

## Appendix 2 – Performance against the Corporate Plan 2023-24

In March 2023 the Council published its new 5-year Corporate Plan 2023-28 and seven new wellbeing objectives. A 1 year Corporate Plan Delivery Plan for 2023-24 was agreed in July 2023 which defined 44 aims, with 101 commitments to deliver these objectives and 99 performance indicators (and sub indicators) to measure progress.

This document is intended to provide an overview of the Council’s performance against the wellbeing objectives as set out in the Corporate Plan Delivery Plan at quarter 4 of 2023-24, which is the final year-end position.

The wellbeing objectives are:

- 1 - A County Borough where we protect our most vulnerable
- 2 - A County Borough with fair work, skilled, high-quality jobs and thriving towns
- 3 - A County Borough with thriving valleys communities
- 4 - A County Borough where we help people meet their potential
- 5 - A County Borough that is responding to the climate and nature emergency
- 6 - A County Borough where people feel valued, heard, and part of their community
- 7 - A County Borough where we support people to live healthy and happy lives

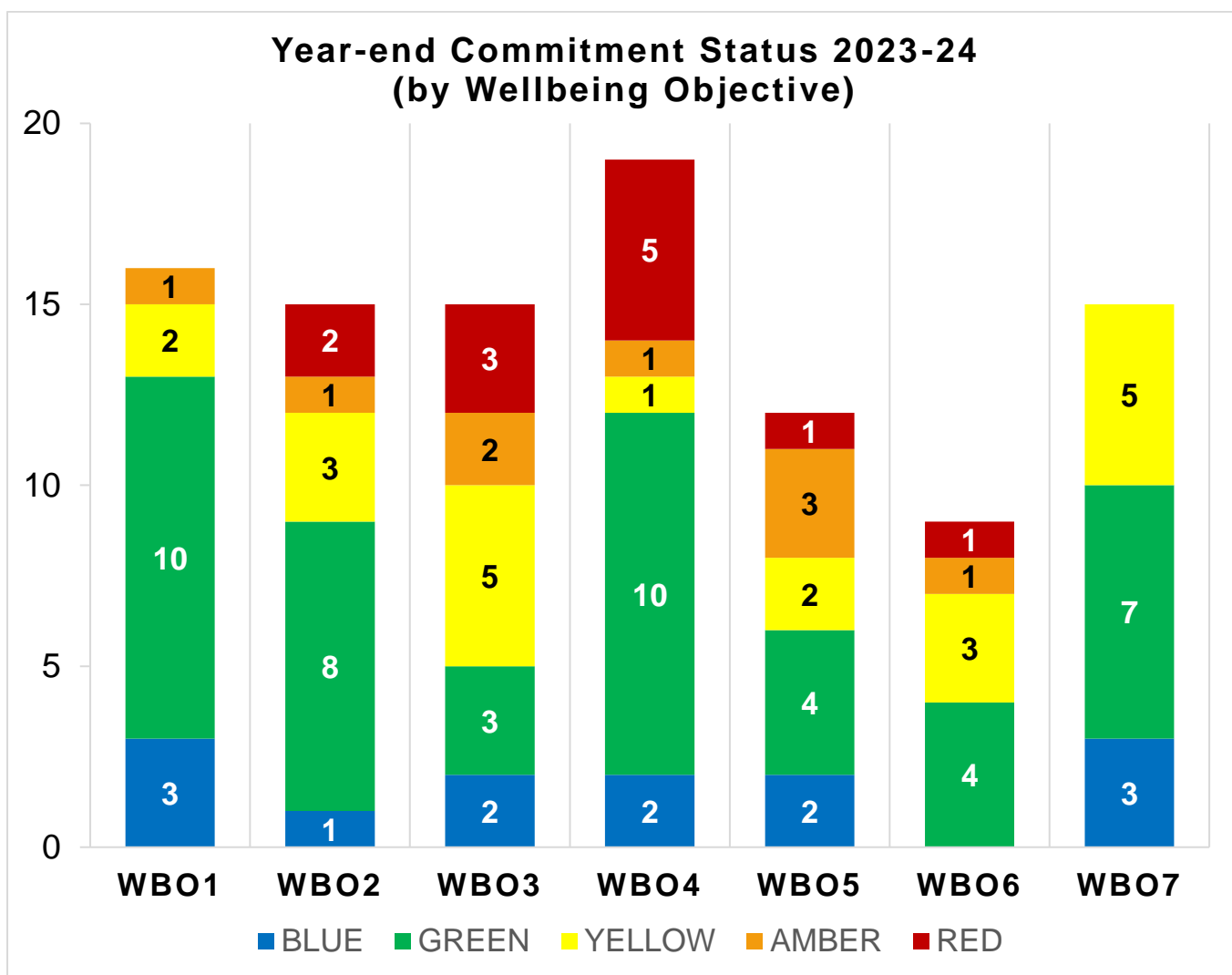
### Summary of progress on Corporate Commitments

