

Meeting of:	<b>Homes and Safe Communities Scrutiny Committee</b>
Date of Meeting:	<b>Wednesday, 08 March 2023</b>
Relevant Scrutiny Committee:	Homes and Safe Communities
Report Title:	Service Level Activities and Performance Targets to Deliver the Vale of Glamorgan Council's Annual Delivery Plan 2023/2024
Purpose of Report:	To seek Members' endorsement of the priority actions as reflected in Service Plans and proposed service performance targets for the period 2023/2024 that will deliver the Council's Annual Delivery Plan (ADP) within the remit of the Committee.
Report Owner:	Miles Punter, Director of Environment & Housing
Responsible Officer:	Tom Bowring, Director of Corporate Resources
Elected Member and Officer Consultation:	The Council's Annual Delivery Plan 2023/2024 is relevant to all wards. In line with the requirement to consult on our Well-being Objectives each year, we have sought input from Members via scrutiny committees, key partners, residents and staff on the development of the Annual Delivery Plan and our Well-being Objectives. This report provides an opportunity for scrutinising planned service level activities (as outlined in Service Plans) and performance targets to deliver the Annual Delivery Plan 2023/24.
Policy Framework:	This is a matter for Executive decision by Cabinet.
<p>Executive Summary:</p> <ul style="list-style-type: none"> <li>• The report presents the planned service activities (as outlined in Service Plans) and associated performance targets within the remit of this Scrutiny Committee. These set out the specific areas of focus associated with the delivery of the Council's Annual Delivery Plan for 2023/2024 as aligned to our four Corporate Plan Well-being Objectives.</li> <li>• Progressing the Annual Delivery Plan will help meet our statutory obligations under the Local Government &amp; Elections (Wales) Act 2021 and the Well-being of Future Generations (Wales) Act 2015 (WBFG). Both pieces of legislation place specific duties on the Council in relation to reviewing and setting objectives, keeping performance under review and reporting on performance, with a focus on improving the social, economic, environmental and cultural well-being of Vale citizens.</li> <li>• In line with our statutory duties we continually review the relevance of our Well-being Objectives. As a result, going forward into 2023/2024, we are assured that our Corporate</li> </ul>	

Plan Well-being Objectives and the associated commitments outlined in the Annual Delivery Plan 2023/2024 (**contained in the background papers to this report**) are relevant in delivering improved outcomes for Vale of Glamorgan citizens and contribute to the national Well-being Goals.

- All Scrutiny Committees considered a draft Annual Delivery Plan in December 2022 and their views alongside that of other key stakeholders have informed the final Plan, endorsed by Cabinet on 16th February 2023 and referred on to Full Council on 6<sup>th</sup> March 2023 for final approval.
- The commitments in the Annual Delivery Plan 2023/24 are reflected in 15 Service Plans **which are provided, for information in the background papers to this report**. These plans show how individual service areas will contribute to achievement and overall delivery of our four Well-being Objectives and how resources will be deployed to do so.
- Scrutiny Committee Members are asked to review the contributions from services (through planned activities and proposed performance measures and associated targets) as relevant to this Committee's remit that will support achievement of our Annual Delivery Plan commitments for the period 2023/24. **These are set out in Appendix A and B.**
- Upon review, Members are asked to recommend to Cabinet the planned activities (as outlined in service Plans) and associated service performance targets as relevant to this Committee's remit as the primary means against which performance for the Annual Delivery Plan 2023/24 will be monitored, measured and reported quarterly. **These are set out in Appendix A and B.**

## Recommendations

1. That Members review and endorse via recommendation to Cabinet the planned service activities for 2023/24 (as contained in Service Plans) as they relate to the remit of this Committee. ([Appendix A](#))
2. That Members review and endorse via recommendation to Cabinet, the proposed measures and service performance targets for 2023/2024 relating to the remit of this Committee. ([Appendix B](#))

## Reasons for Recommendations

1. To ensure that the planned activities (as outlined in Service Plans) aligned to this Committee's remit are accurate, up to date and relevant and become the main document through which performance against the Corporate Plan's Annual Delivery Plan is monitored and measured during 2023/2024.
2. To ensure the Council's Corporate Plan Performance Measurement Framework identifies a relevant set of performance measures and targets against which the Annual Delivery Plan can be monitored and measured during 2023/2024.

