

Corporate Performance Dashboard

Quarter 3 2023-24



Bridgend County Borough Council
Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr







KEY:**How will we mark or score ourselves**

We have one simple scale for how we mark or score the council's performance. Because overall judgements, commitments and performance indicators are measured differently, the colours or judgements have different descriptions depending on which type of performance you are reviewing.

	What does this Status mean?		
	Overall / self-assessment performance	Commitments, projects or improvement plans	Performance Indicators
COMPLETE (BLUE)	Not applicable	Project is completed	Not applicable
EXCELLENT (GREEN)	Very strong, sustained performance and practice	As planned - within timescales, on budget, achieving outcomes	On target and performance has improved / is at maximum
GOOD (YELLOW)	Strong features, minor aspects may need improvement	Minor issues. One of the following applies - deadlines show slippage, project is going over budget or risk score increases	On target
ADEQUATE (AMBER)	Needs improvement. Strengths outweigh weaknesses, but important aspects need improvement	Issues – More than one of the following applies - deadlines show slippage, project is going over budget or risk score increases	Off target (within 10% of target)
UNSATISFACTORY (RED)	Needs urgent improvement. Weaknesses outweigh strengths	Significant issues – deadlines breached, project over budget, risk score up to critical or worse	Off target (target missed by 10%+)

For performance indicators, we will also show trends in performance so you can see how we are doing compared with the same period last year.

Trend	Meaning
	Improved performance
	Maintained performance (includes those at maximum)
	Declined performance (by less than 10%)
	Declined performance (by 10% or more)

Trend	Performance Indicator types
CP	Corporate Plan Indicator
WoW	Ways of Working Indicator

OUR CORPORATE PLAN - AT A GLANCE

OUR 7 WELLBEING OBJECTIVES-



A County Borough where we protect our most vulnerable



A County Borough with fair work, skilled, high-quality jobs and thriving towns



A County Borough with thriving valleys communities



A County Borough where we help people meet their potential



A County Borough that is responding to the climate and nature emergency



A County Borough where people feel valued, heard and part of their community



A County Borough where we support people to live healthy and happy lives

WBO1: A County Borough where we protect our most vulnerable

WBO1.1: Providing high-quality children's and adults social services and early help services to people who need them

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CH/026 WBO1.1	Safe reduction in the number of children on the child protection register (SSWB) Lower Preferred	270	270	214	270	203	299	↑	Performance: On target
DEFS29 WBO1.1	Percentage of completed TAF (Team Around the Family) support plans that close with a successful outcome (EFS) Higher Preferred	75%	72%	85%	72%	82%	75%	↑	Performance: There has been a slight decrease in the percentage of plans closed with a successful outcome from quarter 2 to quarter 3, however, the target of 72% continues to be exceeded.
SSWB38c (AD/011c) WBO1.1	Percentage of reablement packages completed that mitigated need for support (SSWB) Higher Preferred	66.84%	68%	59.67%	68%	62.77%	67.33%	↙	Performance: Work is underway to "Reset Reablement" and improve access to services.
SSWB39 (CH/039) WBO1.1	Safe Reduction in the number of Care Experienced Children (SSWB) Lower Preferred	398	371	384	371	383	399	↑	Performance: Safely reducing numbers continues to be a challenge, mainly due to social worker capacity to prepare for court applications. We've made good progress with discharge of Care Orders and orders discharged at the first hearing. We have plans for 'Placed with Parents' with timescales for assessments and presentation to Care Order Discharge which ensures focus and timely movement of plans. Group Manager is currently developing the wider Safe Reduction strategy to provide a framework for activity relating to discharge of Care Orders and reduce numbers of children becoming looked after.
SSWB55 WBO1.1	Percentage of carers who were offered a carer's assessment (SSWB) Higher Preferred	New 2023-24	80%	100%	80%	100%	New 2023-24	N/A	Performance: This is just children's performance. We are currently working with our IT department to resolve the reporting issues with this measure. A Carers action plan has been developed and is currently in progress. The recruitment of Carers champions is currently underway.
SSWB57 WBO1.1	Percentage of enquiries to the Adult Social Care front door which result in information and advice only (SSWB) Higher Preferred	New 2023-24	70%	74.74%	70%	73.5%	New 2023-24	N/A	Performance: On target
SSWB61a WBO1.1	Number of people who access independent advocacy to support their rights within: a) children's social care (SSWB) Higher Preferred	New 2023-24	185	20	138	33	New 2023-24	N/A	Performance: New processes are being developed to improve data and help us understand reasons for declined advocacy referrals. Information is being shared with Tros Gynnal (TGP) monthly in about children/Young People eligible for Active Offer and TGP will send prompts to the Social Worker to encourage referrals. The manager for TGP is attending Team Manager meetings in February and will go out to teams following this to promote. WCCIS forms are being developed to encourage offers and provide information on the response (mandatory fields).
SSWB61b WBO1.1	b) Adult's social care (SSWB) Higher Preferred	New 2023-24	180	77	135	102	New 2023-24	N/A	Performance: Service currently operating at maximum capacity, targets to be reviewed
SSWB76 WBO1.1	The total number of packages of reablement completed during the year (SSWB) Higher Preferred	377	370	181	276	274	302	↙	Performance: Slightly under target, with small improvements in referral numbers. Efforts continue through the resetting reablement programme to increase the numbers accessing reablement prior to commencement of a long term package of care
SSWB78a WBO1.1	Timeliness of visits to a) children who are care experienced (SSWB) Higher Preferred	81.13%	85%	80.99%	85%	82.7%	81.9%	↑	Performance: Team Managers report that the issues primarily relate to recording of visits due to social worker capacity. Group Managers and Team Managers are supporting social workers with strategies to enable them to have opportunities to bring recordings up to date.

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
SSWB78b WBO1.1	Timeliness of visits to b) children on the child protection register (SSWB) Higher Preferred	82.14%	85%	84.24%	85%	85.17%	82.7%	↑	Performance: On target

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO1.1.1	Continue to improve early help services by increasing the number of team around the family (TAF) interventions that close with a positive outcome (EFS)	YELLOW (Good)	Quarter 3: Between April and December 2023, 83% of Team Around the Family (TAF) interventions closed with a successful outcome and are currently on track to surpass the target set for the year. Existing terms and conditions of relevant job roles have been reviewed as part of the appraisal and job evaluation processes, to improve recruitment and retention of staff across Family Support Services. However, further advances in recruitment and restructure have been put on hold pending the impact of any wider service restructure linked to Children Social Services.	
WBO1.1.2	Help communities become more resilient, so more people will find help / support they need in their community, with the third sector (SSWB)	GREEN (Excellent)	Quarter 3: Community navigators are based within BAVO and being supported by regional integration fund investment. Local community co-ordinator roles are based within BCBC and part supported by Welsh Government investment and part via social care budget pressures to de-escalate needs within communities. The local community co-ordinators supported 163 individuals and the community navigators supported 104 people. There were 208 community connection opportunities identified supporting needs to be met in communities. The recruitment exercise to expand the number of local community co-ordinators by 3 to support east and west clusters has progressed during Q3.	Deploy new roles to support broader coverage across the County and develop cross sector working.
WBO1.1.3	Support the wellbeing of unpaid carers, including young carers, to have a life beyond caring (SSWB)	GREEN (Excellent)	Quarter 3: New Bridgend Carers Wellbeing Service was co-produced with unpaid carers and mobilised during quarter 1, expanding delivery in quarters 2 and 3. Services include information, advice and assistance, proportionate “what matters” conversations and signposting to support within communities. The new service continues to meet needs based on volume of engagement. There is additional work taking place with young carers beyond this via Prevention and Wellbeing service with 380 young carers engaged and 668 individuals in young carers households supported. At the end of Q3 we have already surpassed the annual targets we set for the service.	The service is using technology to share information and advice, effectively backed up with face-to-face opportunities in a range of community settings. Annual target of 450 carers supported has been exceeded. BCBC to continue to engage with and support young carers.
WBO1.1.4	Improve Children’s Services by delivering the actions in our three-year strategic plan (SSWB)	YELLOW (Good)	Quarter 3: A detailed stocktake shows that we are largely on track to deliver the actions and outcomes set out for the first 6 months of the 3 year plan.	Working with Bridgend college to encourage learners into Social Care careers. Event planned for March 2024. We are working with the marketing team on a strategy to promote working as a SW in BCBC, focused on a permanent workforce for IAA and other areas with high proportion of agency staff.
WBO1.1.5	Improve adult social care with a new three-year strategic plan to tackle physical and mental health impacts of Covid-19 on people with care and support needs, and our workforce (SSWB)	GREEN (Excellent)	Quarter 3: Work has started and we are anticipating having the three year strategic plan to present at Scrutiny and with Partners in April 2024.	Finalise the plan for consultation and engagement
WBO1.1.6	Change the way our social workers work to build on people’s strengths and reflect what matters to our most vulnerable citizens, the relationships they have and help them achieve their potential (SSWB)	GREEN (Excellent)	Quarter 3: Children's- The implementation of the signs of safety approach is progressing well with staff commenting positively about the model. There is positive feedback being received from partner agencies in respect of the approach and its ability to place emphasis back on families in terms of risk and ongoing support. There are some ongoing challenges related to WCCIS and the development of forms to compliment implementation. The decision of Welsh Ministers regarding a new community care system, means there will be very limited developments to the current system which presents a significant risk. Adults - Practice model has been launched with social care staff across BCBC. A tailored launch event for providers has also been completed. The feedback from the providers event has fed into the course content of the ASC strength based training for practitioners. A 2 day training on ‘Strengths	Children's- To develop an ongoing training plan in order to step-down consultant support Adults – ‘Strengths based, outcome focused practice’ training for ASC leaders to be delivered on 7th and 14th Feb 24.

Code	Commitment	Status	Progress this period	Next Steps
			based, outcome focused practice' specifically aimed at leaders across ASC has been designed and will be delivered in February 2024.	
WBO1.1.7	Address the gaps in social care services such as care and support at home, specialist care homes for children and adults and recruiting more foster families (SSWB)	RED (Unsatisfactory)	Quarter 3: We continue to have a high number of children looked after in independent residential units and a smaller number of children supported in accommodation which is operating without registration. A number of actions have been identified and are being progressed. There continues to be challenges related to foster placements and the number available to meet the needs of children coming into the care system. We have a remodelling homecare programme which is underway.	Commissioning plans to address service gaps will be considered by Cabinet in April. A plan to address pressures in children's placements has been developed with a range of actions that are being monitored.

WBO1.2: Supporting people in poverty to get the support they need / help they are entitled to

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CED43 WBO1.2	Percentage of people supported through FASS (Financial Assistance and Support Service) where support has resulted in increased income through claims for additional/increased benefits and allowances (CEX) Higher Preferred	New 2023-24	60%	88%	60%	90%	New 2023-24	N/A	Performance: Despite fewer citizens presenting to the service, in particular due to the Christmas period, the FASS service has continued to support clients to increase their income by claiming appropriate benefits. A positive upward trend which exceeds target evidences the positive impact of the service for the citizens of Bridgend.
CED44 WBO1.2	Percentage of people supported through FASS who have received advice and support in managing or reducing household debt (CEX) Higher Preferred	New 2023-24	60%	92%	60%	92%	New 2023-24	N/A	Performance: Target exceeded

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO1.2.1	Support eligible residents to receive financial help through the Council Tax Reduction Scheme and to pay their energy bills by administering the UK Government's Energy Bill Support Scheme (CEX)	GREEN (Excellent)	Quarter 3: The Energy Bill Support Scheme ended earlier in the year and all payments have been made. Council Tax Reduction Scheme (CTRS) applications are dealt with promptly, and at Q3 the average time (days) taken to process council tax reduction (CTR) new claims is 23.18 days, exceeding the target of 28 days and showing a trend of improving performance.	
WBO1.2.2	Raise awareness of financial support available to residents (CEX)	GREEN (Excellent)	Quarter 3: Citizens Advice Bureau (CAB) have been successfully providing a 'Drop In' service. Due to the success, the service will be extended to 2 days a week to provide a "Debt Drop In" supporting those who have emergencies after the Christmas period. CAB are seeing a high number of clients applying for Personal Independence Payments (PIP) and challenging decisions with mandatory reconsiderations. Benefits are the highest issue clients attend with, followed by fuel debt.	Milestones for the retendering of the FASS service to be revised based on funding from Welsh Government being less than expected.

