamorgan Heritage Coast. The approvals within the Heritage Coast related to householder or minor developments, however, all	Green	Green	Environment and 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>approvals were considered to not detract from the character of the Heritage Coast; No applications were approved in a SSSI; 0 applications were approved within a SINC.</p> <p>During this Quarter, 1 application has been received which increases the amount of open space within the Authority. The increase in open space is 0.04ha. However, 1 application was also approved which resulted in the loss of 0.0016ha of open space. This resulted in an overall gain in open space of 0.038ha. The remaining applications were approved outside of designations important to protecting and enhancing the historic, built and natural environment of the Vale of Glamorgan. Additionally, the Council has previously adopted the following SPGs to ensure development proposals respect the built and natural environment: Residential and Householder Development SPG; Conversion and Renovation of Rural Buildings SPG; Public Art SPG and; Trees, Hedgerows, Woodlands and Development SPG. The Council also has an adopted Biodiversity and Development SPG and Design in the Landscape SPG, however, these documents are currently under review to reflect changes to national planning policy in edition 11 of PPW.</p>			
RP/A039: Invest in education, sustainable transport and community facilities as a result of negotiating Section 106 payments from developers.	31/03/2022	50%	The Council continues to use S106 contributions to invest in education, sustainable transport and community facilities as a result of negotiating Section 106 payments from developers. For example, a new play area at Belle Vue is due to commence on site on 18th October.	Green		Environment and Regeneration

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
RP/A040: Ensure new developments deliver appropriate recreation and sports facilities and protect existing facilities where necessary.	31/03/2022	50%	<p>2 Major Housing developments have been determined during Q2:</p> <p>2021/00378/RG3 - Land at Hayes Wood, The Bendricks, Sully - proposed affordable residential scheme for 53 units and associated works - 400m2 of play space will be delivered on site and a further S106 contribution of £56,028 will be used towards providing or enhancing public open space in the vicinity of the site.</p> <p>2018/01421/OUT - Land to the North of Heol Y Pentir, Rhoose - Outline planning application for 100% affordable residential development (up to 15 units) and all associated works at land to the north of Heol Y Pentir, Rhoose (all matters reserved)- AMENDED LAYOUT - Public Open Space will be considered under any future Reserved Matters application.</p>	Green		Environment and Regeneration
RP/A041: Support Education colleagues to deliver the 21st Century Schools programme with Section 106 funding and planning policy agent services support.	31/03/2022	50%	The Council's LPA and LEA continue to meet monthly to ensure that new developments and are closely monitored, and to ensure that the school investment programme considers potential growth.	Green		Environment and Regeneration
<b>ADP91- Develop a Green Infrastructure Strategy which will focus on promoting and developing green assets including the development of a tree strategy and a response to Ash Dieback</b>						
SL/A023: Work in partnership to implement strategies to improve Active Travel routes and air quality around schools, including car parking, signage, bollard installations, scooterpods, cycle racks, balance bikes and cycle pods.	31/03/2022	50%	WOW project launched in 6 schools. Officer support from Cardiff School AT team secured from PHW funding to allow them to work with 15 schools in the Vale to write Active Travel plans. Nextbike now rebranded as OVO bikes. Additional AT funding received for 2 additional bike stations in Penarth. ATNM statutory 12-week consultation running until	Green	Green	Environment and Regeneration

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			24 October. Draft maps will be submitted to WG by 31 Dec. Fairfield Primary SRiC scheme and other AT schemes progressing. <a href="https://www.valeofglamorgan.gov.uk/en/living/transportation/Active-Travel-and-Safe-Routes-in-Communities-Projects.aspx">https://www.valeofglamorgan.gov.uk/en/living/transportation/Active-Travel-and-Safe-Routes-in-Communities-Projects.aspx</a>			
SL/A024: Support development of a Green Infrastructure Strategy with a focus on maximising the contribution made through the education estate.	31/03/2022	50%	Relaunched resources in September and reminder sent for audit return. Will collate audit responses and use to identify common opportunities and barriers. Will continue to link schools with relevant grants and resources (e.g. Local Nature Partnership) as part of pilot projects	Green		Environment and Regeneration
NS/A035: Work with colleagues in Regeneration Services to develop a Green Infrastructure Strategy to promote and develop green space, sustainable drainage, green travel routes, ecology and tree coverage, including reference to a tree strategy for our towns and villages which will also provide a response to Ash Dieback.	31/03/2022	50%	Continuing to work with VoGC ecologist and Local Nature Partnership Co-ordinator we are promoting, we have consulted on and modifying cutting regimes for areas throughout the Vale (to manage as Meadows) which will enhance / increase / improve the biodiversity within such areas and increase our green corridors for pollinators etc	Green		Environment and Regeneration
NS/A036: 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.	31/03/2022	50%	Now need to progress with circulating wider to Cllrs / interested parties.	Green		Environment and Regeneration