Each of the commitments has been awarded an appropriate Blue, Red, Amber, Yellow or Green (BRAYG) status at the end of quarter 4. Table 1 below shows a summary of the overall status of the 101 commitments with Chart 1 demonstrating this for each of the well-being objectives.

**Table 1 – Commitments by BRAYG status**

Status	Meaning of this status	Performance at year end	
		Number	%
COMPLETE (BLUE)	Project is completed	13	12.9%
EXCELLENT (GREEN)	As planned (within timescales, on budget, achieving outcomes)	46	45.5%
GOOD (YELLOW)	Minor issues. One of the following applies - deadlines show slippage, project is going over budget or risk score increases	21	20.8%
ADEQUATE (AMBER)	Issues. More than one of the following applies - deadlines show slippage, project is going over budget or risk score increases	9	8.9%
UNSATISFACTORY (RED)	Significant issues – deadlines breached, project over budget, risk score up to critical or worse	12	11.9%
	<b>Total</b>	101	100%

Chart 1 – Commitments by BRAYG status for each wellbeing objective



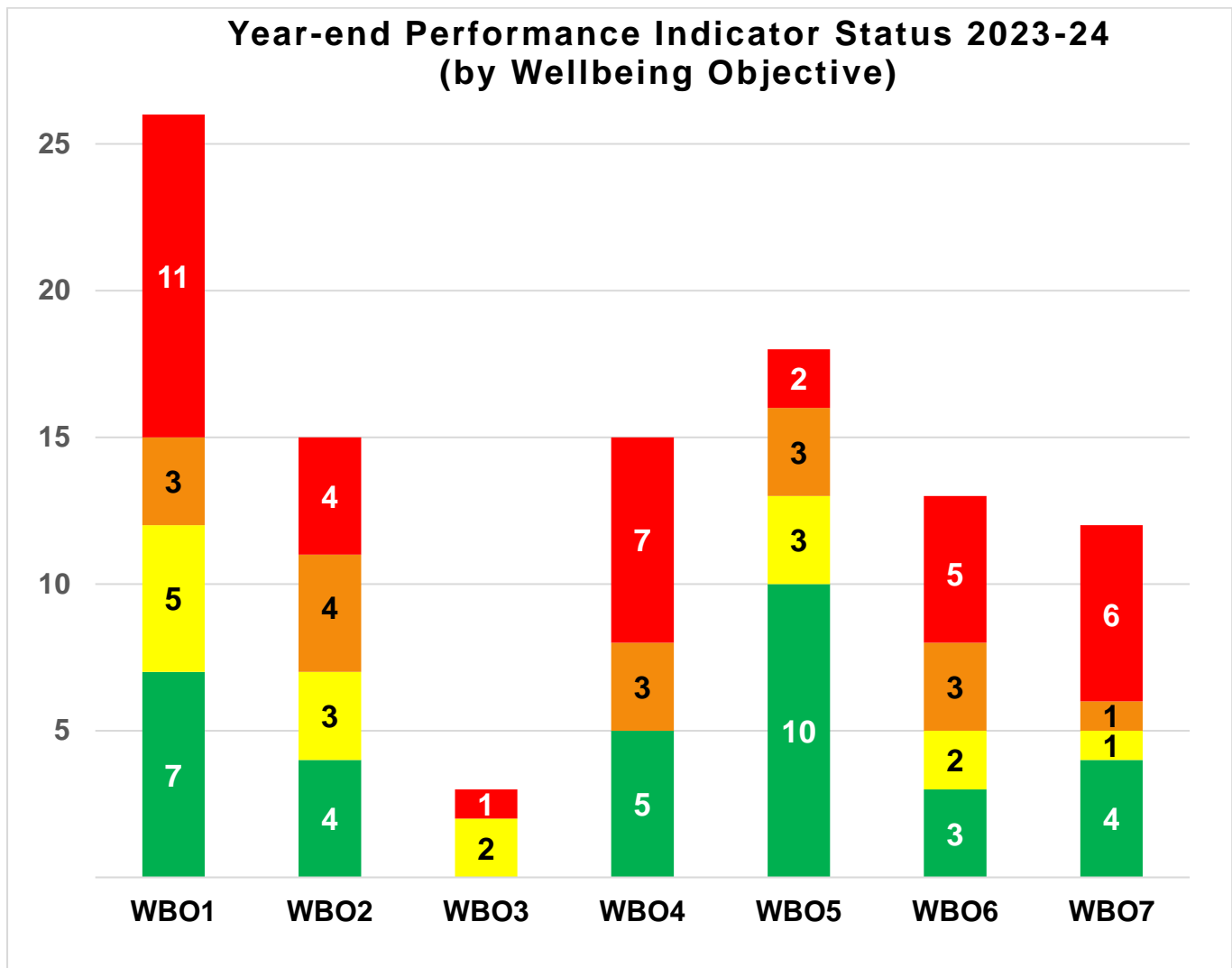
## Summary of Performance Measures

Performance is being judged against the revised performance indicator (PI) targets approved in October 2023. Of the 116 indicators (including all sub indicators), 102 could be compared against a target and awarded a Red, Amber, Yellow or Green (RAYG) status. Table 2 below shows a summary of performance by status, with Chart 2 providing this summary broken down by wellbeing objective.

Table 2 - PIs by RAYG status

Status	Meaning of this status	Performance at year end	
		Number	%
EXCELLENT (GREEN)	On target <u>and</u> improved or is at maximum	33	32.35%
GOOD (YELLOW)	On target	16	15.69%
ADEQUATE (AMBER)	Off target (within 10% of target)	17	16.67%
UNSATISFACTORY (RED)	Off target (target missed by 10%+)	36	35.29%
	Total	102	100%

Chart 2 - PIs by RAYG status for each wellbeing objective



Set out below is our performance for each of these performance indicators, or measures of success which we set ourselves for each well-being objective. This also shows performance trend, so you can see how this outturn position compares with the same period last year, where appropriate to do so.

Performance Indicators Trend Definition	
↑	Performance has improved compared to last year