WBO1.3: Supporting people facing homelessness to find a place to live

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DOPS39 CP WBO1.3	Percentage of people presenting as homeless or potentially homeless, for whom the Local Authority has a final legal duty to secure suitable accommodation (CEX) Lower Preferred	7.6%	10%	23%	10%	30%	8.1%	↓	Performance: More households are presenting as homeless that have done in previous years. Private rented accommodation is no longer a good option as rents have increased beyond the affordability for our clients. Demand far outweighs supply of social housing. We have seen increases in larger households and households requiring accessible accommodation being made homeless. Again, demand outweighs supply. Changes to the priority need definitions in legislation has resulted in almost all presenting as homeless

PAM/012 (DOPS15) WBO1.3	Percentage of households threatened with homelessness successfully prevented from becoming homeless (CEX) Higher Preferred	19%	20%	9%	20%	11%	17.6%	↓	being accepted under a final homeless duty where homelessness cannot be prevented. In addition, there are additional cases presenting through leaving refugee schemes. There is a housing crisis across Wales resulting in the inability to prevent or relieve homelessness.
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Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO1.3.1	Develop a new homeless strategy with partners to deliver new projects to prevent and reduce homelessness (CEX)	GREEN (Excellent)	Quarter 3: Cabinet approved the Housing Support Programme Strategy 2022-26 on the 19th December 2023. The strategy was submitted to Welsh Government.	Implement the action plan for the Housing Support Programme Strategy 2022-26.

WBO1.4: Supporting children with additional learning needs to get the best from their education

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DEFS164 WBO1.4	Percentage of schools that have an ALN policy in place (EFS) Higher Preferred	New 2023-24	100%	No data available	100%	100%	New 2023-24	N/A	Performance: As of November 2023, out of the 59 schools in consideration, 3 have a stand-alone ALN Policy and the other 56 have incorporated it within their Teaching and Learning policy, in line with the ALN code.

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO1.4.1	Provide training to at least 60 school-based staff about ALN reform and how to support children with Additional Learning Needs (ALN) (EFS)	BLUE (Completed)	Quarter 3: This commitment was concluded at quarter 2, as Headteachers and Additional Learning Needs Coordinators (ALNCoS) have received detailed training on ALN reform as all Bridgend schools have progressed towards full implementation. Support is also available from the Central South Consortium (CSC), as is training with support material available on Hwb. Individual ALNCoS monitor training and attendance of school-based staff, which is specific to each school.	

WBO1.5: Safeguarding and protecting people who are at risk of harm

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CH/003 WBO1.5	Children's safeguarding referrals – decision making in 24 hours (SSWB) Higher Preferred	99.53%	100%	99.64%	100%	99.67%	99.62%	↑	Performance: Just below target- 8755/8784 screened in compliance
CORPB1 WBO1.5	Percentage of council staff completing safeguarding e-learning (including workbook) Higher Preferred	77.33%	100%	78.78%	100%	80.03%	75.15%	↑	Performance: Although we're behind target, we are in an improved position compared to last quarter and compared to this time last year. We continue to flag awareness to managers and staff.
SSWB62 WBO1.5	Percentage of child protection investigations completed within required timescales (SSWB)	New 2023-24	Establishing Baseline	Annual Indicator - To be reported at Q4					
SSWB63 WBO1.5	Average waiting time on the Deprivation of Liberty Safeguards (DoLS) waiting list (SSWB) Lower Preferred	New 2023-24	Establish Baseline	14	Establish Baseline	20	New 2023-24	N/A	Performance: There is no backlog as an agency was employed to assist with backlog of referrals.
SSWB77 WBO1.5	Percentage of Adult safeguarding inquiries which receive initial response within 7 working days (SSWB) Higher Preferred	84.19%	85%	83.18%	85%	83.66%	83.04%	↑	Performance: Slightly below target but improving. Longest waits are due to waiting for information from other partners e.g. Health. There has been a 40% increase in safeguarding reports compared to the same period in 2022-23.

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO1.5.1	Work as one Council on a strategic plan to improve our safeguarding arrangements (SSWB)	GREEN (Excellent)	Quarter 3: Our Annual Corporate Safeguarding Report was presented to Cabinet in January, this reflected the current position in respect of safeguarding arrangements across the council. We also continue to hold regular Corporate Safeguarding board meetings to review safeguarding arrangements across the council with representation from all directorates analysing specific safeguarding data for each area.	Continue to hold regular Corporate Safeguarding board forums to review safeguarding arrangements across the council with representation from all directorates.
WBO1.5.2	Safeguard children, young people and adults at risk of exploitation (SSWB)	AMBER (Adequate)	Quarter 3: The local authority has implemented an exploitation panel with positive feedback being received by social workers and partner agencies in raising awareness and responses to children at risk of exploitation. There are 2 workers supporting this agenda. Further work is required to ensure those roles are delivered equitably across the local authority. SWP have undertaken some work in respect of missing persons. This is an area in the Joint Inspection of Child Protection Arrangements Action plan that will continue to be monitored in respect of implementation.	To review line management arrangements of the exploitation workers and continue to work with partners in respect of missing young people.

WBO1.6: Help people to live safely at home through changes to their homes

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CED45(a) WBO1.6	The average number of calendar days taken to deliver a Disabled Facilities Grant (DFG) for (CEX): a) low level access showers Lower Preferred	New 2023-24	Baseline Setting	598 days	210 days	523 days	New 2023-24	N/A	Performance: A significant number of pre 2022 referrals for level access showers (LAS) have been completed and certified in the period to December 2023 to date. This is identified by the reduction in the average number of days taken to deliver the adaptation since Q2. Although the actual remains above target, the position will continue to present a positive position as the DFG Team address the referrals for LAS's awaiting allocation. The overall position for the average days for all adaptations collectively at the end of Q3 is 346 days.
CED45(b) WBO1.6	b) Stair lifts Lower Preferred	New 2023-24	Baseline Setting	283 days	210 days	276 days	New 2023-24	N/A	Performance: A significant number of pre 2022 referrals for stairlifts have been completed and certified in the period to December 2023 to date. This is identified by the reduction in the average number of days taken to deliver the adaptation since Q2. Although the actual remains above target, the position will continue to present a positive position following receipt of a number of quotations for stairlifts being received in readiness for works to commence in Q4. The overall position for the average days for all adaptations collectively at the end of Q3 is 346 days.
CED45(c) WBO1.6	c) ramps Lower Preferred	New 2023-24	Baseline Setting	592 days	210 days	455 days	New 2023-24	N/A	Performance: A number of pre 2022 referrals for ramps have been completed and certified in the period to December 2023 to date. This is identified by the reduction in the average number of days taken to deliver the adaptation since Q2. The position is expected to further improve during the next quarter with a number of referrals currently awaiting allocation. The overall position for the average days for all adaptations collectively at the end of Q3 is 346 days.
CED45(d) WBO1.6	d) extensions Lower Preferred	New 2023-24	Baseline Setting	0 days	210 days	796 days	New 2023-24	N/A	Performance: One extension has been certified as complete in Q3, where the application was received in 2019, resulting in an increase in the average number of days since Q2. The overall position for the average days for all adaptations collectively at the end of Q3 is 346 days.
DOPS41 WBO1.6	Percentage of people who feel they are able to live more independently as a result of receiving a DFG (CEX) Higher Preferred	data not available	98%	data not available	98%	96.15%	data not available	N/A	Performance: After implementing a new satisfaction tracking system, we are able to report the percentage of people who are able to live independently following implementation of adaptations to their home. One client reported that they were neither satisfied nor dissatisfied with the implementation of their adaptation, resulting in actual being slightly below target.

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO1.6.1	Improve the process and access to grants for older and disabled people who need to make changes to their home (CEX)	GREEN (Excellent)	Quarter 3: The Disabled Facilities Grant (DFG) service has been strengthened by the employment of a DFG caseworker, who commenced in post in December 2023. The caseworker is a key role which underpins the process of a DFG adaptation, from point of engagement of an Occupational Therapist through to completion and certification of adaptations to a client's home. The caseworker encourages an innovative, outcome focused, multi-agency approach to the provision of the DFG service, ensuring initiatives are delivered effectively and efficiently. Both the implementation of a new software system and employment of the DFG caseworker has allowed the service to make full use of the capital budget available to make adaptations to homes.	

WBO1.7: Support partners to keep communities safe

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CED46 WBO1.7	Number of instances where CCTV supports South Wales Police in monitoring incidents (CEX) Higher Preferred	New 2023-24	Baseline Setting	516	Baseline Setting	733	New 2023-24	N/A	Performance: Currently collecting baseline information.
CORPB2 WBO1.7	Percentage of council staff completing Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) training (Level 1) Higher Preferred	New 2023-24	100%	74.3%	100%	75.14%	New 2023-24	N/A	Performance: Although we are behind target, we are in an improved position compared to last quarter. We continue to flag awareness to managers and staff.
DEFS161 WBO1.7	Percentage of children being released from custody who attend a suitable education, training and employment (ETE) arrangement (EFS) Higher Preferred	New 2023-24	100%	DATA NOT REPORTED					Performance: Current children in custody figures are extremely low, therefore there are GDPR implications in reporting this data

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO1.7.1	Invest £750K 'safer streets' funding into extra CCTV, youth activities and women's self-defence classes (CED)	BLUE (Completed)	Quarter 3: We have implemented additional fixed CCTV cameras in key areas following consultation with officers in BCBC, police and third sector, as well as purchasing additional re-deployable CCTV cameras to deter offenders' behaviour, provide evidential capture and reassure communities. New CCTV signage was also produced and installed across the County Borough in these areas. Women's self-defence classes have been delivered, most recently in August/September 2023 (8 Courses with 108 female delegates). This training for women and young girls has improved their quality of life, improved their confidence, and reduced chances of them becoming a victim of violence. There will be ongoing benefits/value via DA Advisors who attended the inputs and will be able to pass this advice on to others/victims.	
WBO1.7.2	Identify children who are more likely to offend and provide them with support to reduce offending behaviour (EFS)	BLUE (Completed)	Quarter 3: The multi-agency prevention panel meets regularly and from the end of January 2024, will take place weekly, to incorporate diversion cases and to include colleagues from Children Social Care / Early Help. The Trauma Recovery Model is now embedded as part of the Youth Endowment Fund "Relationship Building Together Project", and is now live and operating across Early Help, Edge of Care, Youth Justice and Youth Support Services. Systems are now in place to ensure that a resettlement plan is in place from the initial custody planning meeting to include education, training and employment (ETE), and other issues such as accommodation are factored into the intervention plan.	