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
NS/A037: 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.	31/03/2022	0%	No progress to date.	Red		Environment and Regeneration
RP/A036: Work with colleagues in Neighbourhood Services to develop a Green Infrastructure Strategy which will focus on promoting and developing green assets including the development of a tree strategy and a response to Ash Dieback.	31/03/2022	50%	Work on the draft Green Infrastructure strategy is ongoing. The intention is to consult with relevant internal colleagues on the document in November. Following on from this we plan on reporting the draft strategy to Cabinet in the new year and seek approval for a 6-week public consultation. Adoption of the Green Infrastructure Strategy is anticipated in April 2022. Work has also commenced following declaration of a Nature Emergency on an action plan for Nature recovery.	Green		Environment and Regeneration
<b>ADP92- Work with partners to provide safe and accessible public spaces recognising the value placed on these during the COVID-19 restrictions.</b>						
NS/A038: Work with Keep Wales Tidy, our community and partners to provide safe and accessible public spaces recognising the value placed on these during the COVID-19 restrictions.	31/03/2022	50%	The service continues to deliver the local environmental agenda in partnership with Keep Wales Tidy and also on a national level to provide safe and secure open spaces. Additionally, the service area regularly reviews the operational arrangements to ensure compliance with the Corona Virus (Wales) Regulations.	Green	Green	Environment and Regeneration  Homes and Safe Communities
<b>ADP93- 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.</b>						
FS/A018: 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	31/03/2022	50%	No new tenancies have been granted in Q2	Green	Green	Environment and Regeneration

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
renewals as appropriate and maximising the biodiversity value of untenanted land by reducing cutting regime of hedgerows.						
RP/A037: Implement the Biodiversity Forward Plan with an emphasis on increasing staff awareness about the importance of embedding biodiversity across the work of the Council.	31/03/2022	50%	The Biodiversity Forward Plan was conceived as a 3-year plan 2019 - 2022. Consideration needs to be given as to its next iteration especially in the light of the Nature Emergency declaration by the Council and who drives and collates it. The plan will form the basis of a nature recovery plan for the Council.	Green		Environment and Regeneration
<b>ADP94- Establish a Local Nature Partnership to work together to improve the local natural environment.</b>						
RP/A038: Establish a Local Nature Partnership to work together to improve the local natural environment.	31/03/2022	50%	The LNP has now started work on the Nature Recovery Action Plan for Vale of Glamorgan. It has run a number of events in the last quarter and there is much activity in both seed collection and cut and remove on grasslands. The first round of Community Grants will be awarded soon.	Green	Green	Environment and Regeneration

<b>CP Commitment: 4.4</b>	<b>Work with the community and partners to ensure the local environment is clean, attractive and well managed</b>
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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
<b>ADP95- 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.</b>						
NS/A039: 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.	31/03/2022	50%	The service continues to support local stakeholders and volunteers that work in our communities in partnership with Keep Wales Tidy which ensures a coordinated approach to improve Local Environmental Quality. The service also continues to support litter hubs and community efforts that	Green	Green	Environment and Regeneration

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
			deliver improvements to local environmental quality.			

<b>CP Commitment: 4.5</b>	<b>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</b>
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Actions identified under well-being objective 4.6 are also linked to ADP90, RP/A041- Support Education colleagues to deliver the 21st Century Schools programme with Section 106 funding and planning policy agent services support. RP/A040- Ensure new developments deliver appropriate recreation and sports facilities and protect existing facilities where necessary. RP/A039- Invest in education, sustainable transport and community facilities as a result of negotiating Section 106 payments from developers. NS/A040- Invest in sustainable transport, community facilities and parks as a result of negotiating Section 106 payments from developers. ADP91- SL/A024- Support development of a Green Infrastructure Strategy with a focus on maximising the contribution made through the education estate.