↔	Performance has been maintained (this includes those at maximum)
↙	Performance has declined BUT within 10% of the last year
↓	Performance has declined by 10% or more compared to previous year

## WBO 1 - A County Borough where we protect our most vulnerable

### Aim 1.1 Providing high-quality children's and adults social services and early help services to people who need them

Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
Percentage of eligible carers who were offered a carer's assessment in: a) Children Social Care (Annual Indicator, higher preferred)	New for 2023-24	80%	<b>100% GREEN</b>	No trend
Percentage of eligible carers who were offered a carer's assessment in: b) Adult Social Care (Annual Indicator, higher preferred)	New for 2023-24	80%	Data not available	No trend
Timeliness of visits to a) children who are care experienced. (Quarterly Indicator, higher preferred)	81.13%	85%	<b>85.31% GREEN</b>	↑
Timeliness of visits to b) children on the child protection register. (Quarterly Indicator, higher preferred)	82.14%	85%	<b>86.77% GREEN</b>	↑
Safe reduction in the number of care experienced children (Quarterly Indicator, lower preferred)	398	374	<b>370 GREEN</b>	↑
Safe reduction in the number of children on the child protection register. (Quarterly Indicator, lower preferred)	270	270	<b>189 GREEN</b>	↑
Percentage of enquiries to the Adult Social Care front door which result in information and advice only. (Quarterly Indicator, higher preferred)	New for 2023-24	70%	<b>74.88% YELLOW</b>	No trend
Total number of packages of reablement completed during the year. (Quarterly Indicator, higher preferred)	377	370	<b>377 YELLOW</b>	↔
Percentage of reablement packages completed that mitigated need for support. (Quarterly Indicator, higher preferred)	66.84%	68%	<b>66.58% AMBER</b>	↙
Number of people who access independent advocacy to support their rights within: a) children's social care. (Annual Indicator, higher preferred)	New for 2023-24	185	<b>64 RED</b>	No trend
Number of people who access independent advocacy to support their rights within: b) adult's social care. (Annual Indicator, higher preferred)	New for 2023-24	180	<b>87 RED</b>	No trend
Percentage of completed Team Around the Family (TAF) plans closed with a successful outcome. (Quarterly Indicator, higher preferred)	75%	72%	<b>83% GREEN</b>	↑