## 1. Background

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

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

### Service Plans 2023/2024

- 1.3 Service Plans are the primary planning documents of the Council and a key building block in its Performance Management Framework. The Plans outline how each service will contribute towards achieving our Corporate Plan Well-being Objectives and are the key means by which performance for the Corporate Plan is monitored and measured. Consequently, an annual review of planning arrangements is undertaken to ensure that the Council's plans continue to meet statutory requirements and to continuously improve our approach to

performance planning and monitoring. Each year, Service Plans are further streamlined to reflect our integrated approach to corporate planning cognisant of new statutory requirements. Progress is, and will continue to be, regularly scrutinised by all five of the Council's Scrutiny Committees and Cabinet.

- 1.4 Through our regulatory work programme, Audit Wales undertakes work throughout the year to ensure that the Council is delivering on the commitments within the Corporate Plan and effectively monitoring and reporting progress. The Annual Delivery Plan is an essential part of this work.

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

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

#### **Annual Performance Calendar**

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

## 2. Key Issues for Consideration

### Vale of Glamorgan Annual Delivery Plan 2023/2024

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

### Service Plans 2023/2024

- 2.5 The Service Plans include service level activities that will contribute to both the ADP and our five-year Corporate Plan commitments. The activities in each Service Plan will also contribute to multiple commitments and objectives reflecting the cross-cutting and integrated nature of our Corporate Plan Well-being Objectives. Using this more integrated approach recognises that an ADP action can contribute to multiple aspects of Corporate Plan delivery. By embedding a more interactive relationship between ADP and Service Plan activity, this also enables the Council to demonstrate how Service Plan actions from a range of services can contribute to Annual Delivery Plan actions.
- 2.6 Our 15 Service Plans for 2023/2024 specifically identify how each Head of Service will contribute towards achievement of our commitments and Well-being Objectives as outlined in the Annual Delivery Plan by asking two questions:

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

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

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

commitments. Targets have been set for performance measures that are continuing into 2023/2024 where appropriate.

- 2.19** For completeness, a link to all service improvements targets is provided in full in the background papers to this report.
- 2.20** Throughout the year, the Corporate Performance Measures Framework will be considered by Scrutiny Committees alongside quarterly updates on planned activities to demonstrate progress in achieving our Annual Delivery Plan commitments and the Corporate Plan Well-being Objectives.
- 2.21** Members are asked to consider and review the proposed performance measures and associated targets as it relates to this Committee's remit and recommend their endorsement via Cabinet.
- 2.22** The consideration of the proposed service performance targets by Members is a key feature of the internal challenge process. Following review and endorsement by Scrutiny Committees, these performance targets are being reported to Cabinet for approval.

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

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



## **4. Climate Change and Nature Implications**

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

## **5. Resources and Legal Considerations**

### **Financial**

- 5.1** In determining its commitments in the Annual Delivery Plan 2023/2024, the Council has been mindful of the economic situation locally and nationally and taken into account legislation changes and government policy. The Well-being Objectives set out in the Corporate Plan 2020-2025, Service Plans and associated service performance targets either have resources committed to their achievement (Medium Term Financial Plan and annual budget review) or the likely prospect of such resources being made available in the period of the plan.
- 5.2** Service Plans include information relating to the use of financial, asset, ICT and people resources and how these are being deployed to support the delivery of the Council's Well-being Objectives.

### **Employment**

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

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

- 5.4** The Well-being of Future Generations (Wales) Act 2015 requires the Council to set and publish annual Well-being Objectives that maximise its contribution to achieving the Well-being goals for Wales and report its progress in meeting these.