WBO2: A County Borough with fair work, skilled, high-quality jobs and thriving towns

WBO2.1: Helping our residents get the skills they need for work

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DEFS82 WBO2.1	Number of Employability Bridgend programme participants going into employment (COMM) Higher Preferred	392	350	201	263	288	304	↙	Performance: Progress has been slower than we would like due to the significant changes in our funded projects this year, transferring from the previous EU funded projects to new UK Government and Welsh Government projects from 1st April 2023. This has meant changes to how we measure our project outcomes, and a significant impact and staffing levels within the team at the beginning of the year due to funding uncertainty as 63 out of 64 posts are not core funded.
DEFS84 WBO2.1	Number of under-employed participants leaving Employability Bridgend with an improved labour market position (COMM) Higher Preferred	107	100	7	75	72	48	↑	Performance: See progress comments for DEFS82 (above).
SSWB64 WBO2.1	Number of referrals to the employment service in ARC (SSWB) Higher Preferred	New 2023-24	Establish Baseline	92	Establish Baseline	148	New 2023-24	N/A	Performance: Currently establishing baseline in order to assess effectiveness of this service, following one year's worth of data will be able to benchmark going forward

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO2.1.1	Invest £22m of Shared Prosperity Funding in projects in the County Borough by 2025, with third sector partners, including in people and skills, supporting local businesses, and developing communities and place (COMM)	GREEN (Excellent)	Quarter 3: A number of grant schemes have been launched successfully, and information sessions held with third sector and Town and Community Councils. Applications now being received, and assessments are underway against funding criteria. Quarterly reporting to funders also being undertaken.	
WBO2.1.2	Employability Bridgend will work with funders and partners, including the Inspire to Work Project to deliver a comprehensive employability and skills programme (COMM)	GREEN (Excellent)	Quarter 3: We continue to work in partnership with public and third sector groups to deliver the employability programme. This includes, Careers Wales, BAVO, DWP and the members of the Bridgend Employability Network. Monthly meetings take place, and we are working on joint events such as a creative expo and jobs fairs.	
WBO2.1.3	Help people with support needs to overcome barriers to work and get jobs (SSWB)	GREEN (Excellent)	Quarter 3: This work is being progressed as part of the review of day opportunities. Relationships with employability need to be strengthened and actions have been progressed to this effect.	Working group to implement the plan.

WBO2.2: Making sure our young people find jobs, or are in education or training

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DEFS80 WBO2.2	Number of Employability Bridgend programme participants supported into education or training (COMM) Higher Preferred	387	727	33	545	73	279	↓	Performance: See progress comments for DEFS82 (above).
PAM/046 WBO2.2	The percentage of Year 11 leavers from schools in the authority identified as not being in education, employment or training (NEET) in the Careers Wales Annual Destination Survey Statistics (EFS) Lower Preferred	1.6%	1.5%	Annual Indicator - To be reported at Q4					

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO2.2.1	Increase employment and training opportunities in the County Borough for young people aged 16 to 24 years old (COMM)	GREEN (Excellent)	Quarter 3: A comprehensive marketing and promotion campaign aimed at engaging young people has been developed including key messages focused at this cohort. We work with other agencies such as Careers Wales to provide advice and guidance to young people.	
WBO2.2.2	Employ and develop a well-motivated, well supported, qualified social care workforce in the Council and with partners. Fill vacancies in our social care services and reduce dependence on agency workers (SSWB)	GREEN (Excellent)	Quarter 3: Good progress is being made to address vacancies, and we have seen a significant reduction in children's social worker vacancies. We have introduced dedicated marketing capacity, a focus on wellbeing – Social Worker and OT Charter, a successful grow your own scheme, flexible working and a focus on management & leadership development. In children's social care there is a Memorandum of Cooperation with other Welsh LAs for enhanced management of the agency market, an agreed exit plan for managed team in MASH/IAA, good progress with international recruitment – 11 offers, 8 appointees in post, social work support workers implemented, a new workforce operating model linked to 3 year strategic plan being finalised and a market supplement for hard to recruit to teams. In adult social care, a new operating mode has been implemented, social care apprentices appointed and new rota arrangements for care and support staff.	Continue to progress the actions that are impacting positively on retention and recruitment.
WBO2.2.3	Bridgend Music Service will further develop links with universities and conservatoires to develop music skills in young people that lead to jobs (EFS)	BLUE (Completed)	Quarter 3: Links are already in place with the British Army and the Royal Welsh College of Music and Drama, and Bridgend Music Service continues to maintain links with the Seren Network. A link has been established with BBC National Orchestra of Wales, to provide opportunities for learners to work side by side with professional musicians, and to learn about wider job opportunities within the classical music sector.	

WBO2.3: Improving our town centres, making them safer and more attractive

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO2.3.1	Deliver a further £1.3m of Transforming Towns investment across our town centres in partnership with Welsh Government over the next three years to improve the economic sustainability of our town centres (COMM)	GREEN (Excellent)	Quarter 3: We are continuing to make good progress on this commitment in Q3. Placemaking engagement activities for Maesteg have been undertaken and the strategy is now being developed. The availability of grant funds for commercial properties in town centres is being advertised and officers are engaging with interested parties to assist in the process. Existing schemes that have been previously funded are nearing completion, including the large mixed-use unit previously known as Family Value in Maesteg Town Centre.	
WBO2.3.2	Prioritise the replacement of the Penprysg Road Bridge and removal of the level crossing in Pencoed and seek funding from UK Government for this project (COMM)	RED (Unsatisfactory)	Quarter 3: No change from Q2 in that no resources or budget identified to progress project.	Continue to investigate funding options and partnership working with UK Government, Welsh Government / Transport for Wales.
WBO2.3.3	Redevelop Bridgend Central Station including improving the front public area with a transport interchange at the rear, providing links between bus services and trains, in partnership with Welsh Government and Network Rail (COMM)	RED (Unsatisfactory)	Quarter 3: No change from Q2 in that no resources or budget identified to progress project.	

WBO2.4: Attracting investment and supporting new and existing local businesses

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DCO23.03 WBO2.4	Number of businesses receiving support through Shared Prosperity Funding (COMM) Higher Preferred	New 2023-24	20	0	15	13	New 2023-24	N/A	Performance: The figure is lower than predicted due to the programme being in the development stage during Q1 and Q2, going live on 13th September 2023. We have now actively processed applications and awarded 13 grants at the end of Q3. We expect to reach the Q4 target given the current demand.
DCO23.04 WBO2.4	Number of business start-ups assisted (COMM) Higher Preferred	New 2023-24	52	Annual Indicator - To be reported at Q4					

CED47 WBO2.4	Number of local businesses attending procurement workshops (CEX) Higher Preferred	New 2023-24	Baseline Setting	Annual Indicator - To be reported at Q4
CED48 WBO2.4	Percentage local spend on low value purchases and contracts under £100,000 (CEX) Higher Preferred	2.93%	4%	Annual Indicator - To be reported at Q4

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO2.4.1	Invest in business start-ups in the County Borough by providing both professional and grant support, supporting key growth sectors like research and development, finance and the green economy (COMM)	GREEN (Excellent)	Quarter 3: Grant funds launched in Q2 and officers are now in post. The new Shared Prosperity Fund business support programme has been launched and the business start-up support programme is well underway. We also have bi-monthly grant panel meetings that will continue throughout 2024.	
WBO2.4.2	Helping local businesses to tender for public sector work through our Supplier Relation Management (SRM) project and external procurement webpage, supporting local businesses to be viable post-covid (CEX)	RED (Unsatisfactory)	Quarter 3: We continue to work on the SRM project and now have our external procurement webpage live. However, we're not yet in a position to start promoting the webpage to the supply chain due to staffing and capacity. We are also unable to set up any workshops due to these issues.	Arrange workshops and promote the external procurement page to the supply chain.
WBO2.4.3	Work with the Cardiff City Region (CCR) and its 10 local authorities to think regionally about planning, transport and economic development (COMM)	YELLOW (Good)	Quarter 3: Regional engagement with Cardiff Capital Region (CCR) ongoing to monitor developments and disseminate information with officers and members. Continued attendance at Welsh Government working group, with key members of local authorities to look at the implications of the Corporate Joint Committee (CJC) having strategic responsibility for economic development, transport and planning.	Continue to attend the development sessions to inform the regional thinking of ahead of the formation of the new CJC.

WBO2.5: Making the council an attractive place to work

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CED50 WBO2.5	Number of sign up of new subscribers to the staff extranet (CEX) Higher Preferred	New 2023-24	Baseline Setting	0	Baseline Setting	0	New 2023-24	N/A	Performance: Currently in development to allow non desktop users to access the staff intranet
CED29(a) WBO2.5	The proportion of staff reporting through survey that they agree or strongly agree with the statement (CEX): a) I feel every department is working towards the same common goal Higher Preferred	41%	42%						Annual Indicator - To be reported at Q4
CED29(b) WBO2.5	b) I am satisfied with BCBC as an employer Higher Preferred	67%	74%						Annual Indicator - To be reported at Q4
CED29(c) WBO2.5	c) Working here makes me want to perform to the best of my ability Higher Preferred	77%	79%						Annual Indicator - To be reported at Q4
CED29(d) WBO2.5	d) I feel that BCBC values its employees ideas and opinions Higher Preferred	40%	48%						Annual Indicator - To be reported at Q4
CED29(e) WBO2.5	e) Do you think there are opportunities for two-way communication to discuss and raise ideas and issues? Higher Preferred	84%	85%						Annual Indicator - To be reported at Q4
CED49(a) WBO2.5	Percentage of staff reporting through survey that they agree or strongly agree with the statement (CEX): a) I feel supported to manage my personal wellbeing whilst in work Higher Preferred	70%	71%						Annual Indicator - To be reported at Q4
CED49(b) WBO2.5	b) The council is dedicated to taking positive action to support employees achieve a positive sense of wellbeing in their working lives. Higher Preferred	53%	54%						Annual Indicator - To be reported at Q4

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO2.5.1	Improve the Council 's culture as an employer, offering fair work opportunities to current and potential employees. Use the views of our workforce to make improvements, develop and motivate employees and improve staff retention (CEX)	GREEN (Excellent)	Quarter 3: A new Employee Assistance Programme, provided by Vivup was launched in December 2023. Work continues on the menopause and carers protocol. Further positive progress continues with the "Grow your Own" programme. The corporate investment in apprenticeships continues to make a positive impact and a further 3 new apprentices were appointed in Q3. We continue to promote all the savings and benefits that come from Brivilege rewards to assist with the Cost of Living crisis.	

WBO2.6: Ensuring employment is fair, equitable and pays at least the real living wage

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CED54 WBO2.6	Number of real living wage employers identified (CEX) Higher Preferred	235	249						Annual Indicator - To be reported at Q4

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO2.6.1	Encourage our suppliers to become real living wage employers (CEX)	GREEN (Excellent)	Quarter 3: Our position at Q3 hasn't changed since Q2. We are continuing to work with our supply chain with encouraging employers to offer training that is up-to-date and relevant for employees. We are still working with our suppliers to become accredited and now ask suppliers to tell us if they are RLW employers.	
WBO2.6.2	Encourage employers to offer growth/training options to employees (CEX)	GREEN (Excellent)	Quarter 3: We are continuing to work with our suppliers and ask through our tender documentation about training staff and keeping this relevant and up-to-date.	