<b>CP Commitment: 4.6</b>	<b>Provide effective waste management services and work with our residents, partners and businesses to minimise waste and its impact on the environment.</b>
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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
<b>ADP96- Deliver a range of improvements to waste management including the creation of a Re-Use Facility, completion of the Resource Recovery Centre and the development of a Household Waste Recycling Centre in the Western Vale.</b>						
NS/A041: Complete a business plan to deliver a 10-year waste strategy.	31/03/2022	50%	The business plan to deliver a 10-year waste strategy has been drafted and will be considered during quarter 3.	Green	Green	Environment and Regeneration
NS/A042: Ensure there are sufficient and appropriate end designations for the resale and reuse of recycle material and minimise the export of recycling and waste wherever possible.	31/03/2022	50%	The service area has now set up contracts for all source separated recycling material and they are based on WG guidance to ensure materials remain in the UK wherever possible. There is still a need to reduce comingled recycling and the introduction of flats and apartments source separated recycling will help with this and will commence in quarter 3 and 4 and the remaining Penarth service change will be implemented in 2022/23.	Green		Environment and Regeneration



Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
NS/A043: Deliver a range of improvements to waste management including the creation of a Re-Use Facility, completion of the Resource Recovery Centre and the development of a Household Waste Recycling Centre in the Western Vale	31/03/2022	50%	The re-use shop has received planning permission and delivery is expected October 2021. The construction of the Resource Recovery Facility is underway but due to the impact of Covid and the availability of materials, the operational date is expected August 2022. The development of a new western Vale HWRC is progressing, and land options identified. A preferred site for consideration will be identified in quarter 3.	Green		Environment and Regeneration
<b>ADP97- Roll out new recycling arrangements in Penarth to complete the introduction of the source separated recycling system for the Vale.</b>						
NS/A044: Roll out new recycling arrangements in Penarth to complete the introduction of the source separated recycling system for the Vale.	31/03/2022	50%	The construction of the Resource Recovery Facility is underway but the roll out to Penarth will not be possible until the new facility being operational. Due to material delays it's unlikely that the facility will be operational this financial year.	Green	Green	Environment and Regeneration
NS/A045: Engage with residents, Housing Associations and other landowners to roll out source separated collections to flats and apartments across the Vale.	31/03/2022	50%	Delivery of the bins are due October 2021 and then a programme to roll out a source separated recycling service to flats and apartments will commence.	Green		Environment and Regeneration
<b>ADP98- Work with our communities to re-energise and re-focus our commitment to reduce, reuse and recycle</b>						
NS/A046: Achieve the National Domestic Waste Recycling Target for 2024 / 2025.	31/03/2022	50%	We are on track to achieve the 2025 recycling rate in 2021/22.	Green	Green	Environment and Regeneration

<b>CP Commitment: 4.7</b>	<b>Minimise pollution recognising the detrimental impact it may have on the environment and people's wellbeing.</b>
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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
<b>ADP99- Review the Enforcement Policy and priorities for the Enforcement Team including Civil Parking Enforcement, environmental enforcement and the use of a camera car</b>						

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
NS/A047: Review the Enforcement Policy processes and priorities for the Enforcement Team including Civil Parking Enforcement, environmental enforcement and the use of cameras.	31/03/2022	50%	On track - Enforcement report submitted - additional staffing now in place and performing well. Environmental Camera enforcement in use. Environmental enforcement increasing (Op snoopy), Fly - Tipping investigations.	Green	Green	Environment and Regeneration  Corporate Performance and Resources
<b>ADP100- Implement a range of parking regulation orders, resident parking arrangements and revised parking management systems in Penarth (Cosmeston), Ogmore by Sea, Barry Island and Cowbridge to address road safety and environmental concerns.</b>						
NS/A048: Implement a range of parking regulation orders, resident parking arrangements and revised parking management systems in Penarth (Cosmeston) and Porthkerry Country Parks, Ogmore by Sea, Barry Island, Wyndham Streetcar Park, Barry, Llandough and Cowbridge to address road safety and environmental concerns.	31/03/2022	50%	The proposed scheme has now been discussed with Ward Member for Llandough. It was agreed that the proposed resident parking zone scheme for Llandough would need to be refined in light of the operational issues identified at other recently implemented residential parking schemes. A parking survey will now be undertaken, together with a review of hospital shift patterns with revised proposals for a scheme to be presented to Ward Member and Community Council in Q3. Subject to agreement, it would then be proposed to progress a TRO to implement the resident parking in Llandough in Q4.	Green	Green	Environment and Regeneration  Homes and Safe Communities