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

## **6. Background Papers**

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

[Annual Delivery Plan 2023/24](#)

[Service Plans 2023/24](#)

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

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

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

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

<b>Our Corporate Plan commitments:</b>	
•	<b>Improve how we involve, engage and communicate with others about our work and decisions</b>
•	<b>Work innovatively, using technology, resources and our assets to transform our services so they are sustainable for the future</b>
•	<b>Develop our strong culture of good customer service aligned to the Council's values of being ambitious, open, together and proud</b>
•	<b>Promote equality of opportunity and work with the community to ensure we are responsive to the diverse needs of our customers</b>
•	<b>Promote the use of the Welsh Language and contribute to the Welsh Government target of 1 million Welsh speakers by 2050</b>
•	<b>Support the development and well-being of our staff and recognise their contribution to the work of the Council</b>
•	<b>Ensure we have robust governance and scrutiny arrangements in place and support our elected members to fulfil their roles</b>

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

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

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

<b>Service Plan</b>	<b>Service Plan Action 2023/24</b>
	opportunities) to empower people to enable them to influence the development, design, planning and delivery of local services and their physical environment. (Also aligns to ADP/06, ADP/08, ADP/29)

**ADP2: Make efficient and effective use of assets by reviewing the council's estate including office accommodation and key sites**

<b>Service Plan</b>	<b>Service Plan Action 2023/24</b>
Housing & Building Services	Explore options for the future of Cadoxton House, including developing and submitting a planning application that supports the future use of the building.
Housing & Building Services	Review the Housing & Building Services portfolio of land, buildings including garages and other assets to make effective use of these assets.

**ADP3: Review the viability and sustainability of services in response to ongoing significant financial challenges and uncertainty**

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

<b>ADP4: Revise our procurement practices to ensure value for money to ensure our activities contribute to the local economy, support work around climate change and deliver community benefits</b>	
<b>Service Plan</b>	<b>Service Plan Action 2023/24</b>
<b>No actions</b>	

<b>ADP5: Implement a new People Strategy with a particular focus on improving diversity across the workforce, recruitment and retention, planning for the future and staff well-being.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2023/24</b>
Shared Regulatory Services	Further develop a recruitment strategy together with a range of initiatives that address recruitment and retention pressures within the service such as apprenticeships and other HR related approaches.
Shared Regulatory Services	Promote and encourage involvement in staff engagement and well-being initiatives and proactively support staff development.
Housing & Building Services	Work with Human Resources & Organisational Development partners to review key policies such as Single Status and implement a succession planning programme that supports workforce upskilling, increases workforce diversity and provides competitive opportunities to attract talent into roles for the long term with a specific focus on the business-critical areas of Housing & Building Services.
Housing & Building Services	Work with the Division's workforce and HR partners to further embed processes that support healthy workplaces and employee well-being.

<b>ADP6: Work with voluntary and community organisations to deliver and shape local services, encourage people to get more involved in their local communities and support them to seek funding.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2023/24</b>
<b>No actions</b>	

<b>ADP7: Work with partners in the private sector to help deliver service innovation and new sources of investment and expertise</b>	
<b>Service Plan</b>	<b>Service Plan Action 2023/24</b>
Housing & Building Services	Progress a Housing Partnership with Cardiff Council and a private sector partner to deliver Council housing developments.
Housing & Building Services	Identify and progress joint ventures with the private sector to invest in social housing, such as Package Deals, S106 affordable housing opportunities.
Housing & Building Services	Undertake a review of the Affordable Housing Partnership to ensure we maximise opportunities to increase affordable housing provision in the Vale of Glamorgan.
Housing & Building Services	Work with private housing landlords on arrangements to increase lease based temporary accommodation units in the Vale of Glamorgan.

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

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

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

<b>Service Plan</b>	<b>Service Plan Action 2023/24</b>
<b>No actions</b>	

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

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

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

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

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

<b>Service Plan</b>	<b>Service Plan Action 2023/24</b>
<b>No actions</b>	

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

<b>Service Plan</b>	<b>Service Plan Action 2023/24</b>
<b>No actions</b>	

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

<b>Service Plan</b>	<b>Service Plan Action 2023/24</b>
<b>No actions</b>	

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

<b>Our Corporate Plan commitments:</b>	
•	<b>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>
•	<b>Invest in our schools to provide the right learning environment for the 21st century and facilities which benefit the wider community</b>
•	<b>Work with schools, families and others to improve the services and support for those with additional learning needs</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>
•	<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>
•	<b>Support and promote volunteering and community learning recognising the range of benefits to individuals and the community</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>
•	<b>Support economic growth through regeneration, improved infrastructure and support for town centres, tourism and industry</b>