WBO3: A County Borough with thriving valleys communities

WBO3.1: Investing in town centres, including Maesteg town centre

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DCO23.01 WBO3.1	Number of commercial properties assisted through the enhancement grant scheme (COMM) Higher Preferred	New 2023-24	2		Annual Indicator - To be reported at Q4				

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO3.1.1	Complete a Placemaking Strategy for Maesteg town centre to improve the environment and support future investment bids (COMM)	GREEN (Excellent)	Quarter 3: A draft version of the placemaking strategy is now be prepared based on the evidence gathered during the engagement sessions with the community in Maesteg.	
WBO3.1.2	Develop a commercial property enhancement grant for all valley high streets, to make them look better and bring properties back into commercial use (COMM)	RED (Unsatisfactory)	Quarter 3: This work has still not commenced, as it will be an integral part of the Valleys Regeneration Strategy that is being developed.	Engagement sessions have taken place across all valley communities and now a draft strategy will be prepared for consultation later this year.

WBO3.2: Creating more jobs in the valleys

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO3.2.1	Develop funding bids for our valleys, to enhance the economy and stimulate new job opportunities (COMM)	RED (Unsatisfactory)	Quarter 3: This work has still not commenced, as it will be an integral part of the Valleys Regeneration Strategy that is being developed.	Engagement sessions have taken place across all valley communities and now a draft strategy will be prepared for consultation later this year.
WBO3.2.2	Increase the amount of land and premises available for businesses, including industrial starter units, in the Valleys (COMM)	YELLOW (Good)	Quarter 3: No change to Q2 due to resources available however suitable sites have been identified.	Feasibility work required to cost the proposals, including design and build options.
WBO3.2.3	Provide new facilities for supported training for people with learning disabilities at Wood B and B-Leaf in Bryngarw (SSWB)	GREEN (Excellent)	Quarter 3: The focus is a feasibility study on what might be achievable, indicative costs and sources of funding. During Q3 the feasibility tender has been issued on Sell2wales by Awen and tenders have been received.	Work in partnership with Awen to progress feasibility study to RIBA 3 and identify options for investment

WBO3.3: Improving community facilities and making them more accessible

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DCO23.11 WBO3.3	Value of investment with Community Asset Transfers (CATs) in Valleys (COMM) Higher Preferred	New 2023-24	£200,000		Annual Indicator - To be reported at Q4				
SSWB65 WBO3.3	Number of visits to venues for all purposes (SSWB) Higher Preferred	New 2023-24	Establish Baseline	172,394	Establish Baseline	249,352	New 2023-24	N/A	Performance: Establishing baseline

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO3.3.1	Progress with Community Asset Transfers in the valleys, including Llangynwyd Playing Fields, to protect these valuable community assets for future generations (COMM)	AMBER (Adequate)	Quarter 3: Two transfers have been finalised with ongoing delays due to property issues and staff shortages which has impacted upon the number of self-management agreements being agreed which need be resolved by the end of 2023-24. Cymru Football Foundation have allocated funding of £296,662 to develop the pavilion at Llangynwyd Playing Fields with additional funding also to be provided under Community Facilities Programme.	Continue working with communities to transfer assets and complete as many CATs by the end of 2023-24.
WBO3.3.2	Redevelop the Ewenny Road site, including new and affordable homes, an enterprise hub, open space and green infrastructure, in partnership with the adjoining landowner (COMM)	YELLOW (Good)	Quarter 3: Good progress in Q3 with outline Planning Consent for a mixed-use development being granted by Development Control Committee in January 2024. Discussion with funders CCR on timescales and work commencing on tendering for decontamination and remediation of the site.	
WBO3.3.3	Deliver additional activities in community venues in the Valleys, including digital activities (SSWB)	AMBER (Adequate)	Quarter 3: We continue to work with key partners and stakeholders to improve and increase access to leisure, cultural and community place-based opportunities and continue to increase connections to communities. During Q3 we have secured funding from the Resilient Communities Fund to engage and support work with Community Groups to develop digital activities. A tender has been issued to help create and stream content of interest to a number of community venues to test potential for digital activities closer to home. Other activities in valleys-based libraries have attracted 3462 visits at Bettws and Maesteg via AWEN plus 3544 at Ogmere and Garw Valley via Halo Leisure during Q3.	This is a planning phase and project delivery is intended to take place in 2024-25 using external funding support via shared prosperity fund. A development plan has been created. Community venues are facing a challenging time.
WBO3.3.4	Increase participation in physical and mental wellbeing programmes and leisure activities at Maesteg Town Hall, Garw and Ogmere Valley Life Centre, Maesteg Swimming Pool and Maesteg Sports Centre (SSWB)	GREEN (Excellent)	Quarter 3: The focus remains on developing opportunities that build social connections and mental wellbeing. Total visits at halo operated facilities are 76.4k visits in Q3, and over 253k visits for the year to date, with growth in 3 of 4 locations. Sport Wales have agreed the completion of investment at Maesteg Sports Centre (£200k) and new investment secured for Ogmere Valley Centre (£108k). Planning and tender development progressing regarding YBC at Bryncethin for outdoor space. HALO Leisure have installed new fitness equipment at Ogmere and Garw in quarter 3.	Plan for programming and increasing usage at identified centres. BCBC is proposing reduced hours if unproductive at some venues going forward.

WBO3.4: Improving education and skills in the Valleys

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO3.4.1	Establish three new Flying Start provisions, offering free childcare for two-year-olds in Nantymoel, Ogmere Vale and Pontycymmer (EFS)	BLUE (Completed)	Quarter 3: Flying Start Nurseries at Pontycymmer, Nantymoel and Ogmere Vale are now fully registered with Care Inspectorate Wales (CIW) and all are operating morning and afternoon sessions of 2.5 hours. A total of 51 children are currently in attendance across the three settings.	
WBO3.4.2	Open Welsh-medium childcare in the Ogmere Valley and Bettws, with 32 full-time-equivalent childcare places (EFS)	RED (Unsatisfactory)	Quarter 3: The documentation needed to tender the opportunity at Bettws has not been completed and no timeframe has been provided for completion. A paper is being prepared to consider using Blackmill setting as a late-immersion centre.	Continue to liaise with Corporate Landlord / Legal around completion of the tender documents. Complete the required documents for consideration of the use of the Blackmill setting as a late-immersion centre.

WBO3.5: Investing in our parks and green spaces and supporting tourism to the valleys

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO3.5.1	Develop a regeneration strategy for the valleys (including Ogmere and Garw Valleys) (COMM)	YELLOW (Good)	Quarter 3: Good progress in Q3 with engagement sessions held with local communities across all valleys to assess local needs. This will inform the regeneration strategy moving forward.	
WBO3.5.2	Work with the Cwm Taf Nature Network Project to improve access to high quality green spaces (COMM)	YELLOW (Good)	Quarter 3: Good progress in Q3. Project Manager now in place for the new Green Space Enhancement Project (Shared Prosperity Fund) and now working with partners to deliver the activities.	

WBO3.6: Encourage the development of new affordable homes in the valleys

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CED55 WBO3.6	Number of additional affordable homes provided by Registered Social Landlords (RSLs) in the Valleys (CEX) Higher Preferred	New 2023-24	20		Annual Indicator - To be reported at Q4				

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO3.6.1	Promote and encourage the development of new social housing in the valleys (CEX)	GREEN (Excellent)	Quarter 3: We are currently continuing to attend monthly meetings with Registered Social Landlords (RSLs) and also meeting quarterly with Welsh Government to identify opportunities within the Valley and across Bridgend County Borough.	
WBO3.6.2	Encourage the development of self-build homes on infill plots, to increase the range of housing available (COMM)	RED (Unsatisfactory)	Quarter 3: No change to Q2, in that no resource allocated to start this work.	Seek an appropriate resource to allow this work to continue.

WBO4: A County Borough where we help people meet their potential

WBO4.1: Providing safe, supportive schools with high quality teaching

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DEFS155 WBO4.1	Percentage of schools that have self-evaluated themselves as 'green' as part of their annual safeguarding audit (EFS) Higher Preferred	90%	100%						Annual Indicator - To be reported at Q4
DEFS156 WBO4.1	Number of schools judged by Estyn to be in 'significant improvement' or 'special measures' (EFS) Lower Preferred	0	0	1	0	1	0	↓	Performance: As concluded in the May 2023 Estyn inspection, Caerau Primary School is currently in need of 'special measures'. Caerau Primary School's post-inspection action plan (PIAP) and the local authority statement of action have both been approved by Estyn. Central South Consortium (CSC) and the local authority continue to work closely with Caerau Primary School to support them with their PIAP.
EDU010a WBO4.1	The percentage of school days lost due to fixed-term exclusions during the academic year, in primary schools. (EFS) Lower Preferred	0.02%	0.02%						Annual Indicator - To be reported at Q4
EDU010b WBO4.1	The percentage of school days lost due to fixed-term exclusions during the academic year, in secondary schools (EFS). Lower Preferred	0.164%	0.12%						Annual Indicator - To be reported at Q4
EDU016a (PAM/007) WBO4.1	Percentage of pupil attendance in primary schools (EFS) Higher Preferred	N/A	90%						Annual Indicator - To be reported at Q4
EDU016b (PAM/008) WBO4.1	Percentage of pupil attendance in secondary schools(EFS) Higher Preferred	N/A	90%						Annual Indicator - To be reported at Q4
PAM032 WBO4.1	Average Capped 9 Score for pupils in Year 11 (EFS) Higher Preferred	N/A	Baseline setting						Annual Indicator - To be reported at Q4

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO4.1.1	Help schools achieve their improvement plans by analysing needs and offering training to address this, ensuring that all schools will be judged by Estyn as 'not requiring any follow-up' (EFS)	GREEN (Excellent)	Quarter 3: Improvement Partners have collated and analysed all school priorities from schools not taking 'Action Short of Strike Action' (ASOS) to ensure that the professional learning is appropriate. An extensive professional learning programme has been devised and has been promoted to schools to support strategic priorities. There have been many bespoke support requests received from Bridgend Schools this financial year to support the delivery of their strategic priorities.	
WBO4.1.2	Ensure all local schools are rated as green following their safeguarding audit and provide support they need to improve (EFS)	GREEN (Excellent)	Quarter 3: All school safeguarding audits are complete and have been quality assured by the Education Engagement Team (EET) coordinators. No school or significant areas of concern have been identified. The data is currently being analysed and the outcomes will be available from February 2024.	
WBO4.1.3	Make additional digital learning training available to all school staff to improve teaching and learning in our schools (EFS)	GREEN (Excellent)	Quarter 3: The Digital Lead Officer for Bridgend has offered schools bespoke professional learning including digital competency training, google classroom and digital platform training, Curriculum for Wales skills mapping and online safety training (also provided to governors). Professional learning and digital update and information presentations have been provided to Bridgend Governors Association 2023-2024, Team Bridgend, and schools, through the Digital Leaders Network. Further	

			bespoke packages relating to technology support for Hwb tools and resources have been provided to specific schools/clusters.	
WBO4.1.4	Improve the digital offer to young people, including youth led interactive website (EFS)	AMBER (Adequate)	Quarter 3: There has been some delay in progress of the website throughout the year, however, work is ongoing to create content for a draft website to be created by the end of January 2024. This will be taken to the 'young editors' group for discussion and critic, with a view for launch by the end of March 2024. The 'young editors' group is established and meet weekly, and work continues to try to increase membership with links being formed with local college and school settings.	Workers to connect with school social media / marketing reps at local schools for support with advertising and meet third sector youth organisations. The team to attend all open access provision to engage with young people in taster sessions

WBO4.2: Improving employment opportunities for people with learning disabilities

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO4.2.1	Give young adults with learning disabilities a chance to try activities, gain new skills and fulfil their potential working across the Council and partners (SSWB)	GREEN (Excellent)	Quarter 3: This work is being progressed as part of the review of day opportunities. Relationships with employability need to be strengthened. Learning Disability transformation programme has been established. One of the key workstreams is the transformation of day time occupation for people. This work involves key partners such as Cwmpas, Awen Cultural Trust and Bridgend College.	Working group to meet and implement the working plan

WBO4.3: Expanding Welsh medium education opportunities

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DEFS138 WBO4.3	Percentage of Year 1 learners taught through the medium of Welsh (EFS) Higher Preferred	8.04%	8.7%		Annual Indicator - To be reported at Q4				
DEFS157 WBO4.3	Percentage of learners studying for assessed qualifications through the medium of Welsh at the end of Key Stage 4 (EFS) Higher Preferred	New 2023-24	7.16%		Annual Indicator - To be reported at Q4				
DEFS158 WBO4.3	Number of learners studying for Welsh as a second language (EFS) Higher Preferred	New 2023-24	1,437		Annual Indicator - To be reported at Q4				

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO4.3.1	Deliver the actions in the Welsh Language Promotion Strategy and WESP (EFS)	GREEN (Excellent)	Quarter 3: The Welsh Language Promotion Strategy remains on target. Actions within the strategy align with targets set within the Welsh in Education Strategic Plan (WESP). We are currently awaiting confirmation of Welsh Government grants for 2024-2025 to ensure staffing can be maintained for progress to continue. Progress has been made establishing a late immersion programme as well as the recruitment of a teacher and additional support staff.	

