

# Corporate Performance Dashboard

## Year End 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
<b>COMPLETE (BLUE)</b>	Not applicable	Project is completed	Not applicable
<b>EXCELLENT (GREEN)</b>	Very strong, sustained performance and practice	As planned - within timescales, on budget, achieving outcomes	On target and performance has improved / is at maximum
<b>GOOD (YELLOW)</b>	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
<b>ADEQUATE (AMBER)</b>	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)
<b>UNSATISFACTORY (RED)</b>	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
<b>CP</b>	Corporate Plan Indicator
<b>WoW</b>	Ways of Working Indicator

	Directorate Responsible
<b>ALL</b>	All Directorates
<b>CEX</b>	Chief Executives Directorate
<b>COMM</b>	Communities Directorate
<b>EFS</b>	Education and Family Support Directorate
<b>SSWB</b>	Social Services and Wellbeing Directorate



# 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 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">CH/026</a> WBO1.1	Safe reduction in the number of children on the child protection register (SSWB) <b>Lower Preferred</b>	New 22-23	270	270	189	↑	Quarterly Indicator <b>Target Setting:</b> Target set to see reduction following significant increase in 2022-23 <b>Performance:</b> The numbers of children on the Child Protection Register have steadily reduced over this year. We will continue to monitor this and undertake dip sampling to provide reassurance of conference decision making.
<a href="#">DEFS29</a> WBO1.1	Percentage of completed TAF (Team Around the Family) support plans that close with a successful outcome. (EFS) <b>Higher Preferred</b>	73%	75%	72%	83%	↑	Quarterly Indicator <b>Target Setting:</b> Due to an increased complexity in caseloads, the target may be more challenging to achieve. <b>Performance:</b> Through timely and effective interventions with families, the number of TAF plans closing with a positive outcome has increased throughout the year and has exceeded this year's target by over 10% (an increase of 8% compared to the previous year).
<a href="#">SSWB38c</a> <a href="#">(AD/011c)</a> WBO1.1	Percentage of reablement packages completed that mitigated need for support (SSWB) <b>Higher Preferred</b>	70.94%	66.84%	68%	66.58%	↙	Quarterly Indicator <b>Target Setting:</b> Target set to improve; however, an increased number of referrals is expected. <b>Performance:</b> A change in discharge to recover and assess (D2RA) pathways mean that people with additional needs are being referred to reablement which has an impact on the proportion where needs are mitigated.
<a href="#">SSWB39</a> <a href="#">(CH/039)</a> WBO1.1	Safe Reduction in the number of Care Experienced Children (SSWB) <b>Lower Preferred</b>	374	398	374	370	↑	Quarterly Indicator <b>Target Setting:</b> Target set to see reduction in numbers reflective of pre-pandemic levels <b>Performance:</b> The number of care experienced children is safely but steadily reducing. There has been a reduction in the rate of children becoming looked after and a focus on care order discharges where appropriate. A refreshed safe reduction strategy is in development.
<a href="#">SSWB55a</a> WBO1.1	Percentage of carers who were offered a carer's assessment-Children's (SSWB) <b>Higher Preferred</b>	New 23-24	New 23-24	80%	100%	New 23-24	Quarterly Indicator <b>Target Setting:</b> New indicator. Developing internal processes and IT systems to strengthen recording mechanisms to improve the ability to measure the offer of carers assessments <b>Performance:</b> Positive progress has been maintained in this area. The introduction of carers champions has commenced. Further work is required to ensure that all staff understand the importance of offering a carers assessment.
<a href="#">SSWB55b</a> WBO1.1	Percentage of carers who were offered a carer's assessment – Adults (SSWB) <b>Higher Preferred</b>	New 23-24	New 23-24	80%	Data not Available	New 23-24	Quarterly Indicator <b>Target Setting:</b> New indicator. Developing internal processes and IT systems to strengthen recording mechanisms to improve the ability to measure the offer of carers assessments <b>Performance:</b> In Adult Social Care 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). Carers champions across all adult social work teams have been recruited.
<a href="#">SSWB57</a> CP WBO1.1	Percentage of enquiries to the Adult Social Care front door which result in information and advice only (SSWB) <b>Higher Preferred</b>	New 23-24	New 23-24	70%	74.88%	New 23-24	Quarterly Indicator <b>Target Setting:</b> New indicator. Baseline target set based on analysis of data over last 2 years <b>Performance:</b> As part of our approach to providing strengths-based practice and delivering on our vision of empowering people to live independent lives and exercise choice and control, the provision of information and advice is vital. Therefore, we aspire to improve our performance in this area.
<a href="#">SSWB61a</a> WBO1.1	Number of people who access independent advocacy to support their rights within: a) children's social care <b>Higher Preferred</b>	New 23-24	New 23-24	185	64	New 23-24	Quarterly Indicator <b>Target Setting:</b> New indicator. Baseline target set based on current service demand. <b>Performance:</b> The Tros Gynol Plan (TGP) Manager is meeting with teams to raise awareness. Systems are being updated to support and record the offer of advocacy. Work to be undertaken with the IRO service for raising during reviews.
<a href="#">SSWB61b</a> WBO1.1	b) Adult's social care (SSWB) <b>Higher Preferred</b>	New 23-24	New 23-24	180	87	New 23-24	Quarterly Indicator <b>Target Setting:</b> New indicator. Baseline target set based on current service demand. <b>Performance:</b> One of our commissioned providers is leading engagement activity with relevant social work teams to reprofile referral pathways. We will be working with commissioned advocacy providers to explore how service provision can be optimised.

<a href="#">SSWB76</a> WBO1.1	Number of packages of reablement completed during the year (SSWB) <b>Higher Preferred</b>	New 23-24	377	370	377	↔	Quarterly Indicator <b>Target Setting:</b> New indicator. Baseline target set based on analysis of previous years data. <b>Performance:</b> The resetting of reablement to maximise the number of people who are supported to retain or regain their independence is one of the strategic priorities for Adult Social care. This data monitors the numbers of interventions completed.
<a href="#">SSWB78a</a> WBO1.1	Timeliness of visits to a) children who are care experienced <b>Higher Preferred</b>	New 22-23	81.13%	85%	85.31%	↑	Quarterly Indicator <b>Target Setting:</b> To continue to improve performance but also reflect the challenges there have been linked to recruitment and retention <b>Performance:</b> To continue to improve performance Social Worker's will have protected time to ensure that their visits are recorded within WCCIS. Team briefings will be utilised to identify pressure points such as staff absence to ensure all visits are undertaken.
<a href="#">SSWB78b</a> WBO1.1	b) children on the child protection register (SSWB) <b>Higher Preferred</b>	New 22-23	82.14%	85%	86.77%	↑	Quarterly Indicator <b>Target Setting:</b> To continue to improve performance but also reflect the challenges there have been linked to recruitment and retention <b>Performance:</b> Improving picture which is positive. Further work to be done to improve further. The introduction of four hubs with appropriate staffing will lead to safer caseloads.

### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO1.1.1</a>	Continue to improve early help services by increasing the number of team around the family (TAF) interventions that close with a positive outcome (EFS)	GREEN (Excellent)	Quarter 4: Family Support Workers develop effective assessments and plans with families and deliver suitable interventions in line with this plan, that meet the needs of the family. As there has been an increase in the number of interventions closed with a successful outcome throughout the year, this evidences that the interventions are timely, impactful and appropriate. There was an overall increase in the number of plans closed from last year, and the number of plans closed with a positive outcome in 2023-2024 increased to 319 from 240 in the previous year. Work has been carried out throughout the year to improve the recruitment and retention of staff; however the planned service restructure has now been overtaken by the wider restructure of the Family Support service portfolio.	
<a href="#">WBO1.1.2</a>	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 4: Community navigators are based within Bavo and are being supported by Regional Integrated Fund investment. Local community co-ordinator roles are based within the council and part supported by Welsh Government investment a to de-escalate needs within communities. The local community co-ordinators supported 395 individuals during the year and the community navigators supported 517 people. There were over 200 community connection opportunities identified supporting needs to be met in communities. People are supported via "what matters" conversations to develop plans that meet needs and develop confidence to connect to local community-based support.	Continue to support people who can be connected into community-based opportunities as opposed to requiring services. Ensure that referring partners understand the roles and support that can be delivered.
<a href="#">WBO1.1.3</a>	Support the wellbeing of unpaid carers, including young carers, to have a life beyond caring (SSWB)	GREEN (Excellent)	Quarter 4: New Bridgend Carers Wellbeing service was co-produced with unpaid carers and mobilised during quarter 1, expanding delivery in quarters 2, 3 and 4. 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.	Conduct "what matters" conversations and proportionate carers assessments which has been seen to reduce the need for full assessments. Support available will include using technology to share information and advice, and face-to-face opportunities in a range of community settings. We will continue to engage with and support young carers including young carers network group.
<a href="#">WBO1.1.4</a>	Improve Children's Services by delivering the actions in our three-year strategic plan (SSWB)	YELLOW (Good)	Quarter 4: 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. This has been reported to the Cabinet Corporate Parenting Committee and the Social Services Improvement Board.  Key actions completed in 2023/24 are noted in the regulatory tracker and include: <ul style="list-style-type: none"> <li>The development an engagement and involvement framework.</li> <li>The development of a workforce plan including a revised business case for the Bridgend 'Grow our own Social Work Programme'.</li> <li>The implementation of an evidence-based re-unification framework.</li> </ul>	Continue to review our action plan and deliver year 2 objectives which include further embedding signs of safety as the model of practice, continuing to reduce agency workforce, addressing the sufficiency issues for placements in fostering and residential, remodelling early help support to ensure the impact is maximised and co-producing a parents charter.



			<ul style="list-style-type: none"> <li>The development of a commissioning strategies for the provision of accommodation, care and support services for children with disabilities and care experienced children and young people.</li> <li>The introduction of live performance dashboards for each team</li> <li>Implemented new structures for grade 1, 2 &amp; 3 social workers in children's social care and continue market supplement to address vacancies for children's social workers.</li> <li>Implemented the care experienced children reduction strategy</li> <li>Established a Children's Services dataset for the Corporate Parenting Board that relates to KPIs and Strategy Priorities.</li> </ul>	
<a href="#">WBO1.1.5</a>	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)	<b>GREEN (Excellent)</b>	Quarter 4: During 2023-24, Adult Social Care developed a draft "Three-Year Plan for Sustainable Care and Support for Adults in Bridgend" which, sets out the strategic objectives, priorities and plans required to deliver sustainable and effective social care and wellbeing support for adults in the County Borough. The draft plan will be presented for pre-scrutiny in July 2024, followed by engagement events over the summer with the final plan being presented to Cabinet in the Autumn of 2024.	Finalise and implement the plan
<a href="#">WBO1.1.6</a>	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)	<b>GREEN (Excellent)</b>	Quarter 4: One year post launch of the new practice model with social care staff across ASC has seen the initial embedding of the model as evidenced through quality assurance activities such as audits and supervision. A series of 2 day training sessions on 'Strengths based, outcome focused practice' specifically aimed at leaders across ASC (Continuous Improvement Group members) was delivered February 2024 with course feedback highlighting the usefulness of the course. In children's social care the Signs of Safety model of social work practice is making good progress in being embedded. Staff have accessed 2 day and 5 day training sessions and feedback from partners and families is positive of the difference the "think family" approach is making.	Children's -To commence working groups on future operating model and development of services in Bridgend to prevent children and family need escalating. Adults – 'Strengths based, outcome focused practice' training to be widened for delivery to front line social care staff across BCBC.
<a href="#">WBO1.1.7</a>	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)	<b>YELLOW (Good)</b>	Quarter 4: We have developed 5-year commissioning strategies which were approved by Cabinet in April 2024 note all priorities across Adult and Children's Social Care some of which include placement sufficiency, the resetting of reablement and the recruitment of foster carers.	Close working with Commissioning to ensure the delivery of the key actions as outlined in the Commissioning plans.

## 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 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">CED43</a> 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) <b>Higher Preferred</b>	New 23-24	New 23-24	60%	<b>92%</b>	New 23-24	Quarterly Indicator <b>Target Setting:</b> New indicator. Base target set to monitor success of the scheme in supporting people to access benefits and allowances they are entitled to receive. <b>Performance:</b> The target overall has been exceeded due to an increase in clients presenting throughout the year to the service for support in benefit entitlement. In Q4 alone nearly half of the clients presenting required support with Personal Independence Payments (PIP).
<a href="#">CED44</a> WBO1.2	Percentage of people supported through FASS who have received advice and support in managing or reducing household debt (CEX) <b>Higher Preferred</b>	New 23-24	New 23-24	60%	<b>93%</b>	New 23-24	Quarterly Indicator <b>Target Setting:</b> New indicator. Base target set to monitor the success of the intervention by the Financial Assistance and Support Scheme <b>Performance:</b> The target for the service has been far exceeded during the last twelve months, this is due to FASS seeing an increase in those needing support to manage council tax and energy bill arrears as a result of the cost-of-living crisis.

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO1.2.1</a>	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)	<b>GREEN (Excellent)</b>	Quarter 4: 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 Q4 the average time (days) taken to process council tax reduction (CTR) new claims is 23.64 days, exceeding the target of 28 days and showing a trend of improving performance.	
<a href="#">WBO1.2.2</a>	Raise awareness of financial support available to residents (CEX)	<b>GREEN (Excellent)</b>	Quarter 4: CAB have continued to provide a valuable service to residents across the county, including continuation of the extended drop-in service, for which the uptake is high. In the last quarter CAB have seen an increase in the number of clients presenting with issues such as benefit entitlement (126%), with 42% of issues relating to Personal Independence Payments. In the past twelve months, CAB have developed and implemented both an outreach and drop-in service, raising awareness of the support on offer to residents across the county. Take up of both services has been positive, with the drop in being extended from one day to two days per week in the latter half of the year.	

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

## Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">DOPS39</a> 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) <b>Lower Preferred</b>	19.2%	<b>7.6%</b>	10%	<b>29%</b>	↓	Quarterly Indicator <b>Target Setting:</b> Target set to see reduction in the number who fall into the final legal duty category. This is where initial measures to relieve their homelessness within 56 days have failed. <b>Performance:</b> Since 2020 there have been a number of social, economic and legislative factors affecting housing and homelessness across Wales. It has acknowledged that there is housing shortage across the country. The only way in which someone can be prevented from becoming homeless or from having their homelessness relieved is to either save their tenancy/accommodation or, to secure alternative accommodation before the point they have to leave. It's highly unlikely that social housing will be a mechanism to prevent homelessness from taking place, although not impossible. The private rented sector is not a solution to prevention in a majority of cases we deal with due to the considerable disparity between what our applicants can afford in comparison to what the current market rent is. There is a disparity between social housing demand and supply. We have also seen larger households being made homeless from private rented accommodation, the stock to meet this need is one of the lowest type across all RSL's. We have also seen an increase in households requiring accessible accommodation being made homeless, the demand on accessible housing outweighs supply. Changes to the priority need definitions in legislation has resulted in almost all presenting as homeless being accepted under a final homeless duty where homelessness cannot be prevented. In addition, there are additional cases presenting through leaving refugee schemes Whilst we have adopted a rapid rehousing plan to mitigate the throughflow of homelessness, which primarily enables us to allocate a greater percentage of housing to those who are homeless, this must be balanced against the general public who are also in housing need. The numbers of households registered on the Bridgend common housing register are the highest that they have been in approximately 10 years. To not allocate accommodation to those households results in their circumstances deteriorating, priority increasing and in some cases to the extent they become homeless as their living situation becomes unsuitable and unreasonable to continue.
<a href="#">PAM/012 (DOPS15)</a> WBO1.3	Percentage of households threatened with homelessness successfully prevented from becoming homeless. (CEX) <b>Higher Preferred</b>	30.5%	<b>19%</b>	20%	<b>11%</b>	↓	Quarterly Indicator <b>Target Setting:</b> Target reduced to more realistic level considering the Welsh Government legislative changes in terms of priority need which has a significant impact on number of households included in this measure <b>Performance:</b> See comment for DOPS39 (above)

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO1.3.1</a>	Develop a new homeless strategy with partners to deliver new projects to prevent and reduce homelessness (CEX)	<b>BLUE (Completed)</b>	Quarter 4: The Housing Support Programme Strategy 2022–2026 was approved by Cabinet in January and has been submitted to Welsh Government. An Independent consultant was commissioned to undertake a review to inform the strategy. This strategy outlines the Council's strategic priorities, our objectives and what we, alongside our partners aim to do over the next four years, to tackle homelessness across the county borough	Implement the action plan associated with the Housing Support Programme Strategy.