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

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

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



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

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

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

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

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

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

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

<b>Service Plan</b>	<b>Service Plan Action 2023/24</b>
<b>No actions</b>	

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

<b>Service Plan</b>	<b>Service Plan Action 2023/24</b>
<b>No actions</b>	

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

**Our Corporate Plan commitments:**

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

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

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

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

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

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

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

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

<b>ADP28: Work in partnership with Government, third sector partners and support providers to resettle vulnerable households into the Vale of Glamorgan and provide the services and support they require.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2023/24</b>
Standards & Provision	Work collaboratively to support the resettlement of asylum-seeking families into appropriate educational settings.
Housing & Building Services	Work in partnership with Cardiff City Council to contribute to the regional Global Resettlement initiative ensuring that we are able to meet the needs of refugees that are resettled in the Vale of Glamorgan.

<b>ADP29: Work in partnership with the Public Services Board to address health inequities, promote vaccination and screening and to implement the Move More, Eat Well Plan with a particular focus on reaching people in our more deprived communities.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2023/24</b>
Children and Young People Services	Continue to promote key health messages to parents/carers on uptake of childhood vaccinations and healthy lifestyle choices through all interactions, setting and one to one interventions with a particular focus in our Flying Start areas (including expansion areas).

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

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

<b>ADP32: Strengthen existing partnership arrangements with the Cardiff and Vale University Health Board in particular through the Regional Partnership Board and by working through the Vale Alliance to develop and implement more integrated models of care including meeting accommodation needs.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2023/24</b>
Sustainable Development	Work with colleagues in Social Services, Housing, the Health Board and PSB to establish existing areas of need and deliver an RLDP strategy that responds to those needs.

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

<b>Service Plan</b>	<b>Service Plan Action 2023/24</b>
<b>No actions</b>	

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

<b>Service Plan</b>	<b>Service Plan Action 2023/24</b>
<b>No actions</b>	

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

<b>Service Plan</b>	<b>Service Plan Action 2023/24</b>
<b>No actions</b>	

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

<b>Service Plan</b>	<b>Service Plan Action 2023/24</b>
<b>No actions</b>	

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

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

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

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

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

<b>ADP41: Produce an Older Persons Housing Strategy to secure the best quality of life for older people living in the Vale and to enable older people to live as independently as possible in later life.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2023/24</b>
Housing & Building Services	Continue to implement the Older Person Accommodation with Care, Care Ready and Support Strategy to meet the needs of older people including: <ul style="list-style-type: none"> <li>• Undertaking a review of the Council’s Sheltered Housing Accommodation Service;</li> <li>• Collaborating with the Property Division to appoint a land agent to collate and assess new land opportunities for the provision of older persons housing in the Vale.</li> <li>• Progressing the Extra Care facility in Penarth.</li> </ul>

<b>ADP42: Work with partners to prevent and reduce homelessness and provide housing and associated support including maximising the use of the homelessness prevention grant to sustain tenancies, expanding the supply of temporary accommodation and minimising the use of bed and breakfast accommodation.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2023/24</b>
Standards & Provision	Work with partners to identify and deliver effective interventions for young people at risk of homelessness.
Housing & Building Services	Implement the Rapid Rehousing Plan to help people exit homelessness and stabilise in housing as quickly and efficiently as possible.
Housing & Building Services	Work with partners to reduce homelessness and implement a Housing Support Programme Strategy and Homelessness Prevention Plan ensuring equality of access to services. (Also aligns to ADP/11)
Housing & Building Services	Continue to work with Planning colleagues to identify and deliver a potential Gypsy and Traveller site in line with the findings of the 2023 Gypsy and Traveller Accommodation Needs Assessment. (Also aligns to ADP/11)

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

<b>Our Corporate Plan commitments:</b>	
<ul style="list-style-type: none"> <li>• <b>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></li> <li>• <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></li> <li>• <b>Protect, preserve and where possible enhance our natural and built environment and cultural heritage</b></li> <li>• <b>Work with the community and partners to ensure the local environment is clean, attractive and well managed</b></li> <li>• <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></li> <li>• <b>Provide effective waste management services and work with our residents, partners and businesses to minimise waste and its impact on the environment</b></li> <li>• <b>Minimise pollution recognising the detrimental impact it may have on the environment and people's well-being</b></li> <li>• <b>Work to reduce the impact of erosion, flooding and pollution on our coastal areas and watercourses</b></li> </ul>	