WBO4.4: Modernising our school buildings

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO4.4.1	Enlarge Ysgol Gymraeg Bro Ogwr to a 2.5 form-entry new build off Ffordd Cadfan in Brackla (EFS)	AMBER (Adequate)	Quarter 3: School transport parking areas have now been agreed by the School Transport Advisory Group. Although the decision has been received, the delay has impacted on progressing the design development as per the programme.	Conclude the pre-application consultation ahead of submitting a planning application.
WBO4.4.2	Provide a new build for Mynydd Cynffig Primary School at the junior site in Kenfig Hill (EFS)	AMBER (Adequate)	Quarter 3: The pre-application consultation for planning concluded in quarter 3. However, there is a delay in submitting the planning application. This will also delay the tender process, which can only commence following planning approval.	Submit a planning application.

WBO4.4.3	Enlarge Ysgol Ferch o'r Sger to a two form-entry new build on the existing school site (EFS)	AMBER (Adequate)	Quarter 3: The pre-application consultation for planning concluded in quarter 3. However, the planning application submission has been delayed in order to allow time for a review of the elemental cost plan (supplied by the contractor) to take place.	Conclude a review of the elemental cost plan.
WBO4.4.4	Provide a new two form entry English-medium school at Marlas Estate, Cornelly, to replace the existing Afon Y Felin and Corneli Primary Schools (EFS)	AMBER (Adequate)	Quarter 3: The pre-application consultation for planning concluded in quarter 3. However, there has been a delay in submitting the planning application, so that a review of the elemental cost plan (supplied by the contractor) is undertaken.	Conclude a review of the elemental cost plan.
WBO4.4.5	Relocate Heronsbridge School to a new build 300 place school at Island Farm (EFS)	RED (Unsatisfactory)	Quarter 3: The outcome of RIBA Stage 2 (that is, concept design and cost plan) was reported to Cabinet and Corporate Management Board (CCMB) in quarter 3. CCMB requested further information regarding capital projects to inform decision making, which has also been undertaken during this period. Commencement of the tender process and RIBA stage 3 can only commence following approval of the Outline Business Case (OBC).	Once the Outline Business Case (OBC) has been approved, the tender process can commence to appoint a design and build contractor.

WBO4.5: Attract and retain young people into BCBC employment

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CED56 WBO4.5	Percentage of those concluding apprenticeships and obtaining a non-apprentice role (CEX) Higher Preferred	70.8%	75%						Annual Indicator - To be reported at Q4
DOPS36 WBO4.5	The number of apprentices employed across the organisation (CEX) Higher Preferred	36	39						Annual Indicator - To be reported at Q4

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO4.5.1	Work with local schools to promote the Council as an employer and promote apprenticeships (CEX)	GREEN (Excellent)	Quarter 3: Learning and Development (L&D) continue to engage regularly with schools via the termly Directors Report to schools. During quarter 3 the team have attended options and careers events at Pencoed Comprehensive and Bridgend College (Pencoed Campus) promoting the apprenticeship offer including specific roles in engineering. Plans are in place to attend the Porthcawl Jobs Fair and an options event at Coleg Cymunedol Y Dderwen (CCYD) during quarter 4.	

WBO4.6: Offering youth services and school holiday programmes for our young people

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
SSWB66 WBO4.6	Participation in targeted activities for people with additional or diverse needs (SSWB) Higher Preferred	New 2023-24	Establish Baseline	177	Establish Baseline	282	New 2023-24	N/A	Performance: Establishing baseline
SSWB67 WBO4.6	Participation in the national free swimming initiative for 16 and under (SSWB) Higher Preferred	New 2023-24	Establish Baseline						Annual Indicator - To be reported at Q4
SSWB68 WBO4.6	Participation in active for life and holiday playworks programmes (SSWB) Higher Preferred	New 2023-24	Establish Baseline						Annual Indicator - To be reported at Q4

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO4.6.1	Make our leisure and culture programmes more accessible	GREEN (Excellent)	Quarter 3: All schemes have been completed as planned. Active 4 Life schemes operated at 8 locations in partnership with town and community councils with demand significantly exceeding previous years. Junior free swimming supported 3340 additional visits in quarter 3 with a year to date total of 15725. Discovery programmes continue to support young people with additional needs and families. 22 young people with complex needs were	Review performance and implications for planning for 2024 particularly regarding funding. Review future use of free swimming subsidy based on

	to children with additional needs (SSWB)		supported by discovery programmes in Q3 with 100 attendances recorded and including vocational training. As part of the prevention and wellbeing “step up and step down” approach for low level social care referrals 41 families have been referred and 83 individuals have been supported. Targeted inclusion programmes being delivered in partnership with halo and community groups. Membership and group access support arrangements have remained in place and supporting leisure usage. Partnership working with 3rd sector groups is developing.	increasing costs. Continue to work with young people and the third sector to better understand and respond to needs and offer opportunities that support wellbeing.
WBO4.6.2	Extend the food and fun programme in Summer 2023 to at least 80 pupils (EFS)	BLUE (Completed)	Quarter 3: This activity was completed at quarter 2. Four schools took part in the Food and Fun programme during summer 2023, with a total of 130 children accessing the events.	

WBO4.7: Work with people to design and develop services

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO4.7.1	Support communities to develop their own services (SSWB)	GREEN (Excellent)	Quarter 3: Co-production approaches being applied when support services are being designed or developed and review of alignment to other existing support to make best use of resources. Dementia support mapping has commenced with CTM regional dementia services and social care commissioning team, however survey response has been poor to support mapping/gap identification which is a barrier to further progress. The Bridgend Carer Wellbeing Service has been fully mobilised and also a Young Carers Network developed. At Q3 378 carers wellbeing service supported with 117 referrals and 390 instances of signposting to support. 20 referrals for full carers assessment.	Continue to engage with people with lived experience and stakeholders to shape services and improve effectiveness. Work in partnership with Bridgend Carers Wellbeing Service to expand reach of information and support for unpaid carers.
WBO4.7.2	Develop our future wellbeing programmes with people who are going to use them (SSWB)	AMBER (Adequate)	Quarter 3: Engagement planning to make use of lived experience has been progressing with unpaid carers and people living with cognitive impairment. We are working with Cwmpas to establish carers panels to inform more innovative responses to information / advice issues and awareness and short breaks impact on carer resilience. This work has progressed during quarter 3 including building a partners network to support innovative practice. Halo have delivered 4 co-production sessions in Q3 (8 in total this year) including carers and people with a cognitive impairment.	Continue to grow the use of co-productive approaches to inform community opportunities. This will include autism friendly swimming and exercise referral linked to dementia.

WBO4.8: Supporting and encouraging lifelong learning

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DEFS159 WBO4.8	Percentage of learners enrolled in local authority community learning per 1,000 adult population (EFS) Higher Preferred	New 2023-24	1.0%	0.33%	0.75%	0.49%	New 2023-24	N/A	Performance: Enrolments throughout quarter 3 have continued to increase as a result of additional engagement and promotion of the service, however, the target percentage of 0.75% has not been reached. With the aim to achieve quarter 4 targets, additional taster sessions and workshops are planned for the spring term. The service has recently recruited 3 additional staff, which may help to increase enrolments further. Recruitment challenges will likely impact on attaining the year-end target as the courses/sessions offered, and the corresponding enrolments, are limited to the availability of teaching staff.

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO4.8.1	Run more sessions that communities have expressed an interest in – provide 20 more in-person training sessions (EFS)	BLUE (Completed)	Quarter 3: Throughout this school term, Adult Learning Community (ACL) enrolment numbers have increased compared to previous years. Engagement and promotion of the service has continued, and more face-to-face courses/sessions have been offered, including accredited courses, one-off taster sessions and regular digital drop-ins. A total of 40 face-to-face sessions have been delivered to communities so far. A successful partnership is developing with a number of primary schools with opportunities to further increase the number of face-to-face sessions available. Recruitment campaigns are ongoing to recruit additional teaching staff to support the delivery of these training sessions.	

WBO4.9: Being the best parents we can to our care experienced children

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CH/052 WBO4.9	Percentage of care leavers who have experienced Homelessness during the year (SSWB) Lower Preferred	10.20%	10%	4.15%	10%	4.48%	7.79%	↑	Performance: 16+ accommodation is full to capacity currently due to unable to move on via Housing. We are continuing to develop options for care leavers and additionally the supported lodgings scheme.
SSWB48a WBO4.9	Percentage of care leavers who have completed at least 3 consecutive months of employment, education or training in the 12 months since leaving care (SSWB) Higher Preferred	54.17%	60%	69.23%	60%	71.43%	61.11%	↑	Performance: On Target
SSWB48b WBO4.9	Percentage of care leavers who have completed at least 3 consecutive months of employment, education or training in the 13-24 months since leaving care (SSWB) Higher Preferred	62.07%	65%	54.55%	65%	60%	69.57%	↓	Performance: It has been recognised that the introduction of the Basic Income Pilot has correlated with the reduction in care leavers accessing education, employment and training for young people in the 12 and 24 months post leaving care. The 16+ Team have a new multiply worker within the team and are working to further develop links with Youth Development Team and Employability.