## 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 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">DEFS164</a> WBO1.4	Percentage of schools that have an Additional Learning Needs (ALN) policy in place (EFS) <b>Higher Preferred</b>	New 23-24	New 23-24	100%	100%	New 23-24	Quarterly Indicator <b>Target Setting:</b> In line with the Additional Learning Needs and Education Tribunal Act (Wales) 2018. <b>Performance:</b> 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. There is no requirement for schools to have a stand-alone ALN policy.

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO1.4.1</a>	Provide training to at least 60 school-based staff about ALN reform and how to support children with Additional Learning Needs (EFS)	<b>BLUE (Completed)</b>	Quarter 4: Headteachers and additional learning needs co-ordinators (ALNCOs) in all Bridgend schools have received detailed training on ALN reform, as all schools have progressed towards full implementation. Support is also available from the Central South Consortium, 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. The provision of suitable training and information across our schools ensures that there is suitable support available for children and young people with additional learning needs when it is required.	

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

## Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">CH/003</a> WBO1.5	Children's safeguarding referrals – decision making in 24 hours (SSWB) <b>Higher Preferred</b>	New 22-23	99.53%	100%	99.69%	↑	Quarterly Indicator <b>Target Setting:</b> To continue to improve performance and ensure children are protected from harm <b>Performance:</b> Completed and monitored daily. During the year there was one occasion where compliance was missed due to scheduled maintenance on the network which meant that WCCIS was unavailable and 7 referrals were received after system shutdown.
<a href="#">CORPB1</a> WBO1.5	Percentage of safeguarding e-learning (including workbook) completions (ALL) <b>Higher Preferred</b>	76.65%	77.33%	100%	82.73%	↑	Quarterly Indicator <b>Target Setting:</b> All staff to complete training <b>Performance:</b> A review of the mandatory e learning models for all staff is ongoing to ensure the most important training is carried out first as a priority and to recognise prior learning and training for some staff where appropriate.
<a href="#">SSWB62</a> WBO1.5	Percentage of child protection investigations completed within required timescales (SSWB) <b>Higher Preferred</b>	New 23-24	New 23-24	Establish Baseline	77.78%	New 23-24	Annual Indicator <b>Target Setting:</b> New indicator for 2023/24 and system changes need to be made to enable accurate data capture. <b>Performance:</b> Section 47 compliance is monitored weekly and systems are currently being reviewed to ensure more informed and accurate reporting.
<a href="#">SSWB63</a> WBO1.5	Average waiting time (in days) on the Deprivation of Liberty Safeguards (DoLS) waiting list (SSWB). <b>Lower Preferred</b>	New 23-24	New 23-24	Establish Baseline	16 days	New 23-24	Quarterly Indicator <b>Target Setting:</b> New indicator. Baseline data to be recorded in order to calculate an average and set future target <b>Performance:</b> The backlog of DoLS assessments has been addressed through utilising an independent DoLS assessor, following which we are now managing demand through existing resource.
<a href="#">SSWB77</a> WBO1.5	Percentage of Adult safeguarding inquiries which receive initial response within 7 working days (SSWB) <b>Higher Preferred</b>	New 22-23	84.19%	85%	81.85%	↘	Quarterly Indicator <b>Target Setting:</b> Target set to see improved performance <b>Performance:</b> This is slightly under target. The difficulties lie with the need to wait for information from partner agencies to complete the enquiry. The permanent recruitment of a Social Work Team Manager for the Safeguarding and Secure Estates now provides managerial oversight and support for adult safeguarding enquiries, this includes the revision of safeguarding processes.



## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO1.5.1</a>	Work as one Council on a strategic plan to improve our safeguarding arrangements (SSWB)	<b>GREEN (Excellent)</b>	Quarter 4: Corporate Safeguarding Officer is currently on maternity leave, discussions are being held about the distribution of work to ensure all Safeguarding forums continue to take place. 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. In 2024/25 all Council directorates will be required to undertake their own self-evaluation on safeguarding competency.  (EFS)The Education Engagement Team have delivered safeguarding training and all schools are currently in compliance with their training. The team have also delivered Designated Safeguarding Person training since September 2023 and schools have recently received additional Signs of Safety training sessions. Governor safeguarding training has been completed and will continue to be scheduled and delivered through face-to-face and virtual sessions.	Ensure all Safeguarding forums continue to take place.
<a href="#">WBO1.5.2</a>	Safeguard children, young people and adults at risk of exploitation (SSWB)	<b>AMBER (Adequate)</b>	Quarter 4: 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. The Exploitation team in Bridgend is now well established. There is a regular multi-agency Exploitation panel held to consider those children who are or are at risk of being exploited and support services provided to address those concerns. The team will become a part of the Edge of Care team in 2024 with clear referral pathways for support being developed. In addition to local work, regional work has also been completed to develop a forum where data and themes are presented across the region to consider any emerging issues that need a strategic response.	To monitor the impact of the way of working and continue to work with regional partners to implement a regional model of practice.

## 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 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">CED45(a)</a> WBO1.6	The average number of calendar days taken to deliver a Disabled Facilities Grant (DFG) for: a) low level access showers <b>Lower Preferred</b>	New 23-24	New 23-24	210 days	<b>668 days</b>	New 23-24	Quarterly Indicator <b>Target Setting:</b> New indicator. Baseline data to be recorded under the new category headings to calculate an average and set future targets. Data will continue to be reported as combined average while baseline data is gathered.
<a href="#">CED45(b)</a> WBO1.6	b) Stair lifts <b>Lower Preferred</b>	New 23-24	New 23-24	210 days	<b>346 days</b>	New 23-24	<b>Performance:</b> A concentrated effort on the implementation of grants under all categories for referrals dating back to 2019/20 has been successful, with full utilisation of the DFG budget in 2023/24. The average number of days taken to deliver a DFG will begin to reduce over the coming months, due to historical cases now being fully certified and closed. The final cumulative position of collective DFG's (averages number of days, all types) remains over target at 454 days due to the historical cases completed during the year. A total number of 234 jobs have been completed and certified during the year with 87% of these cases relating to the period 2017/18 through to 2022/23. The remaining 13% are referrals from the current year 2023/24.
<a href="#">CED45(c)</a> WBO1.6	c) ramps <b>Lower Preferred</b>	New 23-24	New 23-24	210 days	<b>694 days</b>	New 23-24	
<a href="#">CED45(d)</a> WBO1.6	d) extensions (CEX) <b>Lower Preferred</b>	New 23-24	New 23-24	210 days	<b>917 days</b>	New 23-24	
<a href="#">DOPS41</a> WBO1.6	Percentage of people who feel they are able to live more independently as a result of receiving a DFG in their home (CEX) <b>Higher Preferred</b>	100%	data not available	98%	<b>98%</b>	Trend data not available	Quarterly Indicator <b>Target Setting:</b> To maintain performance while new records management systems are embedded <b>Performance:</b> The overall position for the year is positive with all those residents receiving a service being satisfied with the adaptations made to their homes enabling them to remain in their own home independently and safely. The issues faced in the first six months of the year, with the absence of a process to collect information from residents has been resolved, with the process now firmly embedded.

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO1.6.1</a>	Improve the process and access to grants for older and disabled people who need to make changes to their home (CEX)	<b>GREEN (Excellent)</b>	Quarter 4: The new MasterGov system was implemented in year and is fully operational, streamlining and supporting the process for residents to apply for a DFG. The system has aided the team in having a clear and transparent process for addressing referrals in a timely manner. A fully digitised process has also been implemented for payment of works to contractors, creating efficient and effective budget management. With the addition of a DFG Caseworker in the team, coordination of adaptations from point of referral through to completion has been created with a partnership approach to providing a positive service to the end user.	

## WBO1.7: Support partners to keep communities safe

## Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">CED46</a> WBO1.7	Number of instances where CCTV supports South Wales Police in monitoring incidents (CEX) <b>Higher Preferred</b>	New 23-24	New 23-24	Baseline Setting	944	New 23-24	Quarterly Indicator <b>Target Setting:</b> To collect, monitor and analyse the first year of data in order to set a meaningful target and rationale going forward <b>Performance:</b> This is a new PI for 23-24 and this year's data will give us an understanding of the total amount of incidents reported or picked up by operatives via CCTV and reported to South Wales Police (SWP). The number incidents across the Borough each quarter has been fairly consistent throughout the year, averaging around 236 each quarter. The support provided by CCTV operatives is vital for both the council and SWP in helping to deal with incidents across Bridgend and helping keep members of the public and local communities safe.
<a href="#">CORPB2</a> WBO1.7	Percentage of council staff completing Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) training (Level 1) (ALL) <b>Higher Preferred</b>	New 23-24	73.45%	100%	75.54%	↑	Quarterly Indicator <b>Target Setting:</b> All staff to complete training <b>Performance:</b> A review of the mandatory e learning models for all staff is ongoing to ensure the most important training is carried out first as a priority and to recognise prior learning and training for some staff where appropriate.
<a href="#">DEFS161</a> WBO1.7	Percentage of children being released from custody who attend a suitable education, training and employment (ETE) arrangement (EFS) <b>Higher Preferred</b>	New 23-24	New 23-24	100%	DATA REDACTED		Quarterly Indicator <b>Target Setting:</b> As per conditions of release from custody, it is important that children engage in suitable education, training or employment arrangements. <b>Performance:</b> This data cannot be included in the dashboard. Current children in custody figures are extremely low, therefore there are GDPR implications in reporting this data. However, the low numbers demonstrate a positive outcome for Bridgend Youth Justice Service, as this indicates that there is effective prevention in place to stop children receiving custodial sentences.

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO1.7.1</a>	Invest £750K 'safer streets' funding into extra CCTV, youth activities and women's self-defence classes (CEX)	BLUE (Completed)	Quarter 4: Safer Street funding was secured from the Home Office to help reduce anti-social behaviour, crime, and other offences across the County Borough. The funding included the implementation of additional fixed CCTV cameras in key areas following consultation with officers in BCBC, police and third sector. The funding was also used to purchase additional re-deployable CCTV cameras to deter offenders' behaviour, provide evidential capture and reassure communities. New and improved CCTV signage was also produced and installed across the County Borough in these areas. Women's self-defence classes have been delivered throughout quarter 1 and quarter 2, in April 2023 (Pencoed - 4 Courses with 53 female delegates), July 2023 (Bridgend 1 course delivered to 20 Bridgend Independent Domestic Violence Advisors) and August/September 2023 (8 Courses with 108 female delegates). This means that because of this funding women and young girls have received such training, improving their quality of life, improving their confidence, and reducing the chances of them becoming a victim of violence in the future. Furthermore, 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.	
<a href="#">WBO1.7.2</a>	Identify children who are more likely to offend and provide them with support to reduce offending behaviour (EFS)	GREEN (Excellent)	Quarter 4: The multi-agency prevention panel has expanded further to include wider multi-agency partnerships who both identify children relevant for Bridgend Youth Justice Service (YJS) but also can receive cases who are not eligible for YJS interventions at the point of referral. Partners can also raise cases at the panel to ensure the exit strategy for the child from any service is considered. A resettlement panel is in place which is held monthly, and is inclusive of representation from corporate parenting, housing services, youth justice services, probation, education, custody services and children services. This panel ensures that transition and resettlement planning for those children is proactive and meets the needs of the child. A new prevention assessment tool created by the Youth Justice Board has now been developed and will be integrated into the YJS ChildView system in May 2024. This tool provides an in-depth risk of offending, risk of harm and child safety and wellbeing assessment for children at risk of entering criminal justice services. The Youth Endowment Fund Trauma Recovery project is now in its sixth month of operation and trauma practice is now further developed in relevant service areas (early help, youth support and edge of care).	

## 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 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">DEFS82</a> WBO2.1	Number of participants in the Employability Bridgend programme going into employment. (COMM) <b>Higher Preferred</b>	556	392	350	366	Trend not applicable	Quarterly Indicator <b>Target Setting:</b> Annual target set to maximise use of funding secured for that year. Funding arrangements can vary from year to year depending on funding source therefore targets are not comparable <b>Performance:</b> From a slow start to the year, where we were closing all of the old EU funded projects which ceased delivery in March 2023, and simultaneously starting all of the new UK Government and Welsh Government projects from 1st April 2023, and one of our existing Welsh Government contracts, CFW+, introduced new rules, targets and approaches from 1st April 2023, which meant that there were significant changes in the roles of team members and the nature of projects we deliver which were not conducive to achieving targets in these early months. Clarification from funders on eligibility criteria also delayed the claim process. All of this made achieving targets challenging, so this backlog has carried over to the later part of the year. Existing staff on the previous projects transferred to the new projects between April and October 2023, therefore we did not have the new projects fully staffed until towards the end of Q2 and we are still expanding and recruiting with 7 vacancies (5 of which are new posts added to the structure to support workload) still vacant out of 69 team members, of which 68 are project and not core funded. We are also currently claiming outcomes, as per compliance rules which are required for our funders, upon closure of the entire file when the participant leaves the project, as these clients can require a high level of support, it can be some time before they leave us. Therefore, the claimed figures do not reflect the work completed or show pipeline outputs and outcomes, which are much higher. This is different to last year, where we could immediately claim outcome. We were expecting that by Q4 we would have a significant number of clients who have come through the system and are claimed, however, due to staff turnover the support team, which includes compliance, went from 7 members of staff to 3, there is a significant backlog of files to close. The UK Government projects, People and Skills and Multiply has targets over 2 years, from 2023-25, with no specific targets for 2023-24 so it will be in Q4 of 2024-25 that all of the targets for this part of our operation will be achieved and fully claimed.
<a href="#">DEFS84</a> WBO2.1	Number of under-employed participants leaving Employability Bridgend with an improved labour market position. (COMM) <b>Higher Preferred</b>	84	107	100	93	Trend not applicable	Quarterly Indicator <b>Target Setting:</b> First year of reporting. Baseline to be established. <b>Performance:</b> 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. The new Adult Social Care Mental Health team are co-located within ARC to develop and enhance partnership working. This will support an increase in appropriate referrals.
<a href="#">SSWB64</a> WBO2.1	Number of referrals to the employment service in ARC (SSWB) <b>Higher Preferred</b>	New 23-24	New 23-24	Establish Baseline	213	New 23-24	Quarterly Indicator <b>Target Setting:</b> First year of reporting. Baseline to be established. <b>Performance:</b> 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. The new Adult Social Care Mental Health team are co-located within ARC to develop and enhance partnership working. This will support an increase in appropriate referrals.

#### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO2.1.1</a>	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)	<b>YELLOW (Good)</b>	Quarter 4: The programme is now live and fully operational. All grant funds were agreed by Cabinet in June 2023 and applications received have been assessed against the funding criteria. A large number of key, strategic procurement exercises have been undertaken and contractors are still in place. The Economic Programme Board continues to monitor programme delivery and all claims and reports have been submitted to UK Government, via RCT who are the 'regional lead'.	Delivery of the 2024/25 Shared Prosperity Fund programme and commence scoping and development of future phases of the programme.
<a href="#">WBO2.1.2</a>	Employability Bridgend will work with funders and partners, including the Inspire to Work Project to deliver a comprehensive employability and skills programme (COMM)	<b>GREEN (Excellent)</b>	Quarter 4: The new Employability Bridgend programme was successfully launched on 29th June 2023 and was attended by multiple agencies and organisations. The new wellbeing focussed employability offer was showcased at the public facing event held in the Bowls Hall in Halo. Partnership meetings continue to be held monthly in various locations across the borough and are attended by key local groups and organisations with the aim of working together and preventing duplication, with new organisations being added as appropriate. A feasibility study, funded through SPF has been successfully created based on feedback from this network and there is a steering group that feeds back to the network.	
<a href="#">WBO2.1.3</a>	Help people with support needs to overcome barriers to work and get jobs (SSWB)	<b>GREEN (Excellent)</b>	Quarter 4: This work is being progressed as part of the review of day opportunities. Relationships with employability have been strengthened, some people are being given volunteering opportunities in the Day Service. A regional workstream has been established for Neuro Diversity and Learning Disability. A stakeholder meeting was held in February 24 to identify	Work stream to continue to meet to



			current provision and networks between providers. There is existing support in the ARC and an embedded worker in the 16+ team as well as supported training and employment in wood-b and b-leaf. Further work is needed in 2024-25 to strengthen support from employability for people with care and support needs.	develop a local and regional plan
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## 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 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">DEFS80</a> WBO2.2	Number of participants in the Employability Bridgend programme supported into education or training (COMM) <b>Higher Preferred</b>	342	387	727	76	Trend not applicable	Quarterly Indicator <b>Target Setting:</b> Annual target set to maximise use of funding secured for that year. Funding arrangements can vary from year to year depending on funding source therefore targets are not comparable <b>Performance:</b> See comment for DEFS82 and DEFS84 above
<a href="#">PAM/046</a> 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) <b>Lower Preferred</b>	1%	1.6%	1.5%	1.4%	↑	Annual Indicator <b>Target Setting:</b> This target reflects the current position where more young people are identifying with a range of complex issues, impacting their progression into education, employment or training. <b>Performance:</b> For the 2022-2023 academic year, Bridgend's performance betters the all-Wales average for percentage of Year 11 school leavers presenting as not in education, employment or training. This is also an improvement on the previous year (1.6%). When compared against other local authorities, this figure places Bridgend in 4th, behind Newport, Vale of Glamorgan and Neath Port Talbot respectively.

### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO2.2.1</a>	Increase employment and training opportunities in the County Borough for young people aged 16 to 24 years old (COMM)	GREEN (Excellent)	Quarter 4: Employability Bridgend staff attended all schools on both A level and GCSE results days in August 2023 to offer support and advice on next steps, and work and training opportunities. The Annual Jobs Fair was held in September 2023, with many agencies supporting Employability Bridgend in providing advice and guidance to young people, and a specific section focusing on getting jobs within the council for young people. We have continued to engage with projects funded by Young Persons Guarantee providers to share information which can help with engaging and supporting those utilising the funding. We have made good progress in developing a specific menu of training aimed at young people including engagement opportunities such as the Digital Futures Festival leading to pathways into the digital sector.	
<a href="#">WBO2.2.2</a>	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 4: Across Adults and Children's Social Care we have seconded 15 staff and appointed 8 social work trainees to undertake a social work degree programme. We are currently consulting with staff to further improve the current learning and development training programme for 2023-24 which supports newly qualified practitioners within Bridgend.	Maintain our learning and development training programme which supports newly qualified practitioners within Bridgend.
<a href="#">WBO2.2.3</a>	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 4: The Bridgend Music Service works closely with the Seren Network, which supports pupils to achieve their academic potential and gain access to leading universities. The music service has also supported Seren welcome events by providing musical items performed by Seren students (19th October 2023, 8th December 2023). The service works with the British Army, who have been involved in side-by-side rehearsals and concerts (18th October 2023). Links have been established with the Royal Welsh College of Music and Drama and BBC National Orchestra of Wales, with a side-by-side rehearsal planned for April 2024. The Benedetti Foundation has carried out residential sessions in September 2023, working with pupils at primary schools and upskilling teachers and music service staff.	

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

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO2.3.1</a>	Deliver £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)	<b>YELLOW (Good)</b>	Quarter 4: The Transforming Towns programme has covered the delivery of 2 new placemaking plans for Maesteg and Porthcawl Town Centres', commercial premises grants, and match funding for project designs and feasibility work, which are currently in the process of being delivered. Whilst not all the funding is allocated in year the team will continue to work with businesses in the community to bring schemes forward in 24/25 as the funding is for three years.	Continue the Transforming Town Grant funding scheme into 24/25.
<a href="#">WBO2.3.2</a>	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)	<b>RED (Unsatisfactory)</b>	Quarter 4: Unfortunately, there is no progress on this project. After discussions with the UK Government Levelling Up Department, it's been identified that we are also not eligible for LUF funding for this project.	Our next steps will be to work with Transport for Wales and Network Rail to consider funding options.
<a href="#">WBO2.3.3</a>	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)	<b>RED (Unsatisfactory)</b>	Quarter 4: Unfortunately, there is no progress on this project. We have continued to investigate possible funding options and how partnership working with UK Government, Welsh Government and Transport for Wales could assist.	Our next steps will be to work with Welsh Government, Transport for Wales and Network Rail to consider funding options.

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

## Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">CED47</a> WBO2.4	Number of local businesses attending procurement workshops (CEX). <b>Higher Preferred</b>	New 23-24	New 23-24	Baseline Setting	0	New 23-24	Annual Indicator <b>Target Setting:</b> Provide workshops in line with our procurement strategy and the introduction of supplier relation management <b>Performance:</b> There has been a significant delay on running procurement workshops due to capacity within the team.
<a href="#">CED48</a> WBO2.4	Percentage local spend on low value purchases and contracts under £100,000 (CEX) <b>Higher Preferred</b>	New 23-24	2.93%	4%	<b>45.22%</b>	↑	Annual Indicator <b>Target Setting:</b> Increase the amount of local spends on low value purchases and contracts under £100,000. <b>Performance:</b> There has been a significant increase in local spend on lower value contracts as these have been awarded by a tender process this year. Small, Medium Enterprises (SMEs) and local suppliers are generally in a position to tender for lower value contracts as they do not have the capacity to tender for higher value contracts.
<a href="#">DCO23.03</a> WBO2.4	Number of businesses receiving support through Shared Prosperity Funding (COMM) <b>Higher Preferred</b>	New 23-24	New 23-24	20	<b>25</b>	New 23-24	Quarterly Indicator <b>Target Setting:</b> New indicator. Base target set to monitor the number of businesses supported and support economic growth <b>Performance:</b> The team were able to support more businesses in 23/24 than initially considered due to a level of local demand for support available.
<a href="#">DCO23.04</a> WBO2.4	Number of business start-ups assisted (COMM) <b>Higher Preferred</b>	New 23-24	New 23-24	52	<b>219</b>	New 23-24	Annual Indicator <b>Target Setting:</b> New indicator. Base target set to monitor the number of businesses supported and support economic growth <b>Performance:</b> The team were able to support more businesses in 23/24 than initially considered due to a level of local demand for support available.

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO2.4.1</a>	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)	<b>GREEN (Excellent)</b>	Quarter 4: In close liaison with the needs and demands of the local business community, the team have been able to provide support through a range of grant funds, advice sessions, web material and face to face networking and event opportunities.	Continue to deliver support services as set out in the Communities Directorate Business Plan, 2024/25

<a href="#">WBO2.4.2</a>	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)	<b>AMBER (Adequate)</b>	Quarter 4: Staffing and capacity has had an impact on the progress of this project. The external webpage has been successfully developed and is now live however we have not been able to progress further to promote this to suppliers or arrange workshops to engage with suppliers directly.	New legislation is scheduled to come into effect in October 2024. This will require changes to our Contract Procedure Rules and our ways of engaging with local businesses. Supplier workshops will be arranged during the transition period.
<a href="#">WBO2.4.3</a>	Work with the Cardiff City Region (CCR) and its 10 local authorities to think regionally about planning, transport and economic development (COMM)	<b>YELLOW (Good)</b>	Quarter 4: Officers have continued to work on regional engagement with Cardiff Capital Region (CCR) throughout the year as it has transitioned into a Corporate Joint Committee (CJC). There has been continued attendance at Welsh Government working groups, with key members of local authorities looking at the implications of the Corporate Joint Committee (CJC) having strategic responsibility for economic development, transport, and planning. Also, we have continued to work with Officers from CCR on a range of strategic projects and grant funded schemes including the metro link and Ewenny Road in Maesteg.	

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

### Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">CED29(a)</a> WBO2.5	The proportion 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. <b>Higher Preferred</b>	38%	41%	42%	35%	↓	Annual Indicator <b>Target Setting:</b> Target set to show increase in positive feedback from staff in comparison to the previous survey conducted (22-23 actuals) <b>Performance:</b> It is disappointing to see the recent results have not improved since last year, and whilst it isn't possible to know the reason for the less positive responses from staff, there was a 41.9% reduction in survey completions across the workforce which would have impacted the overall results. It is difficult to know whether the lower response rate illustrates that the majority of 'silent' staff are satisfied or 'dissatisfied' so it is proposed to undertake additional focus group work to get underneath the headline results. Following the survey, an action plan will now need to be developed, as it is every year, to agree on steps that need to be taken to improve on these results. A focus will also need to be given to demonstrate to staff that their views are listened to and acted upon, [currently a 'you said', 'we did' section is available on the staff intranet] to encourage and increase the number of completions in the next annual staff survey which will hopefully improve future staff responses.
<a href="#">CED29(b)</a> WBO2.5	b) I am satisfied with BCBC as an employer <b>Higher Preferred</b>	73%	67%	74%	66%	↙	
<a href="#">CED29(c)</a> WBO2.5	c) Working here makes me want to perform to the best of my ability <b>Higher Preferred</b>	78%	77%	79%	73%	↙	
<a href="#">CED29(d)</a> WBO2.5	d) I feel that BCBC values its employees' ideas and opinions <b>Higher Preferred</b>	47%	40%	48%	39%	↙	
<a href="#">CED29(e)</a> WBO2.5	e) Do you think there are opportunities for two-way communication to discuss and raise ideas and issues? <b>Higher Preferred</b>	82%	84%	85%	85%	↑	
<a href="#">CED49(a)</a> WBO2.5	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. <b>Higher Preferred</b>	New 23-24	70%	71%	67%	↙	
<a href="#">CED49(b)</a> WBO2.5	b) The council is dedicated to taking positive action to support employees achieve a positive sense of wellbeing in their working lives (CEX) <b>Higher Preferred</b>	New 23-24	53%	54%	50%	↙	
<a href="#">CED50</a> WBO2.5	Number of sign up of new subscribers to the staff extranet (CEX) <b>Higher Preferred</b>	New 23-24	New 23-24	Baseline	0	New 23-24	Quarterly Indicator <b>Target Setting:</b> Collect baseline data to understand how many staff are accessing the extranet to set a meaningful target and rationale for future <b>Performance:</b> This project has not been able to start in 23/24, go-live date has not yet been agreed as this will depend on when single sign-on (SSO) has been completed, and training documents and support are in place.

### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO2.5.1</a>	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)	<b>GREEN (Excellent)</b>	Quarter 4: Throughout the year the council has continued to promote itself as an employer of choice and ensure that both current and potential employees have access to opportunities for development. We have renewed the disability confident status, implemented the real living wage and continued to promote Health and Wellbeing and self-care. A number of policies have been renewed, some awaiting approval, and there has been positive progress in "growing our own" programme.	Further work to better understand the staff survey responses and seek to implement measures that address the main concerns



## 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 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">CED54</a> WBO2.6	Number of real living wage employers identified (CEX) <b>Higher Preferred</b>	New 23-24	235	249	250	↑	Annual Indicator <b>Target Setting:</b> Increase the number of suppliers replying and becoming accredited <b>Performance:</b> Further to the 235 employers we identified as Real Living Wage employers in 22/23, we have added 15 more to this list in 23/24. This has been achieved by actively working with our suppliers and requesting this information in our tender documentation.

### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO2.6.1</a>	Encourage our suppliers to become real living wage employers (CEX)	GREEN (Excellent)	Quarter 4: We have worked with our current and new suppliers to promote becoming RLW employers, to find out whether they are aware of the RLW, already accredited, or working towards accreditation.	We will continue this into 2024-25 and will be reviewing when necessary.
<a href="#">WBO2.6.2</a>	Encourage employers to offer growth/training options to employees (CEX)	GREEN (Excellent)	Quarter 4: We have encouraged our suppliers to offer their employees training opportunities relevant to the job and to keep any necessary training employees need up-to-date by including this within our standard tender documentation. Bidders must respond to the relevant questions as part of their bid. Contract managers will be monitoring supplier contracts to ensure they are fulfilling their tender response and ultimately their contract.	

## 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 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">DCO23.01</a> WBO3.1	Number of commercial properties assisted through the enhancement grant scheme (COMM) <b>Higher Preferred</b>	New 23-24	New 23-24	2	4	New 23-24	Annual Indicator <b>Target Setting:</b> To allocate the grant appropriately to successful applicants in line with funding terms <b>Performance:</b> In 23/24 we have successfully managed to assist 4 commercial properties through the enhancement grant scheme. We are able to accept applications at any point in time as there are no funding rounds, and encourage as many projects as possible to come forward.

### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO3.1.1</a>	Complete a Placemaking Strategy for Maesteg town centre to improve the environment and support future investment bids (COMM)	GREEN (Excellent)	Quarter 4: The Placemaking Plan for Maesteg has been commissioned and prepared. A consultation has been completed with the public and external stakeholders on the draft plan, and the final draft is ready for sign of by Cabinet in summer 2024.	
<a href="#">WBO3.1.2</a>	Develop a commercial property enhancement grant for all valley high streets, to make them look better and bring properties back into commercial use (COMM)	YELLOW (Good)	Quarter 4: The Commercial Property Enhancement Grant has been developed and marketed. 1 project is underway, however take up has been slow and a further marketing exercise is to be completed.	

## WBO3.2: Creating more jobs in the valleys

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO3.2.1</a>	Develop funding bids for our valleys, to enhance the economy and stimulate new job opportunities (COMM)	<b>YELLOW (Good)</b>	Quarter 4: A detailed grant bid to the Cardiff Capital Region (CCR) Northern Valley's Initiative has been submitted and we are awaiting consideration and decision. If successful we will be able to develop a range of industrial premises as set out in WBO3.2.2 below.	
<a href="#">WBO3.2.2</a>	Increase the amount of land and premises available for businesses, including industrial starter units, in the Valleys (COMM)	<b>RED (Unsatisfactory)</b>	Quarter 4: No progress yet as we are awaiting the outcome of the grant bid outlined in WB03.2.1	Continue to seek out and progress bids for funding to bring premises & land forward for business growth in the valleys.
<a href="#">WBO3.2.3</a>	Provide new facilities for supported training for people with learning disabilities at Wood B and B-Leaf in Bryngarw (SSWB)	<b>GREEN (Excellent)</b>	Quarter 4: For 23-24 the focus has been on conducting a feasibility study on what might be achievable, indicative costs, and sources of funding. The council has supported Awen with feasibility funding for the next stage of project design and development at RIBA 3. The tender was awarded and design work has continued to progress and will seek planning views in regards to potential development due to the location within Bryngarw Park. Securing planning permission will be advantageous to securing the external funding that is needed to progress this project.	Work in partnership with Awen to complete feasibility study to RIBA 3 and identify options for investment, maybe as an integrated community hub. Seek advice from planning on any considerations needed.