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

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

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



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

<b>Service Plan</b>	<b>Service Plan Action 2023/24</b>
<b>No actions</b>	

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

<b>Service Plan</b>	<b>Service Plan Action 2023/24</b>
<b>No actions</b>	

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

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

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

<b>Service Plan</b>	<b>Service Plan Action 2023/24</b>
<b>No actions</b>	

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

<b>Service Plan</b>	<b>Service Plan Action 2023/24</b>
<b>No actions</b>	

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

<b>Service Plan</b>	<b>Service Plan Action 2023/24</b>
<b>No actions</b>	

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

<b>Service Plan</b>	<b>Service Plan Action 2023/24</b>
<b>No actions</b>	

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

<b>Service Plan</b>	<b>Service Plan Action 2023/24</b>
<b>No actions</b>	

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

<b>Service Plan</b>	<b>Service Plan Action 2023/24</b>
<b>No actions</b>	

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

<b>Service Plan</b>	<b>Service Plan Action 2023/24</b>
<b>No actions</b>	

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

<b>Service Plan</b>	<b>Service Plan Action 2023/24</b>
<b>No actions</b>	

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

<b>Service Plan</b>	<b>Service Plan Action 2023/24</b>
<b>No actions</b>	

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

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

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

<b>Service Plan</b>	<b>Service Plan Action 2023/24</b>
<b>No actions</b>	

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

<b>Service Plan</b>	<b>Service Plan Action 2023/24</b>
<b>No actions</b>	

Homes and Safe Communities

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

PI Ref	PI description	Local/ National	PI Owner	Directorate	2017/18	2018/19	2019/20	2020/21	2021/22	Target 2022/23	2022/23 (Q2)	Other considerations  National minimum standards/ statutory targets	Target setting			Scrutiny Committee
													Target 2023/24	Direction of travel (Proposed target compared to 2021/22 performance)	Rationale for target	
<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/119	Number of people registered to vote anonymously	Local	Rachel Starr-Wood	Corporate Resources	New PI for 2020/21	New PI for 2020/21	New PI for 2020/21	14	14	15	No data provided	N/A	15	↔	Target proposed to remain the same as previous year.	Learning & Culture Homes and Safe Communities

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

PI Ref	PI description	Local/ National	PI Owner	Directorate	2017/18	2018/19	2019/20	2020/21	2021/22	Target 2022/23	2022/23 (Q2)	Other considerations  National minimum standards/ statutory targets	Target setting			Scrutiny Committee
													Target 2023/24	Direction of travel (Proposed target compared to 2021/22 performance)	Rationale for target	
<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 employment.</b>																
CPM/046 (CPM/259)	Number of tenancies maintained six months after receiving Money Advice.	Local	Nick Jones	Environment and Housing	New PI for 2019/20	New PI for 2019/20	200	350	329	200	Annual Measure	N/A	200	↓	Cost of living crisis poses a challenge to council housing tenants but this is offset by pledges to prevent evictions into homelessness.	Homes and Safe Communities