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO4.9.1	Give care experienced children love, care, safe homes to live in and opportunities to try new activities, gain new skills and fulfil their potential working across the Council and partners (SSWB)	YELLOW (Good)	Quarter 3: The delivery of Bridgend Corporate Parenting Strategy is overseen by a multi-agency corporate parenting board. In the last quarter member agencies have been tasked with signing up to the Welsh Government Corporate Parenting Pledge. Each agency has also been developing single agency action plans.	The Children Services action plan will be presented to Board meeting in March alongside other agency plans to form a master action plan for the Corporate Parenting Strategy. Data will be agreed for regular reporting in the new financial year. All agencies have been asked to sign up to the 'Corporate Parent Charter – a promise for Wales'. This is going through Cabinet Committee Corporate Parenting for BCBC's signup.
WBO4.9.2	Develop a Corporate Parenting strategy with care experienced children to explain what public services will do to help them meet their potential and celebrate rights of passage (SSWB)	BLUE (Completed)	Quarter 3: Completed at Q2. The Bridgend Corporate Parenting Strategy was published at the end of April 2023 having been ratified by the Cabinet Committee Corporate Parenting. The strategy is available online The Corporate Parenting Board. The November 2023 Corporate Parenting Board meeting agreed that all Board agencies produce their own action plans for Corporate Parenting from workshops facilitated by the Corporate Parenting and Participation Officer.	The final consolidated action plan encompassing all agency actions will be complete.
WBO4.9.2	Develop a Corporate Parenting strategy with care experienced children to explain what public services will do to help them meet their potential and celebrate rights of passage (EFS)	GREEN (Excellent)	Quarter 3: The Education Engagement Team (EET) continues to work closely with Social Services and Wellbeing Directorate as part of The Corporate Parenting Strategy. A trial of the new Personal Education Plan (PEP) form has been established so that any required improvements can be made. All PEP forms can now be attached to pupil records in the Capita One system, to ensure completions timescales are adhered to and pupil voice is recorded.	

WBO5: A County Borough that is responding to the climate and nature emergency

WBO5.1: Moving towards net zero carbon, and improving our energy efficiency

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CED57 WBO5.1	Levels of nitrogen dioxide (NO ₂) pollution in the air (micrograms per m ³) (CEX SRS) Lower Preferred	47	40						Annual Indicator - To be reported at Q4
DCO20.01 WBO5.1	Annual Gas Consumption across the Authority – kWh (COMM) Lower Preferred	24,032,495	23,144,515						Annual Indicator - To be reported at Q4
DCO20.02 WBO5.1	Annual Electricity Consumption across the Authority – kWh (COMM) Lower Preferred	16,542,375	15,130,803						Annual Indicator - To be reported at Q4
DCO20.03 WBO5.1	Annual CO ₂ related to gas consumption across the Authority – kWh (COMM) Lower Preferred	4,398	4,235						Annual Indicator - To be reported at Q4
DCO20.04 WBO5.1	Annual CO ₂ related to electricity consumption across the Authority – kWh (COMM) Lower Preferred	3,199	2,925						Annual Indicator - To be reported at Q4
DCO23.05 WBO5.1	Reduction in emissions (across our buildings, fleet & equipment, streetlighting, business travel, commuting, homeworking, waste, procured goods and services) (COMM) Higher Preferred	New 2023-24	5%						Annual Indicator - To be reported at Q4

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO5.1.1	Keep reducing our carbon footprint by changing our Council vehicles to electric and further energy efficiency schemes (COMM)	GREEN (Excellent)	Quarter 3: Good progress in Q3. The charging facilities that were installed across the corporate estate were energised by Western Power Distribution (WPD) and are now in use. A corporate review of the Ultra Low Emissions Vehicle (ULEV) strategy will now be undertaken to reflect the Council's current budget position and the pace at which this ambitious commitment can be delivered.	
WBO5.1.2	Use feedback from the consultation to agree an Air Quality Action Plan and start work on the measures to improve air quality along Park Street (CEX)	GREEN (Excellent)	Quarter 3: Shared Regulatory Services (SRS) are working with Cabinet member to agree date to bring forward report and whether further consultation is required with local members and town Councillors. It is hoped that the final report will be agreed by end of Q4.	Agree date with Cabinet member and present report to Cabinet
WBO5.1.3	Build five new net zero carbon schools (EFS)	RED (Unsatisfactory)	Quarter 3: Each of the five schemes are in design development and due to delays on each scheme, the timescales for the five schemes will be impacted. This target will only be achieved following construction of the schools.	<ul style="list-style-type: none"> Ysgol Gymraeg Bro Ogwr - conclude the pre-application consultation ahead of submitting a planning application. Heronbridge School - gain Cabinet and Corporate Management Board approval to submit a revised Outline Business Case to Welsh Government. English-medium primary school - conclude a review of the elemental cost plan. Ysgol y Ferch o'r Sgêr - conclude a review of the elemental cost plan. Mynydd Cynffig Primary School - submit a planning application.
WBO5.1.4	Deliver more frontline social care services with workers using the Council's electric vehicles (SSWB)	GREEN (Excellent)	Quarter 3: We have our full complement of electric vehicles in use. Work commenced on Monday 23rd October 2023 for 6 EV charging points to be installed at Trem Y Mor; in the interim vehicles are charged at Ravens Court	Evaluation of the EV pilot will take place in the next quarter
WBO5.1.5	Invest in energy efficiency improvements to Council buildings including schools (COMM)	AMBER (Adequate)	Quarter 3: Awaiting decision on funding in order to be able to continue the project on an invest to save basis.	Monitor the funding position or look for external grant opportunities.

WBO5.2: Protecting our landscapes and open spaces and planting more trees

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DCO23.06 WBO5.2	Number of blue flag beaches (COMM) Higher Preferred	New 2023-24	3						Annual Indicator - To be reported at Q4
DCO23.07 WBO5.2	Number of green flag parks and green spaces (COMM) Higher Preferred	New 2023-24	2						Annual Indicator - To be reported at Q4

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO5.2.1	Deliver projects such as woodland protection, develop and protect our natural environment in partnership with our communities as part of our Bridgend Biodiversity Plan (COMM)	GREEN (Excellent)	Quarter 3: Good progress in Q3 with 2 out of 3 activities now completed and the Local Place for Nature Project is now underway and updates on its progress will be available at Q4.	
WBO5.2.2	Work with the Cwm Taf Nature Network Project to enhance and improve access to high quality green spaces in our County Borough (COMM)	GREEN (Excellent)	Quarter 3: Good progress in Q3. Project Manager now in place for the new Green Space Enhancement Project (Shared Prosperity Fund) and now working with partners to deliver the activities. Linked to commitment WB03.5.2 above.	
WBO5.2.3	Plant a further 10,000 trees a year and provide a Community Planting Scheme to green our County Borough (COMM)	AMBER (Adequate)	Quarter 3: Awaiting budget decisions and further information regarding the community woodland identified as the preferred site option in order to complete tree planting scheme and landscape designs.	Implementation of scheme is pending budget decisions.

WBO5.3: Improve the quality of the public realm and built environment through good placemaking principles

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
PAM/018 WBO5.3	Percentage of all planning applications determined within 8 weeks (COMM) Higher Preferred	64%	80%	65%	80%	68%	66%	↑	Performance: There has been a marginal increase in performance compared to last quarter. We have been implementing the restructure and have employed new members of staff with another due to start in February. We are therefore expecting an increase in performance.
PAM/019 WBO5.3	Percentage of planning appeals dismissed (COMM) Higher Preferred	64%	66%	100%	66%	80%	69%	↑	Performance: On target.

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO5.3.1	Adoption of the Replacement Local Development Plan (COMM)	GREEN (Excellent)	Quarter 3: Excellent Progress with all further examination sessions conducted and Welsh Government due to signal their acceptance of our Replacement Local Development Plan. It is expected to come before full Council in March for formal adoption.	

WBO5.4: Reducing, reusing or recycling as much of our waste as possible

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DCO20.05 WBO5.4	Percentage of Street cleansing waste prepared for recycling (COMM) Higher Preferred	40.47%	40%						Annual Indicator - To be reported at Q4

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
PAM/010 WBO5.4	Percentage of highways land inspected by the Local Authority to be found to be of a high / acceptable standard of cleanliness (COMM) Higher Preferred	98.05%	98%	99.9%	98%	100%	97.7%	↑	Performance: On target
PAM/030 WBO5.4	Percentage of municipal waste collected by local authorities and prepared for reuse, and/or recycled, including source segregated biowastes that are composted or treated biologically in any other way (COMM) Higher Preferred	71.38%	70%	74.7%	70%	70.45%	70.72%	↙	Performance: Whilst a very slight 0.3% decline in the % rate we are still above 70% which is our target. Tonnages presented by residents overall has fallen potentially due to less purchasing taking place due to economic climate. This has resulted in a slightly lower performance compared to same period last year but is still above target. Less tonnage seen at CRCs potentially contributed to by poor weather also.
PAM/030a) WBO5.4	a) prepared for reuse Higher Preferred	0.68%	1%	3.33%	1%	0.59%	0.37%	↑	Performance: Some long-term sickness in enforcement and cleansing team has meant an increased time to investigate and remove waste.
PAM/030b) WBO5.4	b) prepared for being recycled Higher Preferred	51.01%	49%	49.5%	49%	50.44%	52.35%	↙	Performance: Whilst a very slight 0.3% decline in the % rate we are still above 70% which is our target. Tonnages presented by residents overall has fallen potentially due to less purchasing taking place due to economic climate. This has resulted in a slightly lower performance compared to same period last year but is still above target. Less tonnage seen at CRCs potentially contributed to by poor weather also.
PAM/030c) WBO5.4	c) as source segregated biowastes that are composted or treated biologically in another way Higher Preferred	19.69%	20%	21.9%	20%	19.42%	18.01%	↑	Performance: Some long-term sickness in enforcement and cleansing team has meant an increased time to investigate and remove waste.
PAM/043 WBO5.4	Residual waste generated per person (COMM) Lower Preferred	120.20 Kg	131 Kg	60.40 Kg	98.25 Kg	89.86 Kg	90.41 Kg	↑	Performance: On target

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO5.4.1	Develop our Future Waste Services Model, improving our recycling targets further and converting our vehicles. We will consult on the options with residents in 2024 (COMM)	YELLOW (Good)	Quarter 3: Specialist advice has been sought on the delivery options for the future waste services and will be presented to Scrutiny SOC3 in March before an expected Cabinet decision in April 24.	Feedback awaited from Scrutiny session.
WBO5.4.2	Ensure that the new Community Recycling Centre at Pyle is opened (COMM)	GREEN (Excellent)	Quarter 3: Excellent progress as the Waste Operators Licence has now been granted to Kier by Natural Resources Wales and they are preparing to open the new CRC to the public shortly.	

WBO5.5: Improving flood defences and schemes to reduce flooding of our homes and businesses

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DCO23.08 WBO5.5	Percentage of statutory sustainable drainage systems (SuDS) applications processed within 7 weeks from receipt of appropriate scheme drawings. (COMM) Higher Preferred	New 2023-24	95%	100%	95%	100%	New 2023-24	N/A	Performance: On target

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO5.5.1	Invest in and improve flood mitigation measures in our valleys communities to reduce the flood risk (COMM)	GREEN (Excellent)	Quarter 3: New flood prevention and culvert schemes completed in valleys and now monitoring for effectiveness over the winter period and inclement weather. Also identifying what will be the next set of priority schemes for implementation with the Welsh Government Flood Prevention grant monies.	

WBO6: A County Borough where people feel valued, heard and part of their community

WBO6.1: Celebrating and supporting diversity and inclusion and tackling discrimination

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CORPB3 WBO6.1	Percentage of council staff completing Introduction to Equality and Diversity training (E-Learning or workbook) Higher Preferred	New 2023-24	100%	28.91%	100%	40.63%	New 2023-24	N/A	Performance: Although we are behind target, we are in an improved position compared to last quarter. We continue to flag awareness to managers and staff.