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

## Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">DCO23.11</a> WBO3.3	Value of investment with Community Asset Transfers (CATs) in Valleys (COMM) <b>Higher Preferred</b>	New 23-24	New 23-24	£200,000	<b>£296,662</b>	New 23-24	Annual Indicator <b>Target Setting:</b> Level of external investment exceeds Council's CAT Fund allocations for the year. External investment target of £200K for CAT projects in valley communities <b>Performance:</b> A total of £624,900 of inward external investment was attributed to CAT related projects against a target of £400,000 for the year. In addition, there is substantial external investment via the UK Governments Community Ownership Fund, Welsh Governments Community Facilities Programme, Sports Wales and Cymru Football Foundation already in the pipeline for 2024-25.
<a href="#">SSWB65</a> WBO3.3	Number of visits to venues for all purposes (SSWB) <b>Higher Preferred</b>	New 23-24	New 23-24	Establish Baseline	353,782	New 23-24	Quarterly Indicator <b>Target Setting:</b> New indicator. Baseline to be set with new approach to capturing participation across a range of facilities within the valleys. <b>Performance:</b> 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. During the year we have captured data on visits across 4 venues - Maesteg pool, Maesteg sports centre, Ogmere Valley Centre and Garw Valley Centre.

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO3.3.1</a>	Progress with Community Asset Transfers in the valleys, including Llangynwyd Playing Fields, to protect these valuable community assets for future generations (COMM)	<b>AMBER (Adequate)</b>	Quarter 4: Only 3 CATs out of an original target of 5 were finalised in the Valley areas during 2023-24 (Bettws, Llangynwyd & Garth Park, Maesteg). The number of transfers were impacted by property issues such as land title that could not be resolved due to limitations of staff resources within the Corporate Landlord and Legal Services which was further compounded by a prolonged staff absence by a member of staff due to illness.	CATs to be finalised in 2024-25 will need to be prioritised to reflect the current backlog and limitations of internal staff resources. In addition, external factors such as funding will also need to be considered. The feasibility of further streamlining the preparation of heads of terms and leases based on standard templates will also need to be considered to speed up the CAT process.
<a href="#">WBO3.3.2</a>	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)	<b>YELLOW (Good)</b>	Quarter 4: Significant progress throughout the year, with planning permission granted for a mixed-use development, the site being marketed for sale, with good interest. Awaiting confirmation from Cardiff Capital Region (CCR) on the revised timeline and milestones for completion.	

<a href="#">WBO3.3.3</a>	Deliver additional activities in community venues in the Valleys, including digital activities (SSWB)	<b>AMBER (Adequate)</b>	Quarter 4: This is a planning phase and project delivery is mainly intended to take place in 2024-25 using external funding support via shared prosperity fund. Consultant support has been secured in quarter 4 to take forward a digital development project involving 5 community venues and identifying how venue staff and volunteers can be more skilled and confident to use digital approaches including the streaming of activities. A development plan has been created.	Continue to develop and promote library usage in valleys communities in line with the review of library services following Council request for a new approach to be explored. Continue to deliver the development project in partnership with community centres.
<a href="#">WBO3.3.4</a>	Increase participation in physical and mental wellbeing programmes and leisure activities at Maesteg Town Hall, Garw and Ogmores Valley Life Centre, Maesteg Swimming Pool and Maesteg Sports Centre (SSWB)	<b>YELLOW (Good)</b>	Quarter 4: New focus on developing opportunities that build social connections and mental wellbeing, beyond visits that are for physical wellbeing purposes only. This has included activities beyond fitness or swimming and includes group activities that are therapeutic or combat loneliness and isolation by bringing people together. Total visits at halo operated facilities for all purposes have been captured and seeing growth although there is a need for external funding to support specific services and programmes. The life centres are now supporting people to maintain both physical and mental wellbeing.	Plan for investing in programming to increase usage and income at identified centres. BCBC is reviewing some reduced hours if unproductive times are identified at some venues going forward.

### WBO3.4: Improving education and skills in the Valleys

#### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO3.4.1</a>	Establish three new Flying Start provisions, offering free childcare for two-year-olds in Nantymoel, Ogmores Vale and Pontycymmer (EFS)	<b>BLUE (Completed)</b>	Quarter 4: Flying Start Nurseries at Pontycymmer, Nantymoel and Ogmores Vale are now fully registered with Care Inspectorate Wales, and are operating morning and afternoon sessions. A total of 60 children are currently in attendance across the three settings.	
<a href="#">WBO3.4.2</a>	Open Welsh-medium childcare in the Ogmores Valley and Bettws, with 32 full-time-equivalent childcare places (EFS)	<b>RED (Unsatisfactory)</b>	Quarter 4: There is interest from childcare providers at the Bettws and Blaengarw settings, however, the lease documentation is still not complete, meaning that neither opportunity is able to be opened to tender.	Corporate Landlord have indicated that the required documentation will be available by May 2024. Due to timeframes for advertising the opportunity and registering the provision, the sites are not expected to be operational until at least November 2024.

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

#### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO3.5.1</a>	Develop a regeneration strategy for the valleys (including Ogmores and Garw Valleys) (COMM)	<b>YELLOW (Good)</b>	Quarter 4: There has been good progress overall in developing the Valley Regeneration Strategy. Extensive consultations have taken place throughout the three valley areas and have included stakeholder and public engagement sessions. A draft strategy is now being prepared for consultation in the summer of 2024.	
<a href="#">WBO3.5.2</a>	Work with the Cwm Taf Nature Network Project to improve access to high quality green spaces (COMM)	<b>BLUE (Completed)</b>	Quarter 4: The Cwm Taf Nature Network (CTNN) completed its delivery during 23/24 and the evaluation report demonstrated the project had been a success. Key elements, where applicable, in relation to future opportunities were then integrated into the delivery of the Green Spaces Enhancement project which is now live at a local level.	

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

#### Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">CED55</a> WBO3.6	Number of additional affordable homes provided by Registered Social Landlords (RSLs) in the Valleys (CEX) <b>Higher Preferred</b>	New 23-24	New 23-24	20	<b>2</b>	New 23-24	Annual Indicator <b>Target Setting:</b> This 1-year target forms part of wider programme to see an additional 100 units in the valleys provided by RSLs over the next 5 years through the Welsh Government capital build scheme. <b>Performance:</b> Whilst development has been committed for the valleys areas work is progressing to identify opportunities with RSLs, where opportunities have been identified the statutory development process, outside of BCBC's control, has meant they have had to move forward into the next financial year(s) development programme. As we move through the programme opportunities will be realised. In addition to these opportunities there is a large-scale development identified in the LDP that will bring a considerable number of new homes to a Valley area albeit over a longer period. (Also refer to CED60 – Aim 7.6)



## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO3.6.1</a>	Promote and encourage the development of new social housing in the valleys (CEX)	<b>GREEN (Excellent)</b>	Quarter 4: The Council meets monthly with Registered Social Landlords (RSLs) and quarterly with Welsh Government to identify opportunities within the Valleys and across Bridgend County Borough. The development of opportunities takes a significant amount of time, the process involves identification and working through viability with linkages to the Local Development Plan (LDP) and Local Housing Market Assessment (LHMA). With this regular engagement a funnel of opportunities is being developed and over time the hope is that these opportunities will become bricks and mortar. We are also working with RSLs on the Eweny site, Maesteg.	
<a href="#">WBO3.6.2</a>	Encourage the development of self-build homes on infill plots, to increase the range of housing available (COMM)	<b>RED (Unsatisfactory)</b>	Quarter 4: No further progress on this project as there are no resources or funding available.	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 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">DEFS155</a> WBO4.1	Percentage of schools that have self-evaluated themselves as 'green' as part of their annual safeguarding audit (EFS) <b>Higher Preferred</b>	New 22-23	<b>90%</b>	100%	<b>95%</b>	↑	Annual Indicator <b>Target Setting:</b> In line with guidance, to ensure schools are exercising their legal safeguarding obligations. <b>Performance:</b> All safeguarding audits have been completed by schools and quality assured by the Education Engagement Team. There has been an improvement in the percentage of schools rated as green. There were three schools that achieved an amber rating on this year's audit, with areas for development including, improving school websites content relating to safeguarding, enhancing the visual safeguarding information in schools and required updated to school anti-bullying policies.
<a href="#">DEFS156</a> WBO4.1	Number of schools judged by Estyn to be in 'significant improvement' or 'special measures'. (EFS) <b>Lower Preferred</b>	New 23-24	0	0	<b>1</b>	↓	Quarterly Indicator <b>Target Setting:</b> School support is delivered by Central South Consortium, so there should be early support in place to avoid the outcome of any school requiring 'significant improvement' or in 'special measures' <b>Performance:</b> As concluded in the May 2023 Estyn inspection, Caerau Primary School is currently in need of 'special measures'. In a recent visit, Estyn found that the school is making good progress in line with the post-inspection action plan.
<a href="#">EDU010a</a> WBO4.1	Percentage of school days lost due to fixed-term exclusions during the academic year, in primary schools.(EFS) <b>Lower Preferred</b>	0.014%	0.02%	0.02%	<b>0.03%</b>	↓	Annual Indicator <b>Target Setting:</b> Exclusion data is monitored closely by schools to identify any variations in permanent exclusions to understand why it is happening and to ensure they are only used when necessary. Primary exclusions have remained static since COVID-19 lockdown, so targets remain the same as pre-pandemic levels. <b>Performance:</b> The percentage of school days lost due to fixed-term exclusions in primary and secondary schools is higher than the target set for this year. Pupil behaviour is becoming an increasing concern for both schools and local authorities since the pandemic. There is evidence that pupil behaviour is becoming more problematic leading to increases in both fixed-term and permanent exclusions. The behaviour being witnessed within schools show increases in verbal and physical aggression towards adults and other children, in addition to persistent and disruptive behaviour. An action plan has been developed with schools in Bridgend to look at how they are responding to these increases. This has included reviews of school's current graduated response, the pastoral and behaviour support in school, alternative provision, and the support available from within the local authority. In January 2024, the Directorate established an Exclusions Task and Finish Group to consider this issue. The group consisted of a wide range of local authority officers, colleagues from Central South Consortium and headteacher representatives. The task and finish group has been impressed by the 'Exclusions and Managed Move Panel' currently being run by Newport City Council. Members of the task and finish group have visited Newport and observed the panel in operation. Having undertaken a thorough examination of the issues currently being experienced in Bridgend, the task and finish group considered that there is merit in establishing a similar panel.

<a href="#">EDU010b</a> WBO4.1	Percentage of school days lost due to fixed-term exclusions during the academic year, in secondary schools. (EFS) <b>Lower Preferred</b>	0.081%	0.164%	0.12%	<b>0.19%</b>	↓	Annual Indicator <b>Target Setting:</b> Exclusion data is monitored closely by schools to identify any variations in permanent exclusions to understand why it is happening and to ensure they are only used when necessary. Secondary exclusions have shown an upward trend since the pandemic due to behavioural changes and increased complexity of need. The target reflects an expected improvement in this performance. <b>Performance:</b> See comments for EDU010a (above)
<a href="#">EDU016a</a> (PAM/007) WBO4.1	Percentage of pupil attendance in primary schools (EFS) <b>Higher Preferred</b>	Not collected	90.1%	90%	<b>91.5%</b>	↑	Annual Indicator <b>Target Setting:</b> Pupil attendance is a critical measure, as young people are unlikely to attain their full potential and are more likely to be diverted into anti-social behaviour if they are not attending school regularly. <b>Performance:</b> Pupil attendance in primary schools this year has surpassed the target for this year, however, still sits below pre-pandemic levels. A school attendance campaign was launched last year, and work is ongoing to promote the benefits of attending school to children and parents.
<a href="#">EDU016b</a> (PAM/008) WBO4.1	Percentage of pupil attendance in secondary schools (EFS) <b>Higher Preferred</b>	Not collected	86.5%	90%	<b>87.9%</b>	↑	Annual Indicator <b>Target Setting:</b> Pupil attendance is a critical measure, as young people are unlikely to attain their full potential and are more likely to be diverted into anti-social behaviour if they are not attending school regularly. <b>Performance:</b> Pupil attendance in secondary schools is below the target for this year. However, it increased by 1.4% from the previous school year and continues on a positive trajectory. A school attendance campaign was launched last year and work is ongoing to promote the benefits of attending school to children and parents.
<a href="#">PAM032</a> CP WBO4.1	Average Capped 9 Score for pupils in Year 11. (EFS) <b>Higher Preferred</b>	Not collected	Not collected	Baseline setting	361.50	Trend not available	Annual Indicator <b>Target Setting:</b> Welsh Government has reinstated the data collection for the 2022-2023 school year. This reintroduction is for an interim period while Welsh Government develops further thinking to align with the introduction of new qualifications from 2025. Data is expected to be available in autumn 2023. <b>Performance:</b> As this has been a baseline setting year, due to the data being unavailable since 2018-2019, there was no target set. However, Bridgend has achieved an increased average capped 9 score this year, when compared to historic data. For the 2022-2023 academic year, Bridgend's performance betters the all-Wales average. When compared against other local authorities, Bridgend ranks in 9th position.

### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO4.1.1</a>	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)	<b>GREEN (Excellent)</b>	Quarter 4: Improvement partners at Central South Consortium have collated and reviewed all school development plans. All schools that have been through an inspection receive support from their improvement partner to amend their school development plan (SDP) or produce a post inspection action plan as appropriate. Improvement partners monitor the progress and impact of SDP priorities in partnership with school leaders. Central South Consortium continue to share the governor professional learning programme termly through the local authority governor services (pupil services). Bespoke support is also provided for individual governing bodies on request through the improvement partner, for example, preparation for Estyn and the regional self-evaluation toolkit. Through the Bridgend Governor Association, further training/development opportunities have been offered to school governors on a monthly basis. There is currently work ongoing to establish a governor skills audit to support their self-evaluation processes.	
<a href="#">WBO4.1.2</a>	Ensure all local schools are rated as green following their safeguarding audit and provide support they need to improve (EFS)	<b>GREEN (Excellent)</b>	Quarter 4: All school safeguarding audits are complete and have been quality assured by the Education Engagement Team coordinators. No school or significant areas of concern have been identified, with 95% of schools rated as "green". Of the three schools with an amber rating, a few areas have been highlighted for development including, improving school websites to ensure appropriate information is available in relation to safeguarding, enhancing the visual safeguarding information in schools (reception and foyer areas) and updates are needed to school anti-bullying policies. The schools also identified further safeguarding training needs for staff and school governors.	
<a href="#">WBO4.1.3</a>	Make additional digital learning training available to all school staff to improve teaching and learning in our schools (EFS)	<b>GREEN (Excellent)</b>	Quarter 4: Central South Consortium provides a professional learning programme to support digital learning. This, alongside bespoke support, is available to all schools and complements the work of the digital lead officer. Bespoke professional learning has been provided to schools, including, digital competency training, google classroom and digital platform training, Curriculum for Wales skills mapping and online safety training (also provided to governors). Schools continue to engage with ongoing digital support opportunities, with recent training on Hwb tools and services to Pîl Primary School, Afon y Felin Primary School and Coychurch Primary School.	
<a href="#">WBO4.1.4</a>	Improve the digital offer to young people, including youth led interactive website (EFS)	<b>AMBER (Adequate)</b>	Quarter 4: The website wireframe, which was co-developed with the young editors group, has been further transformed by the communications and marketing team into the website content. This stage is now nearing sign off and a phased delivery plan has been agreed going forward. Social media channels (currently active on FaceBook, X and Instagram) are going from strength to strength and prove to be an excellent medium to engage with young people. Our social media following is increasing weekly, with latest posts reaching over 2000 young people. Bridgend Youth Support will be trailing a "TikTok" account for the local authority in the coming months. This is supported by young people that have engaged over the past months and have indicated that this is the preferred social media platform. The young editors group is established with approximately 15 young people attending weekly. There is a diverse group of young people	Initial website launch date has been set for end of May and will be completed in phases

			attending, and the team are developing their digital competency through a series of workshops. Alongside their skill development, the young editors are now actively contributing to content on the youth-led digital platforms (website and social media).	prioritising the content available.
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## WBO4.2: Improving employment opportunities for people with learning disabilities

### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO4.2.1</a>	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)	<b>GREEN (Excellent)</b>	Quarter 4: This work is being progressed as part of the review of day opportunities. Relationships with employability have been strengthened, some people are being given volunteering opportunities in the Day Service. A regional workstream has been established for Neuro Diversity and Learning Disability. A stakeholder meeting was held in February 2024 to identify current provision and networks between providers.	Workstream to continue to meet to develop a local and regional plan

## WBO4.3: Expanding Welsh medium education opportunities

### Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">DEFS138</a> WBO4.3	Percentage of Year 1 learners taught through the medium of Welsh. (EFS) <b>Higher Preferred</b>	7.71%	<b>8.1%</b>	8.7%	<b>8.56%</b>	↑	Annual Indicator <b>Target Setting:</b> Welsh Government targets in accordance with Welsh in Education Strategic Plans (Wales) Regulations 2019. <b>Performance:</b> The percentage of Year 1 learners taught through the medium of Welsh has increased gradually over the last four years and continues to follow an upward trajectory, but has not reached the target for this year. Work continues to support and promote education through the medium of Welsh in Bridgend, with a variety of groups, projects and initiatives in place to increase opportunities for children to use the Welsh language.
<a href="#">DEFS157</a> WBO4.3	Percentage of learners studying for assessed qualifications through the medium of Welsh at the end of Key Stage 4 (EFS) <b>Higher Preferred</b>	New 23-24	6.89%	7.16%	<b>6.62%</b>	↙	Annual Indicator <b>Target Setting:</b> Target increase in learners studying through the medium of Welsh as per Welsh in Education Strategic Plans (Wales) Regulations 2019. <b>Performance:</b> The data shows a slight decrease in performance, indicating a smaller proportion of children studying at a Welsh-medium secondary school. Work continues to support and promote Welsh-medium education in Bridgend, with a variety of groups, projects and initiatives in place to increase opportunities for children to use the Welsh language.
<a href="#">DEFS158</a> WBO4.3	Number of learners studying for Welsh as a second language (EFS) <b>Higher Preferred</b>	New 23-24	11	1,437	<b>11</b>	↔	Annual Indicator <b>Target Setting:</b> Target to increase learners studying Welsh as a second language as per the Welsh in Education Strategic Plan (Wales) Regulations 2019. <b>Performance:</b> This is a new indicator for 2023-24, which was intended to be based on the number of learners entered for a Welsh Second Language examination at GCSE. However, as Welsh is a compulsory subject, this measure was not deemed the most effective for measuring outcomes, therefore the end-of-year figure is not comparable to the target. A more suitable indicator has been determined going forward, to measure the number of students who were entered for an A level examination in Welsh second language, as this will evidence progression. The number remains the same as in the previous year, however, the number sitting examinations in Welsh second language is almost double those that sat A level Welsh first language.

### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO4.3.1</a>	Deliver the actions in the Welsh Language Promotion Strategy and WESP (EFS)	<b>GREEN (Excellent)</b>	Quarter 4: The Welsh Language Promotion Strategy remains on target, with actions aligned with targets set within the Welsh in Education Strategic Plan (WESP). Changes to Welsh Government grants for 2024-25 ensures that staffing can be maintained for progress to continue. Progress has been made in developing the Welsh-medium webpages and a plan has been drafted with the communications team to promote Welsh-medium education throughout the year. Utilising the underspend of the Welsh Government grant for late immersion has led to positive outcomes for learners.	



## WBO4.4: Modernising our school buildings

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO4.4.1</a>	Enlarge Ysgol Gymraeg Bro Ogwr to a 2.5 form-entry new build off Ffordd Cadfan in Brackla (EFS)	<b>RED (Unsatisfactory)</b>	Quarter 4: The delayed decision regarding the site layout continued to negatively impact on the programme. The ecology phase 1 survey was completed. The design is progressing to Royal Institute of British Architecture (RIBA) Stage 2. Active travel assessment has been undertaken.	Review the outcome of the active travel assessment and determine extent of improvements. Commence site investigation to inform foundation design. Continue to develop the scheme in readiness for the pre-application consultation process, ahead of submitting a planning application. Agree safe crossing points following design considerations.
<a href="#">WBO4.4.2</a>	Provide a new build for Mynydd Cynffig Primary School at the junior site in Kenfig Hill (EFS)	<b>RED (Unsatisfactory)</b>	Quarter 4: The ecology mitigation was delayed as a result of Pwllgath Allotment Association (PAA) remaining on site for longer than planned. Vacant site position was achieved in March (PAA vacated the site). However, the pigeon loft remains in situ until it can be relocated. Further site investigations are required at the site and a consultant was appointed to oversee and report the outcome of the works, which will inform the foundation design. The design is ongoing and is at RIBA Stage 3.	Obtain a Coal Authority permit to undertake the site investigation. Relocate the pigeon loft to a site adjacent to Mynydd Cynffig Primary School infants site (subject to planning approval). Continue to develop the design (that is, architectural, mechanical and electrical). Agree extent of ecology mitigation measures with the appointed ecologist.
<a href="#">WBO4.4.3</a>	Enlarge Ysgol Ferch o'r Sger to a two form-entry new build on the existing school site (EFS)	<b>RED (Unsatisfactory)</b>	Quarter 4: The review of the elemental cost plan concluded. Welsh Government's technical advisers undertook a review of the outcome of this work and provided Welsh Government with advice. Council agreed the anticipated increase in the annual service charge as part of the MTFs report in March 2024.	Scheme progression to Stage 2 will be dependent on affordability for all partners. Welsh Government will need to confirm their view regarding affordability for the scheme to progress through Mutual Investment Model Stage 2.
<a href="#">WBO4.4.4</a>	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)	<b>RED (Unsatisfactory)</b>		
<a href="#">WBO4.4.5</a>	Relocate Heronsbridge School to a new build 300 place school at Island Farm (EFS)	<b>RED (Unsatisfactory)</b>	Quarter 4: 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. In March 2024, Cabinet and Corporate Management Board gave approval to take the scheme to tender stage. Meetings have been held to further define the residential provision on site to inform the revised Outline Business Case submission to Welsh Government.	Confirmation of residential provision will be received. The revised Outline Business Case will be submitted to Welsh Government. The tender documents will be drafted to appoint a design and build contractor to take the scheme forward.

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

## Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">CED56</a> WBO4.5	Percentage of those concluding apprenticeships and obtaining a non-apprentice role (CEX) <b>Higher Preferred</b>	New 23-24	70.8%	75%	<b>90%</b>	↑	Annual Indicator <b>Target Setting:</b> Continue to improve the number of apprentices gaining employment <b>Performance:</b> 10 apprenticeships concluded with 9 obtaining roles within BCBC.
<a href="#">DOPS36</a> WBO4.5	The number of apprentices employed across the organisation (CEX) <b>Higher Preferred</b>	40	<b>36</b>	39	<b>46</b>	↑	Annual Indicator <b>Target Setting:</b> Target set to increase number of apprentices <b>Performance:</b> Since the implementation of the Apprenticeship Scheme and the investment and commitment the council is making to apprenticeships, Managers are now realising the importance of succession planning and the idea of 'grow your own' within their teams. This has been complemented by the work being undertaken within schools to promote apprenticeships. As a result we are getting more expressions of interest and a wider cohort of applicants, including a number of which would not have previously considered the apprenticeship route and would have gone onto higher education.

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO4.5.1</a>	Work with local schools to promote the Council as an employer and promote apprenticeships (CEX)	<b>GREEN (Excellent)</b>	Quarter 4: During the year Learning and Development (L&D) have engaged with schools via the termly Director Reports and have attended options and careers events at various locations to promote the apprenticeship offer including specific roles such as engineering, deliver workshops on applying for apprenticeship jobs and improving interview skills. L&D have also visited jobs fairs and options events at some comprehensive schools.	

## 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 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">SSWB66</a> WBO4.6	Participation in targeted activities for people with additional or diverse needs (SSWB) <b>Higher Preferred</b>	New 23-24	New 23-24	Establish Baseline	357	New 23-24	Quarterly Indicator <b>Target Setting:</b> New indicator. Welsh Government post pandemic investments have been removed and now using core resources. <b>Performance:</b> 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. The removal of Welsh Government investment support for programmes such as Summer of Fun and Winter of Wellbeing initiatives will negatively impact the range and volume of opportunities available and the numbers that can be supported.
<a href="#">SSWB67</a> WBO4.6	Participation in the national free swimming initiative for 16 and under (SSWB) <b>Higher Preferred</b>	New 23-24	New 23-24	Establish Baseline	19,659	New 23-24	Annual Indicator <b>Target Setting:</b> New indicator. Programme investment reduced and Welsh Government review taking place <b>Performance:</b> 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. The funding for the Free Swimming Initiative is provided by Welsh Government which has been reduced by 50% in recent years and the costs of operating the programme have increased. The programme supports free access to swimming pool-based activities for those aged 16 and under during school holiday periods and weekends. A reduced performance of 16,000 is targeted for 2024-25
<a href="#">SSWB68</a> WBO4.6	Participation in active for life and holiday playworks programmes (SSWB) <b>Higher Preferred</b>	New 23-24	New 23-24	Establish Baseline	8	New 23-24	Annual Indicator <b>Target Setting:</b> New indicator. Significant reduction in government funding, new approaches being developed. <b>Performance:</b> 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. These opportunities are generally funded by Town and Community Councils and Welsh Government and has enabled free holiday activity programmes for 8-11 year olds to take place in 8 locations including leisure centres, secondary school sites and community settings. The investments into these schemes and ability to operate the same volume or range of activities may be challenged going forward based on external funding related decisions.

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO4.6.1</a>	Make our leisure and culture programmes more accessible to children with additional needs (SSWB)	<b>GREEN (Excellent)</b>	Quarter 4: Discovery programmes have continued to support young people with higher levels of additional needs and their families. An average of 50 households are supported with activities for the young people provided that creates respite for the families also. During the year additional work has taken place with young adults with disabilities including gaining accredited qualifications. As part of a new prevention & wellbeing "step up and step down" approach for low level social care referrals 22 families have been referred and 70 individuals have been supported. Targeted inclusion programmes being delivered in partnership with halo and community groups including a focus on youth activities for more vulnerable young people.	Continue to work with young people with additional needs and offer opportunities that support wellbeing.
<a href="#">WBO4.6.2</a>	Extend the food and fun programme in Summer 2023 to at least 80 pupils (EFS)	<b>BLUE (Completed)</b>	Quarter 4: Four schools took part in the two-week Food and Fun Programme in summer 2023, with a total of 130 children accessing the events. Children receive 12 sessions, where they receive a healthy breakfast and lunch, and take part in a range of activities to support their physical health and emotional wellbeing.	

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

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO4.7.1</a>	Support communities to develop their own services (SSWB)	<b>GREEN (Excellent)</b>	Quarter 4: Co-production approaches being applied when community-based support services are being designed or developed and review of alignment to other existing support to make best use of resources. The Feel Good for Life programme delivered by Halo Leisure has used peer review panels and also regularly engages with service users to plan for improvements. A dementia planning working group has been established to share insight and opportunities to collaborate between partner organisations.	Continue to engage with people with lived experience and stakeholders to shape services and improve effectiveness.
<a href="#">WBO4.7.2</a>	Develop our future wellbeing programmes with people who are going to use them (SSWB)	<b>GREEN (Excellent)</b>	Quarter 4: Engagement planning to make use of lived experience has been progressing for unpaid carers and people living with cognitive impairment. In partnership with Cwmpas a social innovation project has been progressed involving a broad range of stakeholders who are working with unpaid carers to review how access to the information they need can be improved and how a range of short breaks could improve their resilience to care. This approach is bringing together key stakeholders and people with lived experience to review long standing issues.	Continue to grow co-productive approaches to inform community opportunities. Learning developed from the social innovation approach could be used for other service review processes.

## WBO4.8: Supporting and encouraging lifelong learning

## Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">DEFS159</a> WBO4.8	Percentage of learners enrolled in local authority community learning per 1,000 adult population (EFS) <b>Higher Preferred</b>	New 23-24	0.002%	1%	<b>0.66%</b>	↑	Quarterly Indicator <b>Target Setting:</b> To ensure there are adequate learning opportunities for the adult population across the county borough. <b>Performance:</b> The percentage of learners has increased steadily between April 2023 and March 2024, showing a significant improvement on the previous year. The target was not achieved as active engagement was ceased due to the approved proposal for cessation of the ACL service in February 2024. The percentage achieved would have been greater had planned workshops in Q4 been approved to run along with additional enrolments on to digital college provision.

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO4.8.1</a>	Run more sessions that communities have expressed an interest in – provide 20 more in-person training sessions (EFS)	<b>BLUE (Completed)</b>	Quarter 4: Between April 2023 and March 2024, Adult Community Learning (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 53 face-to-face sessions have been delivered to communities so far. A successful partnership has developed with a number of primary schools and effective recruitments campaigns were run. Active engagement and campaigns were ceased due to the approved proposal for cessation of the ACL service in February 2024.	

## 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 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">CH/052</a> WBO4.9	Percentage of care leavers who have experienced Homelessness during the year (SSWB) <b>Lower Preferred</b>	8.23%	<b>10.2%</b>	10%	<b>7.17%</b>	↑	Quarterly Indicator <b>Target Setting:</b> To continue to improve performance <b>Performance:</b> Positive joint working means this is on target. The 16+ team are in the process of recruiting a Social Worker specifically for “When I’m Ready “and Supported Lodgings arrangements. This role will include supporting the recruitment and assessments of providers in addition to providing support for the placement. There is a young person and Unaccompanied Asylum-Seeking Children homelessness workstream which includes representatives from housing and Social Services Department to consider how we can work together to prevent homelessness for care leavers with a more pro-active approach. The Group Manager for case management and transition works closely with commissioning and placements to consider future options. A 16+ move on panel is currently being planned. There is an increased focus on post 18 planning with regards to reunification plans and Placement with Parents arrangements with robust support. Independent living skills assessments are now in place within 16+ which will support the Personal



						Assistants to understand any skills deficits to enable plans to be targeted to support particular areas of need to support independent living with a view to prevent homelessness.
<a href="#">SSWB48a</a> WBO4.9	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 <b>Higher Preferred</b>	64.52%	54.17%	60%	68.97%	↑ Quarterly Indicator <b>Target Setting:</b> To continue to improve performance <b>Performance:</b> The team continue to encourage access to education, employment and training. This is monitored and reviewed through the pathway planning process.
<a href="#">SSWB48b</a> WBO4.9	b)13-24 months since leaving care (SSWB) <b>Higher Preferred</b>	54.55%	62.07%	65%	57.69%	↓ Quarterly Indicator <b>Target Setting:</b> To continue to improve performance <b>Performance:</b> It has been identified that there has been a decline since the Basic Income Pilot was introduced. The team now have a multiply officer in post to support care leavers with developing numeracy skills. 16+ will look to further develop links with youth development. As the time lapses from the young person being looked after their contact with us often decreases which leads to us often struggling to maintain contact and be fully up to date of the Young Person's current engagement. This is actively discussed in Pathway reviews.

### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO4.9.1</a>	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)	<b>YELLOW (Good)</b>	Quarter 4: 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 which will be amalgamated into the overall Bridgend Corporate Parenting Delivery Plan.	To review the action plan that is being developed to hold each agency to account on their support for care-experienced children. This action plan is key to ensure that the strategy is being implemented and improving outcomes for children and young people.
<a href="#">WBO4.9.2</a>	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/EFS)	<b>GREEN (Excellent)</b>	Quarter 4: (SSWB) Data from each of the relevant agencies will be agreed in readiness 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'. The Corporate Parenting and Participation Officer submitted BCBC pledge on behalf of the council on 3rd February following the agreement by Cabinet Committee Corporate Parenting to commit to the national charter. Bridgend Halo Leisure Centre is booked to host the Achievement Awards for all care experience children, young people and care leavers aged 5 – 21 across Bridgend County on Monday 28th October (half term). A fundraising page has been created to fund the awards and work is underway to plan for event. The most significant progress this quarter is the agreement by full council to have care experience recognised as a protected characteristic.  (EFS)The Education Engagement Team continue to work closely with the Social Services and Wellbeing Directorate as part of the Corporate Parenting Strategy. Attendance at the corporate parenting board remains a priority. A drop-in will be set up between the Education Engagement Team and the care-experience team to ensure that we become aware of care-experienced children at the earliest opportunity to ensure smooth transitions into education and appropriate support is given. All personal education plans, which are used to record the child's view and plan how best to support their education, are now attached to the learners on WCCIS, however, they currently cannot be added into the directorate's management information system (MIS). It's important that they are transferred over to the MIS as this will become the primary information system for the directorate.	The final consolidated action plan encompassing all agency actions will be reviewed as described above within the Corporate Safeguarding Board.

## 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 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">CED57</a> WBO5.1	Levels of nitrogen dioxide (NO2) pollution in the air (micrograms per m3) (CEX SRS) <b>Lower Preferred</b>	New 23-24	47	40	40.80	↑	Annual Indicator <b>Target Setting:</b> Target set to see a reduction, in line with concentration modelled in the draft Air Quality Action Plan (AQAP) for the monitoring location of OBC -110. Note (1) This represents the worst-case concentration recorded during 2022. <b>Performance:</b> The value of 40.8 µg/m3 is the worst-case value recorded on Park Street, and the result is expressed as an annual average for 2023. Monitoring is undertaken to specific calendar dates. Further improvement will be seen as the AQAP is implemented.
<a href="#">DCO20.01</a> WBO5.1	Annual Gas Consumption across the Authority – kWh (COMM) <b>Lower Preferred</b>	29,604,029	24,362,648	23,144,515	21,966,783	↑	Annual Indicator <b>Target Setting:</b> To see reduction in energy consumption levels and related emissions and progress our corporate energy efficiency <b>Performance:</b> Whilst not meeting the targets entirely, as not all planned energy reduction measures were implemented due to timeframes, a reduction overall was achieved and this should be considered as a success
<a href="#">DCO20.02</a> WBO5.1	Annual Electricity Consumption across the Authority – kWh (COMM) <b>Lower Preferred</b>	18,003,343	15,927,161	15,130,803	15,210,536	↑	
<a href="#">DCO20.03</a> WBO5.1	Annual CO2 related to gas consumption across the Authority – tonnes (COMM) <b>Lower Preferred</b>	5,417	4,458	4,235	4,018	↑	
<a href="#">DCO20.04</a> WBO5.1	Annual CO2 related to electricity consumption across the Authority – tonnes (COMM) <b>Lower Preferred</b>	3,783	3,080	2,925	3,150	↙	
<a href="#">DCO23.05</a> WBO5.1	Reduction in emissions (across our buildings, fleet & equipment, streetlighting, business travel, commuting, homeworking, waste, procured goods and services) (COMM) <b>Higher Preferred</b>	New 23-24	New 23-24	5%	4.3%	New 23-24	Annual Indicator <b>Target Setting:</b> To see a reduction in emissions and progress our corporate energy efficiency <b>Performance:</b> A 4.3% reduction in emissions was achieved, which whilst not the target 5%, can be considered as a success. More corporate working will be required in the year ahead as this target is for all Council Services so a collective responsibility.

#### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO5.1.1</a>	Keep reducing our carbon footprint by changing our Council vehicles to electric and further energy efficiency schemes (COMM)	<b>AMBER (Adequate)</b>	Quarter 4: Overall the Council saw a 4.3% reduction in its emissions in 2023-24. However, a very small proportion of this was from the movement of fleet from traditional petrol/diesel to Ultra Low Emission Vehicles (ULEV). The reason for this is the prohibitive costs currently of ULEV vehicles, this will impact on the speed of the transitioning future years unless it is grant aided by Welsh Government, as some vehicles for social services have been this year.	Will need to review our fleet transition strategy and align with the resources that are available within the Council and the Welsh Government reviewed commitments to a target of 2035 for Net Zero in the public sector.
<a href="#">WBO5.1.2</a>	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)	<b>GREEN (Excellent)</b>	Quarter 4: Work was progressed to further develop and refine measures of the AQAP for Park Street. This resulted in additional modelling work being undertaken to assess the impact of further measures including electrification of buses using Park Street and also stopping HGVs from using Park Street, however these additional measures had minimal impact in terms of reducing future NO2 concentrations and therefore were not taken forward for implementation, but instead retained as future options in the AQAP. There was also further work to forecast a likely year of compliance as requested by Welsh Gov as part of their review of the draft AQAP. The assessment demonstrated that compliance will be achieved by 2026 with all measures in place. A report on the final AQAP is due to go to Cabinet for approval but this has been delayed until April 2024.	Cabinet report for approval of the AQAP at April cabinet meeting before implementation can begin.

<a href="#">WBO5.1.3</a>	Build five new net zero carbon schools (EFS)	<b>RED (Unsatisfactory)</b>	Quarter 4: Each of the five schemes are in design development and due to delays on each scheme throughout 2023-2024, the timescales for the five schemes has been impacted. This target will only be achieved following construction of the schools.	<p><b>Mynydd Cynffig Primary School</b> - Obtain a Coal Authority permit to undertake the site investigation. Relocate the pigeon loft to a site adjacent to Mynydd Cynffig Primary School infants site (subject to planning approval). Continue to develop the design (that is, architectural, mechanical and electrical). Agree extent of ecology mitigation measures with the appointed ecologist.</p> <p><b>Ysgol Ferch o'r Sgêr and English-medium school</b> - Scheme progression to Stage 2 will be dependent on affordability for all partners. Welsh Government will need to confirm their view regarding affordability for the scheme to progress through Mutual Investment Model Stage 2.</p> <p><b>Heronbridge School</b> - The revised Outline Business Case will be submitted to Welsh Government. The tender documents will be drafted to appoint a design and build contractor to take the scheme forward.</p> <p><b>Ysgol Gymraeg Bro Ogwr</b> - Review the outcome of the active travel assessment and determine extent of improvements. Commence site investigation to inform foundation design. Continue to develop the scheme in readiness for the pre-application consultation process, ahead of submitting a planning application.</p>
<a href="#">WBO5.1.4</a>	Deliver more frontline social care services with workers using the Council's electric vehicles (SSWB)	<b>BLUE (Completed)</b>	Quarter 4: There are 6 electric vehicles in operation within the Support at Home Service being utilised by the Mobile Response Team and Support at Home Team Leads. The BCBC Decarbonisation Programme Officers are in the process, and are on track, to commission back-office management to support the charging functions. There have been challenges faced to in being able to charge the vehicles on site and this will be resolved with the imminent switch on of the charging points. The benefits of using electric vehicles within the service are that they; demonstrate the value of our service to the people who use the service and staff members; reduces wear and tear on staff members' own vehicles; reduces the amount of expenses claimed and has a number of broader benefits to the environment.	Implement the charging points at the Support at Home base.
<a href="#">WBO5.1.5</a>	Invest in energy efficiency improvements to Council buildings including schools (COMM)	<b>AMBER (Adequate)</b>	Quarter 4: The 2030 Decarbonisation Board has overseen focused work on building efficiencies in relation to insulation and lighting. This will continue into 24/25 however it is clear that these schemes will need to be funded via an Invest to Save Scheme. So will be balanced against the other competing needs within the Council's MTFS.	Take the business case for an energy invest to save proposal to Cabinet to identify if this is a Council priority and how it can be funded in 24/25.

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

### Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">DCO23.06</a> WBO5.2	Number of blue flag beaches (COMM) <b>Higher Preferred</b>	New 23-24	New 23-24	3	3	New 23-24	Annual Indicator <b>Target Setting:</b> Target set to maintain current high standards <b>Performance:</b> All our blue flag beaches retained their status.
<a href="#">DCO23.07</a> WBO5.2	Number of green flag parks and green spaces (COMM) <b>Higher Preferred</b>	New 23-24	New 23-24	2	2	New 23-24	Annual Indicator <b>Target Setting:</b> Target set to maintain current high standards <b>Performance:</b> All our green flag parks maintained their status



## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO5.2.1</a>	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)	<b>GREEN (Excellent)</b>	Quarter 4: The Local Places for Nature project successfully delivered its 23/24 work programme which included biodiversity enhancement schemes at Heol Y Cyw Playing Fields and land behind Pyle Swimming Pool and habitat connectivity schemes at Sarn, Brynmenyn, Newbridge Fields, Cefn Glas, Aberkenfig, Bryntirion and Newcastle.	
<a href="#">WBO5.2.2</a>	Work with the Cwm Taf Nature Network Project to enhance and improve access to high quality green spaces in our County Borough (COMM)	<b>BLUE (Completed)</b>	Quarter 4: The Cwm Taf Nature Network (CTNN) project completed its delivery during 23/24 and the evaluation report demonstrated the project had been a success. Key elements, where applicable, in relation to future opportunities were then integrated into the delivery of the Green Spaces Enhancement project which is now live at a local level.	
<a href="#">WBO5.2.3</a>	Plant a further 10,000 trees a year and provide a Community Planting Scheme to green our County Borough (COMM)	<b>AMBER (Adequate)</b>	Quarter 4: Feasibility for tree planting schemes were delivered in 23/24, however budget must be agreed 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 corporate budget decisions, as currently there is no allocation for this work.

## 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 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">PAM/018</a> WBO5.3	Percentage of all planning applications determined within 8 weeks (COMM) <b>Higher Preferred</b>	64%	<b>64%</b>	80%	<b>68%</b>	↑	Quarterly Indicator <b>Target Setting:</b> Target set in line with national target for good performance <b>Performance:</b> The Planning Department have implemented a restructure during this year which has resulted in some new posts being created. It is expected that performance will increase significantly next year.
<a href="#">PAM/019</a> WBO5.3	Percentage of planning appeals dismissed (COMM) <b>Higher Preferred</b>	76%	<b>64%</b>	66%	<b>87%</b>	↑	Quarterly Indicator <b>Target Setting:</b> Target set in line with national target for good performance <b>Performance:</b> On target

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO5.3.1</a>	Adoption of the Replacement Local Development Plan (COMM)	<b>GREEN (Excellent)</b>	Quarter 4: The Local Development Plan has now been adopted by Full Council in March 24 after an extensive examination in public in Spring 2023 by a Welsh Government Appointed Inspector.	We will now progress work on the Supplementary Planning Guidance (SPG) which is a document that enhances the policies in the Local Development Plan. The SPG covers topics such as affordable housing, education, open spaces etc.

## 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 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">DCO20.05</a> WBO5.4	Percentage of Street cleansing waste prepared for recycling. (COMM) <b>Higher Preferred</b>	40.7%	<b>40.47%</b>	40%	<b>41.12%</b>	↑	Annual Indicator <b>Target Setting:</b> To maintain the existing targets which remain challenging to achieve <b>Performance:</b> Facility is extracting increased recycling from cleansing waste.
<a href="#">PAM/010</a> WBO5.4	Percentage of highways land inspected and found to be of a high/acceptable standard of cleanliness. (COMM) <b>Higher Preferred</b>	98.53%	<b>98.05%</b>	98%	<b>99.97%</b>	↑	Quarterly Indicator <b>Target Setting:</b> To maintain the existing targets which remain challenging to achieve <b>Performance:</b> Target has been exceeded and has improved by 1.92% compared to the previous year. Hard work of cleansing teams showing increased cleanliness of inspected streets.
<a href="#">PAM/030</a> WBO5.4	Percentage of municipal waste collected and prepared for reuse, and/or recycled, including source segregated biowastes that are composted or treated biologically in	72.97%	<b>71.38%</b>	70%	<b>71.94%</b>	↑	Quarterly Indicator <b>Target Setting:</b> To maintain the existing targets which remain challenging to achieve <b>Performance:</b> Target achieved showing a 0.56% improvement compared to 22/23. Continued work by our education and enforcement teams with residents and other key stakeholders and

	any other way (COMM) <b>Higher Preferred</b>						communication campaigns assisting with continued improvements in amount of waste recycled and reused.
<a href="#">PAM/030 a)</a> WBO5.4	Percentage of municipal waste collected and a) prepared for reuse <b>Higher Preferred</b>	1.24%	0.68%	1%	1.39%	↑	Quarterly Indicator <b>Target Setting:</b> To maintain the existing targets which remain challenging to achieve <b>Performance:</b> Increased use of re-use shop on Maesteg CRC. Some highways waste being reused in civic works in the County Borough.
<a href="#">PAM/030 b)</a> WBO5.4	b) prepared for being recycled <b>Higher Preferred</b>	51.29%	51.01%	49%	50.42%	↙	Quarterly Indicator <b>Target Setting:</b> To maintain the existing targets which remain challenging to achieve <b>Performance:</b> Target has been achieved this year. We have seen a decrease in figures throughout the year and believe this could be down to less paper and cardboard materials being collected on the kerbside. The fall in figures may also be affected by residents purchasing less due to the economic climate.
<a href="#">PAM/030 c)</a> WBO5.4	c) as source segregated biowastes that are composted or treated biologically in another way <b>Higher Preferred</b>	20.44%	19.69%	20%	20.14%	↑	Quarterly Indicator <b>Target Setting:</b> To maintain the existing targets which remain challenging to achieve <b>Performance:</b> Target has been achieved this year with a slight increase of 0.45% compared to 22/23. Increased promotion of garden waste service meaning more subscribers to garden kerbside collections in this year.
<a href="#">PAM/043</a> WBO5.4	Kilograms of residual waste generated per person (COMM) <b>Lower Preferred</b>	131.65 kg	120.2 kg	131 kg	119.8 kg	↑	Quarterly Indicator <b>Target Setting:</b> To maintain the existing targets which remain challenging to achieve <b>Performance:</b> Target has been exceeded with less residual waste per person in 23/24.

### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO5.4.1</a>	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 4: A consultant was engaged to produce a report outlining our future service delivery options – to reprocur with an external provider, set up a Local Authority Trading Company (LATCo), or bring the service back inhouse. This involved data gathering, and analysis based on the current service model. The consultant report was presented to Scrutiny in March 2024. Recommendations from scrutiny and Cabinet meeting in April 2024 require additional analysis of the options before Cabinet can make a decision on the preferred service delivery model.	Further work to explore options with findings reported Summer 24 and public consultation to take place.
<a href="#">WBO5.4.2</a>	Ensure that the new Community Recycling Centre at Pyle is opened (COMM)	YELLOW (Good)	Quarter 4: The new Community Recycling Centre (CRC) opened in Pyle on 14th March 2024, following a new licence application being submitted by our waste contractor and granted by Natural Resources Wales (NRW). A number of meetings were held with NRW and the waste contractor to ensure any issues with application were dealt with which resulted in the granting of the licence in February 2024 and subsequent opening of the site. Plans to decommission the CRC at Tythegston have not started in 2023-24 as we had planned.	Continue with plans to decommission the Tythegston Community Recycling Centre

### 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 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">DCO23.08</a> WBO5.5	Percentage of statutory sustainable drainage systems (SuDS) applications processed within 7 weeks from receipt of appropriate scheme drawings. (COMM) <b>Higher Preferred</b>	New 23-24	New 23-24	95%	100%	New 23-24	Quarterly Indicator <b>Target Setting:</b> Baseline target set to ensure effective progression of applications <b>Performance:</b> We are holding regularly meetings with SUDs colleagues to manage workloads in this area and assess upcoming deadlines to ensure targets were met.

### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO5.5.1</a>	Invest in and improve flood mitigation measures in our valleys communities to reduce the flood risk (COMM)	GREEN (Excellent)	Quarter 4: New flood prevention and culvert schemes have been completed in Station Street, Nantymoel, and Queen street, Blaengarw and have been successfully monitored for effectiveness over the winter period and inclement weather. Bids have been issued to Welsh Government for further schemes identified and grant funding approved for implementation in 2024/25. There has been additional gully clearance during winter period at historical flooding locations, and ditch cleaning operations undertaken to improve flood risk in rural areas. Additional culverts have been added to monitoring regime and additional inspections undertaken throughout winter period of the flood risk culverts, along with replacement and upgrading of culvert warning sensors at various locations.	

## 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 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">CORPB3</a> WBO6.1	Percentage of council staff completing Introduction to Equality and Diversity training (E-Learning or workbook). (ALL) <b>Higher Preferred</b>	New 23-24	12.07%	100%	47.61%	↑	Quarterly Indicator <b>Target Setting:</b> All staff to complete training <b>Performance:</b> A review of the mandatory e learning models for all staff is ongoing to ensure the most important training is carried out first as a priority and to recognise prior learning and training for some staff where appropriate.

#### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO6.1.1</a>	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 4: We have engaged with key service areas to develop a new Strategic Equalities Plan (SEP) for 2024-28. This was presented to Cabinet Committee Equalities before Cabinet gave approval to commence a formal public consultation to seek views on the proposed Strategic Equalities Objectives and ensure they reflect citizens' priorities. The consultation ran during January and February 2024 and consisted of a public survey available online through our consultation webpage and in paper format by request. The consultation was sent out to our Citizen Panel, and shared with Town and Community Councils, and the Youth Council, and in-person public engagement events were also held throughout the consultation period. Following the consultation, further work has been taking place to finalise the plan. The final draft will go to Cabinet in May for approval and work can begin on formulating an action plan with the Corporate Equalities Network.	
<a href="#">WBO6.1.2</a>	Establish new BCBC staff groups for people with protected characteristic (CEX)	YELLOW (Good)	Quarter 4: The Equalities Team worked with Human Resources to design and undertake a staff survey to identify potential staff networks groups. Following analysis of the responses the groups identified included menopause, LGBTQ+, autism/social anxiety, Welsh, mental health, lifestyle, ethnic minority, new managers, and walking outdoors. Human Resources have looked at what e-learning training we have against each of the groups and work is now underway to move these initiatives forward. Staff have been asked to contact the equalities team with expressions of interest in joining groups by the end of April so that we can start arranging group meetings.	

### 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 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">CED58</a> 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) <b>Higher Preferred</b>	New 23-24	46%	50%	49.4%	↑	Annual Indicator <b>Target Setting:</b> Target set to improve performance <b>Performance:</b> This is a slight improvement. During 2024/2025 the Council intends to improve engagement with residents to provide better information about what the Council does but also to hear about their priorities.
<a href="#">CED59(a)</a> WBO6.2	Level of engagement (Welsh / English) a) across consultations (CEX) <b>Higher Preferred</b>	New 23-24	8,267	8,268	7,946	↙	Annual Indicator <b>Target Setting:</b> To improve the level of engagement across the county borough, based on the number of people who engage in certain corporate consultations, open the digital communications bulletins, and engage with posts across all the social media platforms <b>Performance:</b> The Council adopted a new Participation and Engagement Strategy in 2023/3024 which was informed by feedback received during a consultation period. In 2024/2025 the Council will be undertaking a number of consultations and the method of engagement will be reviewed for each exercise to ensure the correct methods are used, dependent on the service area that is the subject of the consultation.
<a href="#">CED59(b)</a> WBO6.2	b) with corporate communications to residents, using the digital communications platform (CEX) <b>Higher Preferred</b>	New 23-24	795,335	795,336	972,384	↑	
<a href="#">CED59(c)</a> WBO6.2	c) across all corporate social media accounts (CEX) <b>Higher Preferred</b>	New 23-24	1,230,698	1,230,699	1,715,802	↑	



## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO6.2.1</a>	Review how we communicate and engage with residents, including children and young people to help us become more customer focused and responsive (CEX)	<b>YELLOW (Good)</b>	Quarter 4: Work has continued to strengthen our engagement methods with different groups. Engagement sessions have been carried out with pupils in schools to open further lines of communication. The engagement team continue to use different functionalities within Engagement HQ system such as ideas boards and quick poll surveys in order to reach younger audiences. Throughout the year there has been further work with our services to develop and improve the corporate website, with content constantly being reviewed and developed. For example, new webpages and content has been developed to support the drive to recruit more social care staff and social workers. We have engaged with Youth Services to improve their online presence and information available to young people. The digital communication platform is also being developed with new topics being created to increase our user numbers for specific services such as jobs, waste and recycling etc.	A new Communications manager has been appointed who is developing a communications plan for both external and internal communications, including the development of an agreed corporate narrative and a proposed comprehensive public engagement exercise this year to help shape the Council's priorities moving forward.
<a href="#">WBO6.2.2</a>	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)	<b>GREEN (Excellent)</b>	Quarter 4: Officers have undertaken numerous consultation and engagement sessions throughout the year with local communities and key stakeholders on a number of our regeneration projects. This has included engagement on the Porthcawl and Maesteg Town Centre Placemaking Plans and the Valleys Regeneration Strategy.	
<a href="#">WBO6.2.3</a>	Develop the Bridgend County Borough Council Climate Citizens Assembly to allow communities to shape our 2030 Net Zero Carbon Agenda (COMM)	<b>RED (Unsatisfactory)</b>	Quarter 4: There has been no progress here as the funding for this activity was taken as part of an MTFs saving for 24/25	Officers will now identify other methods to engage with communities on the 2030 agenda

## 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 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">CED5</a> WBO6.3	Percentage of first call resolutions (CEX) <b>Higher Preferred</b>	75.66%	<b>75.91%</b>	75.92%	<b>69.17%</b>	↙	Quarterly Indicator <b>Target Setting:</b> Target set to improve performance. <b>Performance:</b> 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 the main IVR on the telephone system is constantly reviewed to try to ensure calls are routed to the right service first time. Also whilst there is no way to help identify which inbound calls are complex, discussions are ongoing with relevant service areas to see identify how the first call resolution can be improved.
<a href="#">CED51</a> WBO6.3	Number of online transactions using the digital platform (CEX) <b>Higher Preferred</b>	New 23-24	103,347	103,348	<b>72,500</b>	↓	Quarterly Indicator <b>Target Setting:</b> To promote channel shift and to increase the number of online transactions by customers <b>Performance:</b> The volume of online transactions has been consistent this financial year. Whilst the figure is lower than the set target, it must be reminded that the previous figures were inflated due to the various forms available online for residents to complete to apply for various schemes, mainly the Winter Fuel payments. There hasn't been any adhoc government schemes this financial year so the online activity has been based on the usual online services that are available.
<a href="#">CED52</a> WBO6.3	Number of hits on the corporate website (CEX) <b>Higher Preferred</b>	New 23-24	1,398,559	1,398,560	<b>3,415,000</b>	↑	Quarterly Indicator <b>Target Setting:</b> To improve on the information and advice that is available online to support residents further <b>Performance:</b> We actively promote the website, directing residents to the site to complete online transactions and view key information. We have also created a number of new pages on the website which are receiving more views as time goes on. During 2023/24 the roadworks page received over 15,000 views. The Free menstrual products subscription page, which is a new fairly new initiative, received over 13,000 views.
<a href="#">CED53</a> WBO6.3	Percentage of staff with Welsh language speaking skills (including schools) <b>Higher Preferred</b>	New 23-24	25.5%	52%	<b>26.82%</b>	↑	Annual Indicator <b>Target Setting:</b> To improve the number of staff, including schools, with Welsh language speaking skills. <b>Performance:</b> Whilst we're under our target of 52% we have seen a 1% increase since last year on the amount of staff with Welsh language speaking skills.

<a href="#">CORPB4</a> WBO6.3	Percentage of council staff completing Welsh Language Awareness E-Learning. (CEX) (ALL) <b>Higher Preferred</b>	New 23-24	12.4%	100%	47.61%	↑	Quarterly Indicator <b>Target Setting:</b> All staff to complete training <b>Performance:</b> A review of the mandatory e learning models for all staff is ongoing to ensure the most important training is carried out first as a priority and to recognise prior learning and training for some staff where appropriate.
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## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO6.3.1</a>	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)	<b>YELLOW (Good)</b>	Quarter 4: Work continues with Awen to provide an extension of customer services to support residents accessing council services within their local communities. A pilot has been undertaken in Garw and Ogmore Valleys' libraries. The pilot proved demand in both communities was low as customers use alternative channels to access council services.	A decision will be made following AGM on how to progress with community support in the Garw and Ogmore Valleys.

## 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 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">DCO16.8</a> WBO6.4	Number of council owned assets transferred to the community for running (CATs) across the County Borough (COMM) <b>Higher Preferred</b>	11	10	15	7	↓	Annual Indicator <b>Target Setting:</b> A combination of 10 transfers ongoing being delivered and five new ones, across the County Borough <b>Performance:</b> The number of completed transfers was impacted by property issues such as land title that could not be resolved due to limitations of staff resources within the Corporate Landlord and Legal Services, further compounded by a prolonged staff absence by a member of staff due to illness.
<a href="#">DCO23.12</a> WBO6.4	Value of investment with CATs across Bridgend County Borough (COMM) <b>Higher Preferred</b>	New 23-24	New 23-24	£400,000	£624,900	Trend not applicable	Annual Indicator <b>Target Setting:</b> Level of external investment exceeds Council's CAT Fund allocations for the year. External investment target of £400K for CAT projects across County Borough. <b>Performance:</b> A total of £624,900 of inward external investment was attributed to CAT related projects against a target of £400,000 for the year. In addition, there is substantial external investment via the UK Governments Community Ownership Fund, Welsh Governments Community Facilities Programme, Sports Wales and Cymru Football Foundation already in the pipeline for 2024-25.
<a href="#">SSWB69</a> WBO6.4	Number of people supported to have their needs met in their communities by local community co-ordinators and community navigators (SSWB) <b>Higher Preferred</b>	New 23-24	New 23-24	200	395	New 23-24	Annual Indicator <b>Target Setting:</b> Baseline target set based on number of individuals being supported by BCBC local community co-ordinators who will be working in 6 locations within the county borough <b>Performance:</b> Although the number of local community co-ordinators has been increased the volume is low for whole county coverage and additional investment into these preventative roles would increase the community based support available. Three of the six new roles did not commence until quarter three. There are limitations on the numbers that can be supported at any given time particularly regarding those on the edge of care with higher complexities of need.

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO6.4.1</a>	Invest a further £400k in Community Asset Transfers and support clubs and Community Groups with equipment grants to improve and safeguard the facilities (COMM)	<b>GREEN (Excellent)</b>	Quarter 4: A total of £624,900 of inward external investment was attributed to CAT related projects against a target of £400,000 for the year. In addition, there is substantial external investment via the UK Governments Community Ownership Fund, Welsh Governments Community Facilities Programme, Sports Wales and Cymru Football Foundation already in the pipeline for 2024-25.	
<a href="#">WBO6.4.2</a>	Develop a more coordinated approach with partners to helping people find activities and groups in their communities (SSWB)	<b>GREEN (Excellent)</b>	Quarter 4: 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. There has been positive network development including opportunities for people with disabilities and additional needs, opportunities for older adults via the older adults network and network based opportunities for carers and young carers also. BAVO are supporting a range of community based networks as part of a prevention and wellbeing in communities approach.	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
<a href="#">WBO6.5.1</a>	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)	<b>AMBER (Adequate)</b>	Quarter 4: 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 to focus on including transport, housing, community support and health services, social participation, respect and social inclusion, civic participation and employment, communication and information. There has been survey work to engage older adults, programmes of older adult activity groups, cultural activities including dementia friendly sessions and support for the older persons forum to improve web information.	Continue to be a part of the Welsh Government and older persons commissioners network to inform local planning and development. Commence engagement with stakeholders and partners on draft plans.

## 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 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">DCO23.17</a> WBO7.1	New active travel routes (length in KM) (COMM) <b>Higher Preferred</b>	New 23-24	New 23-24	4km	<b>0.4km</b>	New 23-24	Annual Indicator <b>Target Setting:</b> Additional target routes for the year <b>Performance:</b> Welsh Government have significantly reduced the funding available to implement Active Travel Routes, hence the dramatic reduction in schemes achieved in 23/24 from previous years. Without this funding future schemes cannot come forward.

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO7.1.1</a>	Improve sustainable and active travel choices, including the Metrolink bus facility in Porthcawl, to increase connectivity and greener travel choices (COMM)	<b>YELLOW (Good)</b>	Quarter 4: Construction of the Metrolink bus facility is underway and has progressed well throughout the year, but has not been completed for the facility to open to commercial use within the year as planned. The new completion date will be summer 2024.	

## WBO7.2: Offering attractive leisure and cultural activities

## Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">SSWB70</a> WBO7.2	Number of visits by older adults to physical activity opportunities supported (SSWB) <b>Higher Preferred</b>	New 23-24	New 23-24	Establish Baseline	23,308	New 23-24	Annual Indicator <b>Target Setting:</b> New indicator. New approach with reductions in funding. <b>Performance:</b> 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.
<a href="#">SSWB71</a> WBO7.2	Number of individuals who commence programmes and complete 16 weeks of activity (SSWB) <b>Higher Preferred</b>	New 23-24	350	350	<b>416</b>	↑	Annual Indicator <b>Target Setting:</b> New indicator. Funding levels set by Public Health Wales. <b>Performance:</b> On target. The 16-week measure is based on a period to encourage behavioural change in those referred as an indicator. As some referrals link to a range of chronic conditions this is not always attainable due to poor health or other risks.
<a href="#">SSWB72</a> WBO7.2	Percentage of pupils who participate in three or more occasions of activity per week (FG Indicator 38 Sport Wales School Sport Survey data) (SSWB) <b>Higher Preferred</b>	New 23-24	44.6%	46%	Data not available	New 23-24	Annual Indicator <b>Target Setting:</b> New indicator. Base target set to see improvement on previous data captured by Sport Wales <b>Performance:</b> Survey not being undertaken this year. This is based on the national school sport survey that is run by Sport Wales involving primary and secondary schools but is not annual and next survey is not imminent. Bridgend has demonstrated top quartile performance in the previous survey in a range of categories including overall activity levels, after school participation and links to community activities. The surveys cover primary and secondary school ages.