### Aim 1.2 Supporting people in poverty to get the support they need / help they are entitled to

Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
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. <i>(Quarterly Indicator, higher preferred)</i>	New for 2023-24	60%	<b>92% YELLOW</b>	No trend
Percentage of people supported through FASS who have received advice and support in managing or reducing household debt. <i>(Quarterly Indicator, higher preferred)</i>	New for 2023-24	60%	<b>93% YELLOW</b>	No trend

### Aim 1.3 Supporting people facing homelessness to find a place to live

Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
Percentage of households threatened with homelessness successfully prevented from becoming homeless. <i>(Quarterly Indicator, higher preferred)</i>	19%	20%	<b>11% RED</b>	↓
Percentage of people presenting as homeless or potentially homeless for whom the Local Authority has a final legal duty to secure suitable accommodation. <i>(Quarterly Indicator, lower preferred)</i>	7.6%	10%	<b>29% RED</b>	↓

### Aim 1.4 Supporting children with additional learning needs to get the best from their education

Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
Percentage of schools that have an Additional Learning Needs (ALN) policy in place <i>(Quarterly Indicator, higher preferred)</i>	New for 2023-24	100%	<b>100% GREEN</b>	No trend

### Aim 1.5 Safeguarding and protecting people who are at risk of harm

Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
Percentage of council staff completing safeguarding awareness training <i>(Quarterly Indicator, higher preferred)</i>	77.33%	100%	<b>82.73% RED</b>	↑
Percentage of Adult safeguarding inquiries which receive initial response within 7 working days. <i>(Quarterly Indicator, higher preferred)</i>	84.19%	85%	<b>81.85% AMBER</b>	↙
Percentage of Childrens referrals where decision is made within 24 hours. <i>(Quarterly Indicator, higher preferred)</i>	99.53%	100%	<b>99.69% AMBER</b>	↑

Percentage of child protection investigations completed within required-timescales. <i>(Annual Indicator, higher preferred)</i>	New for 2023-24	Baseline setting	<b>77.78%</b>	No trend
Average waiting time on the Deprivation of Liberty Safeguards (DoLS) waiting list. <i>(Quarterly Indicator, lower preferred)</i>	New for 2023-24	Baseline setting	<b>16 days</b>	No trend

### Aim 1.6 Help people to live safely at home through changes to their homes

Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
Average number of days taken to deliver a Disabled Facilities Grant (DFG) for: a) Low level access showers <i>(Quarterly Indicator, lower preferred)</i>	New for 2023-24	210 days	<b>668 days RED</b>	No trend
Average number of days taken to deliver a DFG for: b) Stair lifts <i>(Quarterly Indicator, lower preferred)</i>	New for 2023-24	210 days	<b>346 days RED</b>	No trend
Average number of days taken to deliver a DFG for: c) Ramps <i>(Quarterly Indicator, lower preferred)</i>	New for 2023-24	210 days	<b>694 days RED</b>	No trend
Average number of days taken to deliver a DFG for: d) Extensions <i>(Quarterly Indicator, lower preferred)</i>	New for 2023-24	210 days	<b>917 days RED</b>	No trend
Percentage of people who feel they can live more independently as a result of receiving a DFG in their home <i>(Quarterly Indicator, higher preferred)</i>	Data not available	98%	<b>98% YELLOW</b>	No trend

### Aim 1.7 Support partners to keep communities safe

Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
Percentage of council staff completing Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) training (Level 1) <i>(Quarterly Indicator, higher preferred)</i>	73.45%	100%	<b>75.54% RED</b>	<b>↑</b>
Number of instances where CCTV supports South Wales Police in monitoring incidents <i>(Quarterly Indicator, higher preferred)</i>	New for 2023-24	Baseline setting	<b>944</b>	No trend
Percentage of children being released from custody who attend a suitable education, training and employment arrangement <i>(Quarterly Indicator, higher preferred)</i>	New for 2023-24	<i>DATA REDACTED</i>		No trend

## WBO 2 - County Borough with fair work, skilled, high-quality jobs and thriving towns

### Aim 2.1 Helping our residents get the skills they need for work

Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
Number of participants in the Employability Bridgend programme going into employment (Quarterly Indicator, higher preferred)	392	350	<b>366</b> <b>YELLOW</b>	Trend not applicable
Number of under-employed participants leaving Employability Bridgend with an improved labour market position. (Quarterly Indicator, higher preferred)	107	100	<b>93</b> <b>AMBER</b>	Trend not applicable
Number of referrals to the employment service in ARC (Quarterly Indicator, higher preferred)	New for 2023-24	Baseline setting	<b>213</b>	No trend