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

PI Ref	PI description	Local/ National	PI Owner	Directorate	2017/18	2018/19	2019/20	2020/21	2021/22	Target 2022/23	2022/23 (Q2)	Other considerations  National minimum standards/ statutory targets	Target setting			Scrutiny Committee
													Target 2023/24	Direction of travel (Proposed target compared to 2021/22 performance)	Rationale for target	
<b>WO3.6 Provide person-centred care and support to adults in need.</b>																
CPM/078 (CPM/112)	Percentage of Supporting People clients satisfied with support provided.	Local	Nick Jones	Environment & Housing	94.59%	100.00%	100.00%	95%	93%	95%	Annual measure	N/A	95%	↑	Limited scope to exceed target further for 2023/24.	Homes and Safe Community
CPM/077 (CPM/107)	Percentage of Supporting People service users who confirm that the support that they have received has assisted them to maintain their independence.	Local	Nick Jones	Environment & Housing	82.93%	90.00%	85.00%	93%	92%	90%	Annual measure	N/A	90%	↓	Limited scope to exceed target further for 2023 /24.	Homes and Safe Community
<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.	Local	Deb Gibbs	Environment & Housing	100%	100%	100.00%	100.00%	100%	100%	96%	N/A	100%	↔	Target is achievable in line with previously matched expectations and can't increase.	Homes and Safe Community
<b>WO3.11 Increase the supply of good quality, accessible and affordable housing by working in partnership to address housing need.</b>																
CPM/090 (CPM/234 (PAM/038))	Percentage of local authority self-contained housing stock units that are compliant with the Welsh Housing Quality Standard (WHQS), subject to acceptable fails, at 31 March.	National	Andrew Treweek	Environment and Housing	New PI for 2018/19	New PI for 2018/19	100.00%	100.00%	100%	100%	100%	N/A	100%	↔	Properties reaching WHQS cannot fall back out of compliance. Acceptable fails may be registered as a pass whilst programmed works are planned for delivery.	Homes and Safe Community

PI Ref	PI description	Local/ National	PI Owner	Directorate	2017/18	2018/19	2019/20	2020/21	2021/22	Target 2022/23	2022/23 (Q2)	Other considerations	Target setting			Scrutiny Committee
												National minimum standards/ statutory targets	Target 2023/24	Direction of travel (Proposed target compared to 2021/22 performance)	Rationale for target	
CPM/091 (CPM/260)	The percentage of tenants satisfied with the programmed works.	Local	Andrew Treweek	Environment and Housing	New PI for 2019/20	New PI for 2019/20	New PI for 2019/20	96.00%	No data provided	85%	Annual Measure	N/A	90%	N/A	Improvements in satisfaction are fundamental to good service delivery and tenant experience. Satisfaction surveys assist the team in improving the services and the experiences of our tenants.	Homes and Safe Community
CPM/092 (CPM/010)	Average number of working days to let an empty property ((standard condition). (Housemark)	Local	Nick Jones	Environment & Housing	18.96	19	20	20	20	20	No data provided	N/A	20	↔	Proposed target reflects acute demands on social housing and need to rehouse homeless households. Additional works arising from new WHQS2 standard, including need for floor coverings will further test performance.	Homes and Safe Community
CPM/094 (CPM/027 (PAM/015))	Average number of calendar days taken to deliver a Disabled Facilities Grant.	National	Phil Chappell	Place	188.15	194.73	190	322.73	334.3	350	273	N/A	250	↑	Although backlog caused by pandemic is being cleared this is being hampered by lack of contractor interest caused by rising costs	Homes and Safe Community
CPM/095 (CPM/064 (PAM/013))	The percentage of private sector dwellings that have been vacant for more than six months at 1 April that were returned to occupation during the year through direct action from the local authority.	National	Phil Chappell	Place	7.56%	14.06%	9.00%	10%	10%	8%	Annual Measure	N/A	8%	↑	Introduction of new measures by WG and council (including council tax measures) will need to be in before substantial improvements can be seen. The Council expects the definition of a long term empty property to be raised from 6 to 12 months. This will align with new enforcement and loan measures to encourage empty properties into use.	Homes and Safe Community
CPM/137	Number of new accessible/adapted homes delivered.	Local	Mike Ingram	Environment & Housing	New PI for 2020/21	New PI for 2020/21	New PI for 2020/21	2	13	No target	0	N/A	8	↓	Reflects new homes which are programmed to be completed in the development programme in 2023/24.	Homes and Safe Communities
(PAM/039)	Percentage of rent debt lost due to lettable units of permanent accommodation being empty during the year.	National	Nick Jones	Environment & Housing	New PI for 2018/19	0.67	1%	0.88%	0.99%	2%	2%	N/A	2%	↓	Reflects current performance in relation to relets and also a number of long term empty homes which require extensive remediation works, meaning they will be empty for longer periods.	Homes and Safe Community
<b>WO3.12 Provide housing advice and support to prevent homelessness.</b>																
CPM/096 (CPM/012)	Percentage of all households where a positive prevention action succeeded in preventing/relieving homelessness.	Local	Nick Jones	Environment & Housing	72.47%	70.97%	80.00%	65%	40%	40%	Annual measure	N/A	40%	↔	Reflects the challenge of preventing homelessness arising from changes in the Homelessness legislation, namely the expansion of the priority need category (which requires us to accept a duty to a large number of additional people).	Homes and Safe Community
<b>Additional National Performance Indicator Measures</b>																
<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.	National	Helen Picton	Environment and Housing	90.69%	91.56%	95.4%	97.50%	97.20%	94.00%	98.03%	N/A	94.00%	↓	Target is shared across Bridgend and Cardiff for consistency. While recent results indicate that all areas are between 97% and 98% broadly compliant currently, it is envisaged this may decrease as we catch up with the backlog of inspections and see a decline in compliance.	Homes and Safe Community
<b>WO3.11 Increase the supply of good quality, accessible and affordable housing by working in partnership to address housing need.</b>																