<b>CP Commitment: 4.8</b>	<b>Work to reduce the impact of erosion, flooding and pollution on our coastal areas and watercourses.</b>
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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
<b>ADP101- Implement the Shoreline Management Plan including coastal monitoring and revise the Local Flood Risk Management Strategy</b>						
NS/A050: Revise the Local Flood Risk Management Strategy in response to the updating of the National Flood	31/03/2022	0%	Update on hold pending guidance from Welsh Government.	Red	Green	Environment and Regeneration

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
and Coastal Erosion Risk Management Strategy.						
NS/A051: Progress the Llanmaes Flood Risk Management Scheme.	31/03/2022	50%	Detailed planning application has been submitted for the scheme ref 21/01082/REG3 and is registered after a lengthy and complicated design process and awaits determination later in 2021. A works contract for the scheme has also been tendered via an appropriate procurement framework, however, due to a number of contractors declining to submit a tender due to the timescales stipulated and risks associated with working through the winter, the tender was withdrawn. It is now intended to recommence the tender process in early Q3 amending the contract details to relax timescales for completion and avoid risk of working through winter period. It is therefore now anticipated the scheme will be tendered in Q3 and awarded in Q4 with a proposed construction phase during the Spring and Summer period 2022 to provide best chance of securing a quality, reliable and cost-effective tender contract. WG, Ward members and the local community have all been updated on the situation with WG still committed to the scheme, but unable to confirm formal funding offer until completion of tender process.	Green		Environment and Regeneration
NS/A052: Monitor and assess changes in coastal morphology, including the beach and cliffs, in accordance with the appropriate Shoreline Management Plans.	31/03/2022	50%	The collection of wave, water level and meteorological data continuing at Penarth Pier. Additional beach surveys were carried out during Q2 at south of Forest Road, Penarth; Aberthaw; and Llantwit Major (Cwm Col-huw).	Green		Environment and Regeneration

Service Plan Actions	In Year Completion Date	% Complete	Progress & Outcomes Description	Service Plan Action RAG status	ADP Action RAG Status	Relevant Scrutiny Committee
NS/A049: Maintain environmental standards by retaining our awards for Green and Blue flags.	31/06/2022	60%	The coastal awards have been received for 2021 and all awards have been retained with the exception of the blue flag at Whitmore bay which we could not apply for, as it did not meet the required level of water quality from 2020 testing. Green Flag parks - all parks retained their Green Flag Status; we are progressing with modifying our cutting regimes to increase biodiversity within our environment. We have reduced our "annual bedding" and replacing with more biodiverse perennial displays. Our Green Flag parks continue to be pesticide free. We have planted additional trees within our Green Flag parks and Open Spaces and will continue to do so in Q3/Q4.	Green		Environment and Regeneration

## APPENDIX 2: Performance Indicators

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

Performance Indicator	Q2 2020/21	Q2 2021/22	Q2 Target 2021/22	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
<b>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.</b>							
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 and Resources  Environment & Regeneration

Performance Indicator	Q2 2020/21	Q2 2021/22	Q2 Target 2021/22	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
CPM/098: Percentage change (reduction) in carbon dioxide emissions in the non-domestic public building stock.						This performance indicator is monitored annually.	Corporate Performance and Resources  Environment & Regeneration
CPM/100: Percentage of Council streetlights that are LED.	68%	70.09%	90%	Red	↑	Salix completion date should be w/c 8 <sup>th</sup> November 2021.	Corporate Performance and Resources  Environment & Regeneration
<b>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.</b>							
CPM/101: Number of assets transferred to the community.						This performance indicator is monitored annually.	Corporate Performance and Resources  Environment & Regeneration
CPM/102: Number of visits to public libraries during the year per 1,000 population.	74	33.8	1560	Red	↑	There has been an increase in visitors over the previous quarter (to 29,852) as library users gain a little more confidence to return to libraries. Numbers are nothing like they were in previous years, but they will continue to increase from this point, unless we have additional Covid problems during the year. As well as library browsing and PC use we have begun to return to some	Learning & Culture