### Aim 2.2 Making sure our young people find jobs, or are in education or training

Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
Number of participants in the Employability Bridgend programme supported into education or training. (Quarterly Indicator, higher preferred)	387	727	<b>76</b> <b>RED</b>	Trend not applicable
Percentage of Year 11 leavers not in education, training, or employment (NEET) in the careers Wales annual destination statistics. (Annual Indicator, lower preferred)	1.6%	1.5%	<b>1.4%</b> <b>GREEN</b>	↑

### Aim 2.4 Attracting investment and supporting new and existing local businesses

Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
Number of businesses receiving support through Shared Prosperity Funding (Quarterly Indicator, higher preferred)	New for 2023-24	20	<b>25</b> <b>YELLOW</b>	No trend
Number of business start-ups assisted. (Annual Indicator, higher preferred)	New for 2023-24	52	<b>219</b> <b>YELLOW</b>	No trend
Number of local businesses attending procurement workshops (Annual Indicator, higher preferred)	New for 2023-24	Baseline Setting	<b>0</b>	No trend
Local spend on low value BCBC procurement and contracts under £100,000. (Annual Indicator, higher preferred)	2.93%	4%	<b>45.22%</b> <b>GREEN</b>	↑

## Aim 2.5 Making the council an attractive place to work

Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
Percentage of staff reporting through survey that they agree or strongly agree with the statement: a) I feel every department is working towards the same common goal. <i>(Annual Indicator, higher preferred)</i>	41%	42%	<b>35% RED</b>	↓
Percentage of staff reporting through survey that they agree or strongly agree with the statement: b) I am satisfied with BCBC as an employer. <i>(Annual Indicator, higher preferred)</i>	67%	74%	<b>66% RED</b>	↙
Percentage of staff reporting through survey that they agree or strongly agree with the statement: c) Working here makes me want to perform to the best of my ability. <i>(Annual Indicator, higher preferred)</i>	77%	79%	<b>73% AMBER</b>	↙
Percentage of staff reporting through survey that they agree or strongly agree with the statement: d) I feel that BCBC values its employees' ideas and opinions. <i>(Annual Indicator, higher preferred)</i>	40%	48%	<b>39% RED</b>	↙
Percentage of staff reporting through survey that they agree or strongly agree with the statement: e) Do you think there are opportunities for two-way communication to discuss and raise ideas and issues? <i>(Annual Indicator, higher preferred)</i>	84%	85%	<b>85% GREEN</b>	↑
Percentage of staff reporting through survey that they agree or strongly agree with the statement: a) I feel supported to manage my personal wellbeing whilst in work: <i>(Annual Indicator, higher preferred)</i>	70%	71%	<b>67% AMBER</b>	↙
Percentage of staff reporting through survey that they agree or strongly agree with the statement: b) The council is dedicated to taking positive action to support employees achieve a positive sense of wellbeing in their working lives. <i>(Annual Indicator, higher preferred)</i>	53%	54%	<b>50% AMBER</b>	↙
Number of sign up of new subscribers to the staff extranet <i>(Quarterly Indicator, higher preferred)</i>	New for 2023-24	Baseline Setting	<b>0</b>	No trend

## Aim 2.6 Ensuring employment is fair, equitable and pays at least the real living wage

Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
Number of real living wage employers identified. <i>(Annual Indicator, higher preferred)</i>	235	249	<b>250 GREEN</b>	↑



## WBO 3 - A County Borough with thriving valleys communities

### Aim 3.1 Investing in town centres, including Maesteg town centre

Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
Number of commercial properties assisted through the enhancement grant scheme (Annual Indicator, higher preferred)	New for 2023-24	2	4 <b>YELLOW</b>	No trend

### Aim 3.3 Improving community facilities and making them more accessible

Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
Value of investment with Community Asset Transfers (CATs) in Valleys (Annual Indicator, higher preferred)	New for 2023-24	£200,000	£296,662 <b>YELLOW</b>	No trend
Number of visits to venues for all purposes in the valleys (visits across 4 venues - Maesteg Pool, Maesteg Sports Centre, Ogmores Valley Centre and Garw Valley Centre) (Quarterly Indicator, higher preferred)	New for 2023-24	Baseline setting	353,782	No trend