												Other considerations	Target setting			Scrutiny Committee
PI Ref	PI description	Local/National	PI Owner	Directorate	2017/18	2018/19	2019/20	2020/21	2021/22	Target 2022/23	2022/23 (Q2)	National minimum standards/ statutory targets	Target 2023/24	Direction of travel (Proposed target compared to 2021/22 performance)	Rationale for target	
PAM/045	Number of additional dwellings created as a result of bringing empty properties back into use.	National	Phil Chappell	Place	New PI for 2019/20	New PI for 2019/20	No target	9	14	5	Annual Measure	N/A	5	↓	Introduction of new measures by WG and council (including council tax measures) will need to be in before substantial improvements can be seen. The Council expects the definition of a long term empty property to be raised from 6 to 12 months.	Homes and Safe Community
PAM/037	Average number of days to complete all repairs.	National	Andrew Treweek	Environment and Housing	New PI for 2018/19	New PI for 2018/19	10.33	4.40	7.1	7.5	5.5	N/A	7.5	↓	With the demand for the repairs service increasing, particularly with recent publicity on damp and mould, times are unlikely to go down. The Councils damp and mould action plan provides for inspection treatment and follow-on works which could increase the time recorded from report to final completion.	Homes and Safe Community
PAM/036	Number of affordable housing units delivered during the year per 10,000 households.	National	Nick Jones	Environment and Housing	New PI for 2018/19	18.42	20	38	32.6	20	Annual measure	N/A	50	↑	Reflects the no of units in the pipeline scheduled to be completed in next financial year. Increase reflects the delay in delivering some homes from last years programme	Homes and Safe Community
<b>WO3.12 Provide housing advice and support to prevent homelessness.</b>																
PAM/012	Percentage of households threatened with homelessness successfully prevented from becoming homeless.	National	Nick Jones	Environment and Housing	71.4%	80.17%	80.00%	77%	45%	40%	42.00%	N/A	40	↓	Reflects the challenge of preventing homelessness arising from changes in the Homelessness legislation, namely the expansion of the priority need category (which requires us to accept a duty to a large number of additional people)	Homes and Safe Community

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

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

## Homes and Safe Communities

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

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

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

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

Proposed New PI'S for 2023/24					Scrutiny Committee
PI Ref	PI Description	Local /National	Owner	Rationale for Proposals	
<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</b>					
New	Percentage annual reduction in greenhouse gas emissions across council housing stock.	Local	Andrew Treweek	This may only be achieved in the theoretical sense and is largely dependent upon how fuel is used in the home and may lead to false representation. This could be reported through EPC performance modelling although some assumptions on the latest technologies are not representative of actual performance. Therefore as the modelling improves the reporting may change significantly to reflect the modelling improvements.	Environment and Regeneration Homes and Safe Communities
New	Percentage of Council Dwellings meeting WHQS2 (2023)	Local	Andrew Treweek	To monitor and report the Council's journey as it embarks on the delivery of WHQS2. the dates for delivery remain	Homes and Safe Communities
New	The number of private rented properties where energy efficiency has been improved through direct action from Shared Regulatory Services.	Local	Helen Picton	This aligns to an action in our service plan and links in very well with the climate change agenda.	Homes and Safe Communities