Performance Indicator	Q2 2020/21	Q2 2021/22	Q2 Target 2021/22	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
						<p>staple library activities, albeit in very small group sizes. The larger libraries now run a story time as a weekly activity and there has been a return to some readers group meetings. All libraries marked the annual Summer Reading Challenge with activities for children in the summer. There were also additional activities and welcome funding from the Summer of Fun initiative. Penarth Library ran a series of popular activities at Penarth Pavilion. Community Library visitor figures are included in total figures (as in all previous years) and this summer Dinas Powys Library &amp; Activity Centre stood out amongst community libraries for a couple of activities they ran to bring in visitors, these included a fun day and an exhibition launch. During coming months, we hope to continue to grow the number of visitors and activities in libraries and maintain a steady and safe increase in use. We plan to re-introduce coffee mornings and begin to take room bookings before Christmas as well as promote our library services more heavily. Total numbers of people attending activities was 1003, the majority of them children or parents with children.</p>	

Performance Indicator	Q2 2020/21	Q2 2021/22	Q2 Target 2021/22	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
<b>WO4.3: Protect, preserve and where possible enhance our natural and built environment and cultural heritage.</b>							
CPM/103: Number of facilitated visits to country parks and heritage coast.						This performance indicator is monitored annually.	Environment & Regeneration
CPM/104: Percentage of customers satisfied with Country Parks						This performance indicator is monitored annually.	Environment & Regeneration
CPM/105: Percentage of Dangerous Structures inspected within 1 working day of receipt.	100%	100%	100%	Green	↔	No commentary provided	Environment & Regeneration
CPM/107: Number of Green Flag Parks.	10	10	10	Green		All Green Flag parks reattained their flag / award	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
<b>WO4.4: Work with the community and partners to ensure the local environment is clean, attractive and well managed.</b>							
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.	2.8%		10%				Environment & Regeneration
CPM/112: Percentage of people satisfied with cleanliness standards.						This performance indicator is monitored annually.	Environment & Regeneration

Performance Indicator	Q2 2020/21	Q2 2021/22	Q2 Target 2021/22	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
<b>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.</b>							
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
<b>WO4.6: Provide effective waste management services and work with our residents, partners and businesses to minimise waste and its impact on the environment.</b>							
CPM/116: Kilograms of local authority municipal waste that is not reused, recycled or composted during the year per person.						This performance indicator is monitored annually.	Environment & Regeneration
<b>WO4.7: Minimise pollution recognising the detrimental impact it may have on the environment and people's wellbeing.</b>							
<i>No Performance Indicators identified</i>							
<b>WO4.8: Work to reduce the impact of erosion, flooding and pollution on our coastal areas and watercourses.</b>							
CPM/117: Number of beach awards achieved.	7	5	6	Red	↓	All awards have been retained with the exception of the blue flag at Whitmore bay which we could not apply for, as it did not meet the required level of water quality from 2020 testing. Blue flags awarded for Penarth Marina and Southern down and seaside awards for Barry Island, Jacksons Bay and Cold Knap	Environment & Regeneration



## Additional National Performance Indicator Measures

Performance Indicator	Q2 2020/21	Q2 2021/22	Q2 Target 2021/22	RAG Status	Direction of Travel	Commentary	Relevant Scrutiny Committee
<b>WO4.4: Work with the community and partners to ensure the local environment is clean, attractive and well managed.</b>							
PAM/035: Average number of working days taken to clear fly-tipping incidents.	0.9 days		2 days				Environment & Regeneration
<b>WO4.6: Provide effective waste management services and work with our residents, partners and businesses to minimise waste and its impact on the environment.</b>							
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.	72.3%	73%	70%	Green	↑	Good performance for Q2 with a year-to-date figure of 72.76% residual waste still pressuring our recycling performance although being mitigated by increased recycling.	Environment & Regeneration