### Aim 3.6 Encourage the development of new affordable homes in the valleys

Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
Number of additional affordable homes provided by Registered Social Landlords (RSLs) in the valleys. (Annual Indicator, higher preferred)	New for 2023-24	20	2 <b>RED</b>	No trend

## WBO 4 - A County Borough where we help people meet their potential

### Aim 4.1 Providing safe, supportive schools, with high quality teaching

Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
Number of schools judged by Estyn to be in 'significant improvement' or 'special measures'. (Quarterly Indicator, lower preferred)	0	0	1 <b>RED</b>	↓
Average 'Capped 9' score for pupils in Year 11 (Annual Indicator, higher preferred)	No data available	Baseline Setting	361.5	No trend

Percentage pupil attendance in primary schools (Annual Indicator, higher preferred)	90.1%	90%	<b>91.5% GREEN</b>	↑
Percentage pupil attendance in secondary schools (Annual Indicator, higher preferred)	86.5%	90%	<b>87.9% AMBER</b>	↑
Percentage of school days lost due to fixed-term exclusions during the school year in primary schools. (Annual Indicator, lower preferred)	0.02%	0.02%	<b>0.024% RED</b>	↓
Percentage of school days lost due to fixed-term exclusions during the school year in secondary schools. (Annual Indicator, lower preferred)	0.164%	0.12%	<b>0.165% RED</b>	↙
Percentage of schools that have self-evaluated themselves as 'green' as part of their annual safeguarding audit. (Annual Indicator, higher preferred)	90%	100%	<b>95% AMBER</b>	↑

#### Aim 4.3 Expanding Welsh medium education opportunities

Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
Percentage of Year 1 pupils taught through the medium of Welsh. (Annual Indicator, higher preferred)	8.1%	8.7%	<b>8.56% AMBER</b>	↑
Percentage of learners studying for assessed qualifications through the medium of Welsh at the end of Key Stage 4. (Annual Indicator, higher preferred)	6.89%	7.16%	<b>6.62% RED</b>	↙
Number of learners studying for Welsh as a second language (Annual Indicator, higher preferred)	11	1437	<b>11 RED</b>	↔

#### Aim 4.5 Attract and retain young people into BCBC employment

Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
Number of apprentices employed across the organisation (Annual Indicator, higher preferred)	36	39	<b>46 GREEN</b>	↑
Percentage of those concluding apprenticeships and obtaining a non-apprentice role (Annual Indicator, higher preferred)	70.8%	75%	<b>90% GREEN</b>	↑

#### Aim 4.6 Offering youth services and school holiday programmes for our young people

Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
Participation in targeted activities for people with additional or diverse needs (Quarterly Indicator, higher preferred)	New for 2023-24	Baseline Setting	357	No trend
Participation in the national free swimming initiative for 16 and under (Annual Indicator, higher preferred)	16,691	Baseline Setting	19,659	↑
Participation in active for life and holiday playworks programmes (Annual Indicator, higher preferred)	New for 2023-24	Baseline Setting	8	No trend

#### Aim 4.8 Supporting and encouraging lifelong learning

Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
Percentage of learners enrolled in local authority community learning per 1,000 adult population. (Annual Indicator, higher preferred)	0.002%	1%	0.66% RED	↑

#### Aim 4.9 Being the best parents we can to our care experienced children

Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
Percentage of care leavers who have completed at least 3 consecutive months of employment, education or training in the a)12 months since leaving care. (Quarterly Indicator, higher preferred)	54.17%	60%	68.97% GREEN	↑
Percentage of care leavers who have completed at least 3 consecutive months of employment, education or training in the b)13- 24 months since leaving care. (Quarterly Indicator, higher preferred)	62.07%	65%	57.69% RED	↙
Percentage care leavers who have experienced homelessness during the year (Quarterly Indicator, lower preferred)	10.27%	10%	7.17% GREEN	↑