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO6.1.1	Finish work on current strategic equalities plan and work with communities to develop a new one, supporting Welsh Government on race equality and LGBTQ+ action plans (CEX)	GREEN (Excellent)	Quarter 3: Work continues on the existing Strategic Equalities Plan (SEP) and with the corporate equalities group now established, focus will be on developing the action plan for the next 4 years, incorporating the All Race Wales Action Plan (ARWAP) and a LGBTQIA+ action plan within the main priorities.	
WBO6.1.2	Establish new BCBC staff groups for people with protected characteristic (CEX)	YELLOW (Good)	Quarter 3: Following an analysis of the responses, a number of potential groups have been identified by staff, including those that cover menopause, LGBTQ+, autism/social anxiety, Welsh, mental health, lifestyle, ethnic minority, new managers, and walking outdoors. Human Resources (HR) have looked at what e-learning training we have against each of the groups and work is now underway to move these initiatives forward.	HR to determine how best to progress.

WBO6.2: Improving the way we engage with local people, including young people, listening to their views and acting on them

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CED58 WBO6.2	Percentage of consultation participants who answered positively: How effective do you think we have been in meeting our aim of being citizen-focused over the last 12 months? (CEX) Higher Preferred	46%	50%						Annual Indicator - To be reported at Q4
CED59(a) WBO6.2	Level of engagement (Welsh / English) (CEX) a) across consultations Higher Preferred	8,267	8,268						Annual Indicator - To be reported at Q4
CED59(b) WBO6.2	b) with corporate communications to residents, using the digital communications platform Higher Preferred	795,335	795,336						Annual Indicator - To be reported at Q4
CED59(c) WBO6.2	c) across all corporate social media accounts Higher Preferred	1,230,698	1,230,699						Annual Indicator - To be reported at Q4

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO6.2.1	Review how we communicate and engage with residents, including children and young people to help us become more customer focused and responsive (CEX)	YELLOW (Good)	Quarter 3: Content on the corporate website has constantly been updated and created. Work is continuing with Youth Services to improve their online presence and the information available to young people. The digital communication platform and the engagement platform continues to be utilised to provide updates to residents, as well as support the various corporate consultations that are being carried out.	
WBO6.2.2	Provide new opportunities for the community to engage with us on our regeneration plans, holding workshops with key stakeholders including town councils, learners and community groups (COMM)	GREEN (Excellent)	Quarter 3: Continuing consultation and engagement sessions, including the addition LDP examination in public sessions, Porthcawl Regeneration Open Space Plans, Maesteg Town Centre Placemaking engagement and for the proposed Valleys Regeneration Strategy.	

Code	Commitment	Status	Progress this period	Next Steps
WBO6.2.3	Develop the Bridgend County Borough Council Climate Citizens Assembly to allow communities to shape our 2030 Net Zero Carbon Agenda (COMM)	RED (Unsatisfactory)	Quarter 3: This work is on hold pending budget confirmation.	Implementation of Climate Citizens Assembly is pending budget decisions.

WBO6.3: Offering more information and advice online, and at local level, and making sure you can talk to us and hear from us in Welsh

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CED5 WBO6.3	Percentage of first call resolutions (CEX) Higher Preferred	75.91%	75.92%	67.3%	75.92%	77.9%	69.3%	↑	Performance: The first call resolution fluctuates and depends on the complexity of the calls taken by staff within the Contact Centre. The calls are monitored each month and whilst there is little that can be done in relation to the complexity of the calls, discussions are ongoing with the relevant service areas to look at ways of upskilling Advisors to deal with calls at the first point of contact if they can.
CED51 WBO6.3	Number of online transactions using the digital platform (CEX) Higher Preferred	103,347	103,348	37,422	77,512	53,834	83,593	↓	Performance: Whilst the online channel is the most popular for customers to access council services, the number of online transactions vary. Previous year's stats were inflated due to the number of online initiatives at the time, for example applications in relation to winter fuel payments etc.
CED52 WBO6.3	Number of hits on the corporate website (CEX) Higher Preferred	New 2023-24	1,398,560	1,715,802	1,048,920	2,467,219	New 2023-24	N/A	Performance: On target
CED53 WBO6.3	Percentage of staff with Welsh language speaking skills (including schools) (CEX) Higher Preferred	51%	52%	Annual Indicator - To be reported at Q4					
CORPB4 WBO6.3	Percentage of council staff completing Welsh Language Awareness E-Learning. Higher Preferred	New 2023-24	100%	28.38%	100%	40.32%	New 2023-24	N/A	Performance: Although we are behind target, we are in an improved position compared to last quarter. We continue to flag awareness to managers and staff.

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO6.3.1	Develop more community hubs in libraries and other Council buildings so that residents can get more information and help without travelling to Civic Offices (CEX)	AMBER (Adequate)	Quarter 3: We continue working with Awen to support residents to access council services within their local communities, with regular meetings being held with Awen to review. Following the 12 week pilot that was undertaken in partnership with Halo in May 2023 to provide a weekly drop-in session in both the Garw and Ogmere Valleys to understand demand, no decision has been made on whether this service should continue longer term. Since the pilot has stopped though, there have been no further issues raised around the lack of support to residents within those two valleys.	Whilst Cabinet need to decide on whether the drop-in sessions should continue longer term, a wider review is likely needed to explore how best we can continue supporting residents within their communities across the County Borough.

WBO6.4: Helping clubs and community groups take control of and improve their facilities and protect them for the future

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DCO16.8 WBO6.4	Number of council owned assets transferred to the community for running (CATs) across the County Borough (COMM) Higher Preferred	10	15	Annual Indicator - To be reported at Q4					

DCO23.12 WBO6.4	Value of investment with CATs across Bridgend County Borough (COMM) Higher Preferred	New 2023-24	£400,000	Annual Indicator - To be reported at Q4
SSWB69 WBO6.4	Number of people supported to have their needs met in their communities by local community co-ordinators and community navigators (SSWB) Higher Preferred	New 2023-24	200	Annual Indicator - To be reported at Q4

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO6.4.1	Invest a further £400k in Community Asset Transfers and support clubs and Community Groups with equipment grants to improve and safeguard the facilities (COMM)	AMBER (Adequate)	Quarter 3: We currently have £604,423 of inward external investment already attributed to CAT related projects. Only completed 5 out of 15 transfers at Q3. Although behind on milestones, we are on target with investments.	Continue to progress transfers as expediently as possible during Q4 within available staff resource constraints.
WBO6.4.2	Develop a more coordinated approach with partners to helping people find activities and groups in their communities (SSWB)	AMBER (Adequate)	Quarter 3: We are establishing community network building approaches to bring partners and stakeholders together who support people in communities to connect with what is in place and identify gaps in provision. In partnership with Bavo, a number of community networks are operating on a thematic basis to bring partners and stakeholders together. 9 current networks operating including Mental Health, Health, Social Care and Wellbeing, Food Security, Children and Families, Military Veterans, and Carers. There were 18 network meetings held in Q3. The Resilient Communities approach has been reviewed following learning and insight gained during the pandemic. A pathway approach based on differing levels of need and complexity and who is best placed to support is developing. This involves cross sector working.	Continue to build networks and grow network meetings that are more cross cutting as part of an overarching prevention and wellbeing network in partnership with BAVO and third sector.

WBO6.5: Becoming an age friendly council

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO6.5.1	Make Bridgend County Borough a great place to grow old, working with partners to improve leisure activities, accessible housing, care, and support as an Age Friendly Council (SSWB)	AMBER (Adequate)	Quarter 3: Bridgend is participating in the all Wales programme supported by Welsh Government and developing its baseline assessment and action plan. This will continue into 2024-25. There are 8 domains of focus including transport, housing, community support and health services, social participation, respect and social inclusion, civic participation and employment, communication and information. The Aging Well in Bridgend survey has been conducted to establish metrics on Age Friendly Bridgend and areas for focus. The survey attracted 227 responses with 67% being aged 60 or above.	Continue to be a part of the Welsh Government and older persons commissioners network to inform local planning and development. Progress the Age Friendly Communities assessment and raise internal and external awareness. Produce draft documents to support stakeholder engagement.

WBO7: A county borough where we support people to be healthy and happy

WBO7.1: Improving active travel routes and facilities so people can walk and cycle

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DCO23.17 WBO7.1	New active travel routes (length in KM) (COMM) Higher Preferred	New 2023-24	4						Annual Indicator - To be reported at Q4

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO7.1.1	Improve sustainable and active travel choices, including the Metrolink bus facility in Porthcawl, to increase connectivity and greener travel choices (COMM)	GREEN (Excellent)	Quarter 3: The Metrolink Project is progressing well and its construction will be complete in April 2024. Welsh Government have also confirmed subsidy for bus services in 24/25 to enable two routes to Porthcawl to operate. The Ynysawdre Active Travel link is nearing completion, with its final coat of tarmac and signage being installed.	

WBO7.2: Offering attractive leisure and cultural activities

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
SSWB70 WBO7.2	Number of visits by older adults to physical activity opportunities supported (SSWB) Higher Preferred	New 2023-24	Establish Baseline						Annual Indicator - To be reported at Q4
SSWB71 WBO7.2	Number of individuals who commence programmes and complete 16 weeks of activity (SSWB) Higher Preferred	350	370						Annual Indicator - To be reported at Q4
SSWB72 WBO7.2	Percentage of pupils who participate in three or more occasions of activity per week (SSWB) Higher Preferred	44.6%	46%						Annual Indicator - To be reported at Q4
SSWB73 WBO7.2	Participation in the summer reading challenge in libraries (SSWB) Higher Preferred	New 2023-24	2,378						Annual Indicator - To be reported at Q4
SSWB74 WBO7.2	Participation in Childrens events in libraries (SSWB) Higher Preferred	61,855	48,176						Annual Indicator - To be reported at Q4

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO7.2.1	Redevelop Porthcawl Grand Pavilion to increase the use of the new facilities and extend social and leisure facilities, in partnership with Awen Cultural Trust (COMM)	GREEN (Excellent)	Quarter 3: Good progress with the Grand Pavilion design and planning application submitted for determination in April 2024. Procurement advice currently being finalised. The Project Board is meeting regularly and AWEN to establish stakeholder reference group in the coming months.	
WBO7.2.2	Develop an active leisure offer for older adults to improve physical and mental wellbeing (SSWB)	GREEN (Excellent)	Quarter 3: Welsh Government and Sport Wales are supporting this initiative during 23/24 and have confirmed it can be continued into 24/25. The focus has been on growing usage of leisure facilities or ancillary programmes that benefit older adults. The 60 plus active leisure programme is supporting weekly opportunities for people with dementia, cognitive impairment, and loneliness with additional support programmes for unpaid carer wellbeing. The Super-Agers programme is supporting community-based opportunities to become sustainable at 4 locations.	Expand the range of opportunities within the available budget and capture impact required by funders. Identify opportunities to attract more resources and engage older adults.