## WBO 5 - A County Borough that is responding to the climate and nature emergency

### Aim 5.1 Moving towards net zero carbon, and improving our energy efficiency

Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
Reduction in emissions (across our buildings, fleet & equipment, streetlighting, business travel, commuting, homeworking, waste, procured goods and services) <i>(Annual Indicator, higher preferred)</i>	New for 2023-24	5%	<b>4.3% RED</b>	No trend
Annual Gas Consumption across the Authority (kWh) <i>(Annual Indicator, lower preferred)</i>	24,362,648 kWh	23,144,515 kWh	<b>21,966,783 kWh GREEN</b>	↑
Annual Electricity Consumption across the Authority (kWh) <i>(Annual Indicator, lower preferred)</i>	15,927,161 kWh	15,130,803 kWh	<b>15,210,536 kWh AMBER</b>	↑
Annual CO2 related to gas consumption across the Authority (tonnes) <i>(Annual Indicator, lower preferred)</i>	4,458 tonnes	4,235 tonnes	<b>4,018 tonnes GREEN</b>	↑
Annual CO2 related to electricity consumption across the Authority (tonnes) <i>(Annual Indicator, lower preferred)</i>	3,080 tonnes	2,925 tonnes	<b>3,150 tonnes AMBER</b>	↙
Levels of nitrogen dioxide (NO2) pollution in the air (micrograms per m3) <i>(Annual Indicator, lower preferred)</i>	47	40	<b>40.80 AMBER</b>	↑

### Aim 5.2 Protecting our landscapes and open spaces and planting more trees

Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
Number of green flag parks and green spaces <i>(Annual Indicator, higher preferred)</i>	New for 2023-24	2	<b>2 YELLOW</b>	No trend
Number of blue flag beaches <i>(Annual Indicator, higher preferred)</i>	New for 2023-24	3	<b>3 YELLOW</b>	No trend

### Aim 5.3 Improve the quality of the public realm and built environment through good placemaking principles

Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
Percentage of all planning applications determined within 8 weeks. (Quarterly Indicator, higher preferred)	64%	80%	<b>68% RED</b>	↑
Percentage of planning appeals dismissed. (Quarterly Indicator, higher preferred)	64%	66%	<b>87% GREEN</b>	↑

### Aim 5.4 Reducing, reusing or recycling as much of our waste as possible

Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
Percentage of street cleansing waste prepared for recycling. (Annual Indicator, higher preferred)	40.47%	40%	<b>41.12% GREEN</b>	↑
Percentage of waste reused, recycled or composted (Overall) (Quarterly Indicator, higher preferred)	71.38%	70%	<b>71.94% GREEN</b>	↑
Percentage of waste a) reused (Quarterly Indicator, higher preferred)	0.68%	1%	<b>1.39% GREEN</b>	↑
Percentage of waste b) recycled. (Quarterly Indicator, higher preferred)	51.01%	49%	<b>50.42% YELLOW</b>	↙
Percentage of waste c) composted (Quarterly Indicator, higher preferred)	19.69%	20%	<b>20.14% GREEN</b>	↑
Kilograms of residual waste generated per person. (Quarterly Indicator, lower preferred)	120.2kg	131kg	<b>119.80 kg GREEN</b>	↑
Percentage of highways land inspected and found to be of a high / acceptable standard of cleanliness. (Quarterly Indicator, higher preferred)	98.05%	98%	<b>99.97% GREEN</b>	↑

### Aim 5.5 Improving flood defences and schemes to reduce flooding of our homes and businesses

Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
Percentage of statutory sustainable drainage systems (SuDS) applications processed within 7 weeks from receipt of appropriate scheme drawings. (Quarterly Indicator, higher preferred)	New for 2023-24	95%	<b>100% GREEN</b>	No trend

## WBO 6 - A County Borough where people feel valued, heard, and part of their community

### Aim 6.1 Celebrating and supporting diversity and inclusion and tackling discrimination


Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
Percentage of council staff completing Introduction to Equality and Diversity E-Learning. (Quarterly Indicator, higher preferred)	12.07%	100%	<b>47.61% RED</b>	↑

### Aim 6.2 Improving the way we engage with local people, including young people, listening to their views and acting on them


Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
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? (Annual Indicator, higher preferred)	46%	50%	<b>49.4% AMBER</b>	↑
Level of engagement (Welsh / English) a) across consultations (Annual Indicator, higher preferred)	8,267	8,268	<b>7,946 AMBER</b>	↙
Level of engagement (Welsh / English) b) with corporate communications to residents using the digital communications platform. (Annual Indicator, higher preferred)	795,335	795,336	<b>972,384 GREEN</b>	↑
Level of engagement (Welsh / English) c) across all corporate social media accounts (Annual Indicator, higher preferred)	1,230,698	1,230,699	<b>1,715,802 GREEN</b>	↑

### Aim 6.3 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 Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
Percentage first call resolutions (via Customer Contact Centre) (Quarterly Indicator, higher preferred)	75.91%	75.92%	<b>69.17% AMBER</b>	↙
Number of online transactions using the digital platform (Quarterly Indicator, higher preferred)	103,347	103,348	<b>72,500 RED</b>	↓
Number of hits on the corporate website (Quarterly Indicator, higher preferred)	1,398,559	1,398,560	<b>3,415,000 GREEN</b>	↑
Percentage of staff with Welsh language speaking skills (including schools) (Annual Indicator, higher preferred)	25.5%	52%	<b>26.82% RED</b>	↑

Percentage of council staff completing Welsh Language Awareness E-Learning (Quarterly Indicator, higher preferred)	12.4%	100%	<b>47.61% RED</b>	
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#### Aim 6.4 Helping clubs and community groups take control of and improve their facilities and protect them for the future



Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
Number of council owned assets transferred to the community for running (CATs) (Annual Indicator, higher preferred)	10	15	<b>7 RED</b>	
Value of investment with CATs across Bridgend County Borough (Annual Indicator, higher preferred)	New for 2023-24	£400,000	<b>£624,900 YELLOW</b>	Trend not applicable
Number of people supported to have their needs met in their communities by local community co-ordinators. (Annual Indicator, higher preferred)	New for 2023-24	200	<b>395 YELLOW</b>	No trend

### WBO 7 - A County Borough where we support people to live healthy and happy lives

#### Aim 7.1 Improving active travel routes and facilities so people can walk and cycle

Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
New active travel routes (length in KM) (Annual Indicator, higher preferred)	New for 2023-24	4 km	<b>0.40 km RED</b>	No trend

#### Aim 7.2 Offering attractive leisure and cultural activities

Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
Number of visits by older adults to physical activity opportunities supported (Annual Indicator, higher preferred)	New for 2023-24	Baseline Setting	<b>23,308</b>	No trend
Number of individuals who commence programmes and complete 16 weeks of activity (Annual Indicator, higher preferred)	350	350	<b>416 GREEN</b>	
Percentage of pupils who participate in three or more occasions of activity per week (Sport Wales School Sport Survey data) (Bi-annual Indicator, higher preferred)	44.6%	46%	Data not available	No trend
Participation in the summer reading challenge in libraries (Annual Indicator, higher preferred)	New for 2023-24	2378	<b>2,361 AMBER</b>	No trend
Participation in Childrens events in libraries (Annual Indicator, higher preferred)	61,855	48,176	<b>55,975 YELLOW</b>	

### Aim 7.3 Improving children's play facilities and opportunities

Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
Value of investment in play areas. <i>(Annual Indicator, higher preferred)</i>	New for 2023-24	£1 million	<b>£54,443 RED</b>	No trend
Number of play areas that have been refurbished. <i>(Annual Indicator, higher preferred)</i>	New for 2023-24	20	<b>0 RED</b>	No trend

### Aim 7.4 Providing free school meals and expanding free childcare provision

Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
Percentage of eligible learners offered a free school meal. <i>(Quarterly Indicator, higher preferred)</i>	New for 2023-24	100%	<b>100% GREEN</b>	No trend
Percentage of non-maintained settings that are judged by Care Inspectorate Wales as at least 'good'. <i>(Quarterly Indicator, higher preferred)</i>	New for 2023-24	100%	<b>76.5% RED</b>	No trend
Number of two-year-olds accessing childcare through the Flying Start programme. <i>(Quarterly Indicator, higher preferred)</i>	321	500	<b>530 GREEN</b>	<b>↑</b>

### Aim 7.5 Integrating our social care services with health services so people are supported seamlessly

Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
Number of people recorded as delayed on the national pathway of care. <i>(Quarterly Indicator, lower preferred)</i>	New for 2023-24	71	<b>104 RED</b>	No trend

### Aim 7.6 Improving the supply of affordable housing

Performance Indicator Description	2022-23 Actual	2023-24 Target	Actual 2023-24 & RAYG	Trend
Number of additional affordable homes provided by Registered Social Landlords (RSLs) across the County Borough. <i>(Annual Indicator, higher preferred)</i>	110	110	<b>64 RED</b>	<b>↓</b>
Number of empty properties returned to use with local authority intervention. <i>(Annual Indicator, higher preferred)</i>	5	5	<b>6 GREEN</b>	<b>↑</b>