Code	Commitment	Status	Progress this period	Next Steps
WBO7.2.3	Increase the use of the exercise referral programme by people who may have found it hard to participate in the past (SSWB)	AMBER (Adequate)	Quarter 3: The National Exercise Referral Scheme (NERS) programme is operating beyond capacity and with waiting lists in place for support. Referrals are in place from all GP surgeries. There were 453 new referrals in Q3 with 476 sessions attended. 128 participants had a mid-programme review. Programmes include cardiac, back care, falls, stroke, mental health and the generic pathway. Separate pathways, funded via CTM health board are operating regionally alongside the NERS programmes with referrals via CTM. Pathways include pulmonary rehabilitation, joint care and cancer pre-habilitation for surgery.	Public Health Wales are changing the model of scheme operation which may influence the range of conditions supported and the types of intervention. The 16 week completions build as the year progresses.
WBO7.2.4	Complete the refurbishment of Pencoed library and provide investment into library services (SSWB)	BLUE (Completed)	Quarter 3: This has been completed by Awen utilising external investment via Welsh Government and Awen resources during Q1. Library related usage is monitored on a quarterly basis as part of the cultural partnership and includes a diverse range of areas including events, borrowing, and digital resources. At Q3 there have been 7723 visits (supporting 4405 adult issues, 4736 junior issues, 229 ICT sessions, 88 new borrowers).	
WBO7.2.5	Develop a long-term Active Bridgend plan and leisure strategy (SSWB)	AMBER (Adequate)	Quarter 3: The Council is responding to the Wales Audit Office (WAO) review of the Active Bridgend plan and related Better Health Successful Sport plan that expired during the pandemic to create a longer term vision and plan. A report has been presented to CCMB to consider an extension of the Healthy Living partnership with Halo, with legal and procurement advice sought on considerations and implications, and proposed benefits externally assessed and validated. A procurement exercise has been conducted and completed to identify a development partner to support the long term Active Bridgend strategy development process.	Report to Cabinet in April on potential healthy living partnership extension. Engage support to help take this project forward and involve stakeholders.

WBO7.3: Improving children's play facilities and opportunities

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DCO23.09 WBO7.3	Value of investment in play areas (COMM) Lower Preferred	New 2023-24	£1,000,000						Annual Indicator - To be reported at Q4
DCO23.10 WBO7.3	Number of play areas that have been refurbished (COMM) Higher Preferred	New 2023-24	20						Annual Indicator - To be reported at Q4

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO7.3.1	Improve the quantity and quality of play opportunities. We will Invest in all children's play areas and make sure inclusive play equipment is provided to allow opportunities for all (SSWB)	GREEN (Excellent)	Quarter 3: The need for a play sufficiency network group was approved by cabinet and reviewed at scrutiny when considering the play sufficiency assessment and action plan required by Welsh Government. An initial meeting has taken place in Dec 23. We continue to develop the skills of and confidence of our workforce with new coaches and activity leaders attending a range of training to support inclusive practice including family thrive programme, 1 regulating behaviour, 5 therapeutic activities, 5 safeguarding, 4 wellbeing mentoring and 10 rebound therapy. At the end of Q3 there have been 59 training sessions (including 25 new participants).	Next full play sufficiency assessment is due for June 2025. The network group will need to support the assessment and action planning process.
WBO7.3.1	Improve the quantity and quality of play opportunities. We will Invest in all children's play areas and make sure inclusive play equipment is provided to allow opportunities for all (COMM)	GREEN (Excellent)	Quarter 3: Excellent progress with tender now awarded for the refurbishment of the next set of 19 Children's Play Areas across the County.	
WBO7.3.2	Roll-out the Dare2Explore project in at least 1 more school (EFS)	BLUE (Completed)	Quarter 3: The "Dare2Explore" project was initially rolled out to Coleg Cymunedol Y Dderwen and Cynffig Comprehensive School. Following the pilot, all secondary schools in Bridgend have engaged with the project leader.	
WBO7.3.3	We will increase the range of after school music ensembles and activities to ensure more pupils benefit from this provision (EFS)	BLUE (Completed)	Quarter 3: A new training string ensemble has been established for beginner string players of all school ages, increasing the number of ensembles further, as part of the recovery after COVID-19. The Bridgend Music Service will continue to recruit more members to return to pre-COVID19 membership levels.	

WBO7.4: Providing free school meals and expanding free childcare provision

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DEFS160 WBO7.4	Number of two-year-olds accessing childcare through the Flying Start programme (EFS) Higher Preferred	321	500	460	470	472	332	↑	Performance: The expansion of the Flying Start programme has so far created significant additional capacity. At the end of December 2023, there were 472 children registered at Flying Start settings in Bridgend. This is an increase of 151 on the 2022-202 year-end position. An additional intake in January 2024 should realise the target of 500 children.
DEFS162 WBO7.4	Percentage of non-maintained settings that are judged by Care Inspectorate Wales as at least 'good' (EFS) Higher Preferred	New 2023-24	100%	71%	100%	76.5%	New 2023-24	N/A	Performance: The quarter 3 percentage represents 13 of 17 funded non-maintained settings that have so far received a joint inspection. This is an improvement from the end of the last quarter. A strong professional development offer, generous grants and the ongoing support of local authority officers continues to support improvement across the funded non-maintained sector. This work should officially be recognised when settings are inspected / re-inspected as part of Estyn / Care Inspectorate Wales's joint inspection cycle.
DEFS163 WBO7.4	Percentage of eligible learners offered a free school meal (EFS) Higher Preferred	New 2023-24	100%	100%	100%	100%	New 2023-24	N/A	Performance: All eligible pupils are currently offered a universal primary free school meal.

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO7.4.1	Provide free school meals to all primary school learners by September 2024 (EFS)	GREEN (Excellent)	Quarter 3: There has been no change on the quarter 2 position. The local authority has successfully implemented Universal Primary Free School Meals (UPFSM) for Reception and Year 1-3. Nursery implementation is due by the end of January 2024 and Year 4 at the start of the 2023-2024 summer term. Years 5 and 6 will follow from September 2024.	
WBO7.4.2	Work with childminders, nurseries and others to roll-out universal childcare for all two-year-olds (EFS)	GREEN (Excellent)	Quarter 3: There has been a further increase in the children accessing Flying Start funded childcare through the expansion programme. There have been 183 additional children accessing childcare up to the end of quarter 3. A further intake will take place in January 2024.	

WBO7.5: Integrating our social care services with health services so people are supported seamlessly

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
SSWB75 WBO7.5	Number of people recorded as delayed on the national pathway of care (SSWB) Lower Preferred	New 2023-24	71	93	71	50	New 2023-24	N/A	Performance: On target

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO7.5.1	Work even more closely with the NHS so all people receive the right health or care service at the right time (SSWB)	GREEN (Excellent)	Quarter 3: Complete recruitment activity for integrated Regional Integrated Fund (RIF) posts. Embed new model following the Social Work Review. The integrated community services continue to work closely with NHS colleagues to support their objectives and pressures. Work to implement the new model of social work continues.	Work collaboratively to develop new pathways to support the new model, which is in place as the result of the Social Work Review. Implement new model of social work in Q4

WBO7.6: Improving the supply of affordable housing

Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CED60 WBO7.6	Number of additional affordable homes provided by Registered Social Landlords (RSLs) across the County Borough (CEX) Higher Preferred	110	110						Annual Indicator - To be reported at Q4
CED61 WBO7.6	Total number of empty properties returned to use with local authority intervention (CEX) Higher Preferred	5	5						Annual Indicator - To be reported at Q4

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO7.6.1	Increase the number of affordable homes in Bridgend County Borough in partnership with Welsh Government and social landlords (CEX)	GREEN (Excellent)	Quarter 3: Monthly meetings continue to take place with the development teams of all Registered Social Landlords in the area to ensure Social Housing Grant is fully utilised and development maximised. We have also worked with the same teams to acquire homes through the Transitional Capital Programme Grant. Quarterly Bridgend Housing Partnership meetings continue to take place as does meetings with Welsh Government. Monthly meetings take place with Planning colleagues. Work with the private sector is progressing to introduce affordable homes through the Welsh Government Leasing Scheme.	
WBO7.6.2	Get a better understanding of housing and support needs and work with social landlords to provide homes to suit those needs (CEX)	YELLOW (Good)	Quarter 3: Housing and support needs assessment was undertaken during the development of the Housing Strategy. Housing needs are discussed with Registered Social Landlords in monthly development meetings where general needs housing, temporary accommodation and supported housing schemes are discussed.	
WBO7.6.3	Improve the way we deal with empty homes (CEX)	YELLOW (Good)	Quarter 3: Work has continued on the Empty Properties Loan Scheme which is nearing completion. The Empty Properties Working Group continues to target the Top 20 empty properties in the Borough. We are working with the Welsh Government Industry Expert and in addition to the working group that property specific meetings have been arranged with representation across the Council to generate a coordinated approach to remedying their defective condition which has included partnership working with an RSL. We also intend to make use of our further powers for Enforced Sale and Compulsory Purchase	

Ways of Working Performance Indicators not linked to a Wellbeing Objective

Performance Indicators

PI Ref	PI Description and Preferred Outcome	Year End 22-23	Target 23-24	Q2 position 23-24 & RYAG	Q3 23-24 RYAG vs Target		Q3 22-23 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
PAM/001	The number of working days/shifts per full-time equivalent (FTE) local authority employee lost due to sickness absence Lower Preferred	13.20 days	No target	5.35 days	No target	8.77 days	9.77 days	↑	Performance: Sickness has improved compared to this time last year. Sickness continues to be monitored.
CORPB5	Percentage of staff that have completed a Personal Review/Appraisal (excluding schools) Higher Preferred	58.05%	80%	Annual Indicator - To be reported at Q4					
DCO16.9	Realisation of capital receipts targets (COMM) Higher Preferred	£3.71 million	£0	£0	£0	£0	£3.5 million	Trend not applicable	Performance: A disposals programme for the next five years is being developed but there are no disposals planned for Q3/Q4.
DCO19.02	Percentage of full statutory compliance across BCBC operational buildings (COMM) Higher Preferred	78.6%	100%	82%	100%	85%	73.5%	↑	Performance: Small improvement in compliance compared to Q2, and overall improvement in statutory compliance across the estate since Q3 last year.
DCO23.14	Percentage of statutory compliance across BCBC operational buildings - Big 5 (COMM) Higher Preferred	New 2023-24	100%	92%	100%	94%	New 2023-24	N/A	Performance: Small improvement in compliance compared to Q2 and significantly improved compliance picture overall.
DOPS34a	Availability of voice and data network (CEX) Higher Preferred	100%	99.99%	100%	99.99%	100%	100%	↔	Performance: On target
DOPS34b	Availability of storage area network (CEX) Higher Preferred	100%	99.99%	100%	99.99%	100%	100%	↔	Performance: On target
DOPS34c	Availability of core applications, central printers and multi-functional devices and network connected devices (CEX) Higher Preferred	99.99%	99.90%	99.94%	99.9%	99.98%	99.99%	↙	Performance: This indicator remains on target. Performance is down very slightly at Q3 due to a “Canon printing failure” which was resolved by the supplier.
DRE6.1.1	Percentage budget reductions achieved (Overall) Higher Preferred	72.1%	100%	90.4%	100%	90.4%	72.1%	Trend not applicable	Performance: Position at Q3 remains the same, of the £2.608 million savings target, £2.358 million has been achieved to date. The most significant reduction proposals unlikely to be achieved in full are:- <ul style="list-style-type: none"> • EDFS1 Delegation of school transport responsibilities to The Bridge Pupil Referral Unit (£40k). Officers are continuing to investigate the practicalities and implications of this bespoke transport arrangement. • COM1 Closure of each of the Community Recycling Centre sites for one weekday per week (£50k). Public Consultation has been undertaken with the outcome reported back to Cabinet on 21 November 2023, where the proposal was approved. A marginal saving will be made in 2023-24, with the full saving being realised in 2024-25. • COM 2 Charging Blue Badge Holders for parking (£40k). The traffic management team have been engaged in the introduction of the national speed limit in built up areas, and therefore the saving proposal is unlikely to be achieved in 2023-24 due to the processes required to introduce any change. • COM5 Commercially let a wing of Ravens Court to a partner organisation or business (£120k) Delay in progressing budget reduction proposal whilst the Future Service Delivery model is being developed. Directors continue to work with their staff to deliver their proposals or alternatives and this is reflected in the forecast year end spend.