<a href="#">SSWB73</a> WBO7.2	Participation in the summer reading challenge in libraries (SSWB) <b>Higher Preferred</b>	New 23-24	New 23-24	2,378	2,361	New 23-24	Annual Indicator <b>Target Setting:</b> New indicator. Target set in line with agreement with Awen <b>Performance:</b> Although performance was positive overall (less than 1% below target) the Councils changes in requirements regarding library services and reductions in investment will not see programmes such as the summer reading challenge monitored regarding performance in subsequent years
<a href="#">SSWB74</a> WBO7.2	Participation in Childrens events in libraries (SSWB) <b>Higher Preferred</b>	New 23-24	61,855	48,176	55,975	↙	Annual Indicator <b>Target Setting:</b> New indicator. Welsh Government have removed funding used to support previous higher attendances therefore base target set for new funding levels <b>Performance:</b> On target. The figures for 2022-23 will have been artificially inflated whereby additional children's library activities were funded by Welsh Government school holiday programmes that have now ceased. Also where library temporary closures have been needed for improvement works this has influenced activity programmes. The attendances have exceeded the target set for the year recognising this reduction.

### Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO7.2.1</a>	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)	<b>YELLOW (Good)</b>	Quarter 4: Good progress has been made on the Grand Pavilion project. Procurement of a specialist project management team to work alongside officers is underway, and planning and listed building consent has been approved, with work on the RIBA 4 designs continuing. An enabling works contract is slightly delayed but due to start in May to oversee the strip out and survey the building in advance of the main contract. The tender process will commence in the Summer.	
<a href="#">WBO7.2.2</a>	Develop an active leisure offer for older adults to improve physical and mental wellbeing (SSWB)	<b>GREEN (Excellent)</b>	Quarter 4: 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. Activities have included the Super Agers activity programmes in community settings, free or subsidised swimming for those 60 plus and leisure venue based fitness classes and racquet sport sessions.	Focus available resources to develop increased usage in valleys communities by older adults.
<a href="#">WBO7.2.3</a>	Increase the use of the exercise referral programme by people who may have found it hard to participate in the past (SSWB)	<b>YELLOW (Good)</b>	Quarter 4: The National Exercise Referral Scheme (NERS) programme supports people needing to exercise more or living with chronic conditions to improve lifestyle and activity rates. An exercise professional will provide personal support and ensure safe exercise regimes are followed in line with national protocols The NERS programme is operating beyond capacity and with waiting lists in place for support. Referrals are in place from all GP surgeries. There were 1658 new referrals in 2023-24 with 20,729 session attendances. 416 people completed a 16 week review of progress. Programmes include cardiac, back care, falls, stroke, mental health and the generic pathway.	Public Health Wales have changed the national approach to capturing performance of the NERS scheme which may influence the data used to monitor impact.
<a href="#">WBO7.2.4</a>	Complete the refurbishment of Pencoed library and provide investment into library services (SSWB)	<b>BLUE (Completed)</b>	Quarter 4: 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. During 23-24 there have been 26,620 visits (supporting 17,760 adult issues, 20,873 junior issues, 1,013 ICT sessions and 825 WiFi sessions, 479 new borrowers).	
<a href="#">WBO7.2.5</a>	Develop a long-term Active Bridgend plan and leisure strategy (SSWB)	<b>GREEN (Excellent)</b>	Quarter 4: 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. External support has been commissioned and engagement has been progressing in regards to leisure facility operators, schools, national governing bodies of sport, community groups and key Council personnel and external stakeholders also. The review will explore the alignment of key policy areas including community focused schools, community asset transfer, active travel, play sufficiency and the population needs assessment.	Continue stakeholder engagement to create draft plan during 24/25.

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

#### Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">DCO23.09</a> WBO7.3	Value of investment in play areas (COMM) <b>Higher Preferred</b>	New 23-24	New 23-24	£1,000,000	£54,443	New 23-24	Annual Indicator <b>Target Setting:</b> Target set in line with programme of works for the year <b>Performance:</b> We have been unable to achieve our target this year due to procurement taking longer than expected and then the lead in times for the work to commence. The work has been split into 3 lots with 8 children's play areas being refurbished in Lot 1, 8 in Lot 2 and 6 in Lot 3. Work on Lot 1 has begun. All 22 play areas are due to be refurbished in 24/25
<a href="#">DCO23.10</a> WBO7.3	Number of play areas refurbished (COMM) <b>Higher Preferred</b>	New 23-24	New 23-24	20	0	New 23-24	

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO7.3.1</a>	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/COMM)	<b>YELLOW (Good)</b>	Quarter 4: (SSWB) 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. There have been improvements to play spaces including accessibility, free school holiday programmes supported by partners, targeted activities and opportunities for young people with diverse needs and improvements made to web based information resources. (COMM) Whilst there has been slow progress during the complex procurement of this works in packages, the contracts have now all been awarded, and work has commenced on refurbishing 22 children's play areas across the County. This has included consulting local members on community needs and working with Disability Wales to ensure that inclusive play equipment is included as appropriate in schemes.	SSWB - Next full play sufficiency assessment is due for June 2025. The network group will need to support the assessment and action planning process. COMM - Deliver Phase 3 and continue Phase 4 development
<a href="#">WBO7.3.2</a>	Roll-out the Dare2Explore project in at least 1 more school (EFS)	<b>BLUE (Completed)</b>	Quarter 4: 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. Children involved in the project benefit from learning about nature and the environment at sites across Bridgend, including, Bryngarw Country Park, Trecco Bay, Kenfig Pool and Gorwelion. Children learn new skills each week, such as, safety around water, cooking skills and wildlife conservation.	
<a href="#">WBO7.3.3</a>	We will increase the range of after school music ensembles and activities to ensure more pupils benefit from this provision (EFS)	<b>BLUE (Completed)</b>	Quarter 4: By September 2023, the music service had developed a new training brass ensemble, senior wind band and string ensemble. The new training string ensemble now has regular attendance of beginner string players of all ages. As of March 2024, Bridgend Music Service began running ensemble workshop days in addition to the regular ensembles to support recruitment of members. Due to increased membership across all ensembles, this enables the two main orchestras to split into wind and string ensembles, increasing the overall number of ensembles to six.	

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

## Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">DEFS160</a> WBO7.4	Number of two-year-olds accessing childcare through the Flying Start programme. (EFS) <b>Higher Preferred</b>	New 23-24	321	500	<b>530</b>	↑	Quarterly Indicator <b>Target Setting:</b> The target reflects the positive investment made in the Phase 2A and 2B expansions of the Flying Start programme. <b>Performance:</b> The expansion of the Flying Start programme has created significant additional capacity. At the end of March 2024, there were 520 children registered at Flying Start settings in Bridgend, an increase of 249 children compared to the previous year (2022-2023). Welsh Government has funded a small expansion (26 additional Flying Start childcare places) to take place in 2024-2025.
<a href="#">DEFS162</a> WBO7.4	Percentage of non-maintained settings that are judged by Care Inspectorate Wales as at least 'good' (EFS) <b>Higher Preferred</b>	New 23-24	New 23-24	100%	<b>76.5%</b>	New 23-24	Quarterly Indicator <b>Target Setting:</b> Target set in line with Welsh Government expectations <b>Performance:</b> No further inspections have taken place in quarter 4, however, the data represents 13 of 17 funded non-maintained settings that have so far received a joint inspection. 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' joint inspection cycle.
<a href="#">DEFS163</a> WBO7.4	Percentage of eligible learners offered a free school meal (EFS) <b>Higher Preferred</b>	New 23-24	New 23-24	100%	<b>100%</b>	New 23-24	Quarterly Indicator <b>Target Setting:</b> Target set in line with government expectations <b>Performance:</b> Year 3 eligibility was successfully delivered from the start of the 2023-2024 school year and Nursery was implemented in January 2024 as planned. So far, roll-out of the UPFSM offer is on track, with further implementation planned throughout the year.

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO7.4.1</a>	Provide free school meals to all primary school learners by September 2024 (EFS)	GREEN (Excellent)	Quarter 4: Universal primary free school meals (UPFSM) has been implemented across Year 3 and Nursery pupils. Year 4 pupils have now been included in the UPFSM offer from the start of the summer term. The roll-out to Year 5 and Year 6 is on track for September 2024.	
<a href="#">WBO7.4.2</a>	Work with childminders, nurseries and others to roll-out universal childcare for all two-year-olds (EFS)	GREEN (Excellent)	Quarter 4: There has been a further increase in the children accessing Flying Start funded childcare through the expansion programme. There have been 272 additional children accessing childcare between April 2023 and March 2024 with a total of 530 children registered at quarter 4. Welsh Government has funded a small expansion (26 additional Flying Start childcare places) to take place in 2024-2025. A delivery plan has been submitted and agreed.	

## 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 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">SSWB75</a> WBO7.5	Number of people recorded as delayed on the national pathway of care (SSWB) <b>Lower Preferred</b>	New 23-24	New 23-24	71	104	New 23-24	Quarterly Indicator <b>Target Setting:</b> New national indicator which includes all reasons for delayed pathway of care. Baseline target set based on data captured for the first quarter of the year <b>Performance:</b> Implementation of Discharge to Recover and Assess pathways earlier this year has added some confusion to discharge planning- use of electronic whiteboards to record delay codes were not accessible to the social work team and affected communication. Patients and their conditions move in and out of being "assessment fit" and social workers have kept patients open for assessment to ensure timely re start of their assessments and continuity for the patients and their families. Also availability of social care capacity within the short term services fluctuates and have affected this PI. Group Manager of service area is monitoring daily and receiving weekly reports actioning as required.

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO7.5.1</a>	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 4: Dementia mapping and linking needs around the Complex Dementia Day Service and the new Memory Assessment Service. Some Cwm Taf Morgannwg University Health Board Regional Integrated Fund posts remain waiting for approval to advertise, this is having some impact on service delivery, but is being escalated through appropriate routes. We have mobilised the Age Connect Morgannwg contract with the new Dementia Connector role for Bridgend and have mobilised the Alzheimer's Disease contract for the Dementia Link Workers.	Continue to develop the Network Multi-Disciplinary Teams. Continue to escalate requests for approval of vacant posts.

## WBO7.6: Improving the supply of affordable housing

## Performance Indicators

PI Ref & Aim	PI Description and Preferred Outcome	Year End 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">CED60</a> WBO7.6	Number of additional affordable homes provided by Registered Social Landlords (RSLs) across the County Borough (CEX) <b>Higher Preferred</b>	New 23-24	110	110	64	↓	Annual Indicator <b>Target Setting:</b> This 1-year target forms part of wider programme to see an additional 500 units across the County Borough to be provided by RSLs over the next 5 years through the Welsh Government capital build scheme. <b>Performance:</b> In year 1 of the programme over £11.8 million has been committed in Social Housing Grant equating to approximately to delivering around 119 new homes. In addition, over £4 million was secured through TACP to bring approximately 33 addition homes into current stock. There have been external factors affecting the delivery of new sites e.g. NRW objections, which is not within the gift of BCBC to resolve meaning that whilst the grant has been allocated the homes will not be deliverable in the same period. Schemes can move into the next financial years due to hurdles that need to be overcome which causes delays to build commencements. A scheme of moderate size circa 30 units can take 2-3 years from planning to completion. Monthly meetings have been taking place with all RSL development teams to identify new sites at the earliest opportunity and progress sites that are already in the development programme. In addition, a quarterly Bridgend Housing Partnership



							meeting takes place with all RSL directors. We also meet with Welsh Government on a quarterly basis to discuss our development programme. We're working collaboratively with our estates team to identify opportunities in development. To try and enhance the process, regular meetings are taking place with planning colleagues and development of a process of early engagement to identify any key challenges with a scheme.
<a href="#">CED61</a> WBO7.6	Number of empty properties returned to use with local authority intervention (CEX) <b>Higher Preferred</b>	New 23-24	5	5	6	↑	Annual Indicator <b>Target Setting:</b> This is a challenging environment and maintaining current performance is proposed <b>Performance:</b> The Empty Properties Group work with property owners via the Empty Properties Strategy with a focus on the top 20 properties as identified.

## Commitments

Code	Commitment	Status	Progress this period	Next Steps
<a href="#">WBO7.6.1</a>	Increase the number of affordable homes in Bridgend County Borough in partnership with Welsh Government and social landlords (CEX)	GREEN (Excellent)	Quarter 4: Monthly meetings have continued with the development teams with 6 RSL's currently developing in the area. We've recently incorporated representation from Strategic Asset Management for efficiency in bringing new sites forward for development and specialist insight. Monthly meetings continue to be held with planning colleagues and development of a system whereby consultation with them takes place on potential development sites prior to a pre planning application being submitted. Quarterly meetings take place with all RSL's and Welsh Government collectively and Bridgend Housing Partnership meeting takes place quarterly with CEO's etc of all RSLs collectively. TACP funding was fully utilised for this financial year and 11 million worth of social housing grant committed for development. The Welsh Government Leasing scheme has been adopted with a small portfolio of accommodation already in use.	
<a href="#">WBO7.6.2</a>	Get a better understanding of housing and support needs and work with social landlords to provide homes to suit those needs (CEX)	GREEN (Excellent)	Quarter 4: A 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. Separate meetings have been arranged with the primary stock holding authority to look at specific supported accommodation needs and visits have taken place to one of our supported accommodation projects. Accommodation has been transferred under a lease agreement to support providers by RSL's for the purpose of supported and temporary accommodation.	
<a href="#">WBO7.6.3</a>	Improve the way we deal with empty homes (CEX)	YELLOW (Good)	Quarter 4: The Empty Properties Loan Scheme is nearing completion. The Empty Properties Working Group targets the Top 20 empty properties in the Borough. Of the top 20 properties, 2 are sold, 3 are under renovation and 2 properties have completed on probate. 2 properties have been served with an enforcement notice. There have been 3 successful prosecutions and a further prosecution pending. 1 work in default completed. The remaining properties are subject to informal action. Work also continues on properties outside the top 20 utilising the 5-stage escalation letter process and enforcement provisions. The Empty Properties working group is also working with a Welsh Government Industry Expert who is supporting the working group to provide a coordinated approach to towards a remediation strategy for the top 20 empties this is around implementing further powers with regard to Enforced Sale and Compulsory Purchase.	

## Ways of Working

### Performance Indicators (not included in WBO)

PI Ref, PI Type	PI Description and Preferred Outcome	Year End 21-22	Year End 22-23	Target 23-24	Year End 23-24 & RYAG	Direction vs year end 22-23	Performance this period
<a href="#">CHR002</a> <a href="#">(PAM/001)</a> WOW	The number of working days/shifts per full-time equivalent (FTE) local authority employee lost due to sickness absence (ALL) <b>Lower Preferred</b>	12.36 days	13.20 days	No target	12.37 days	↑	Quarterly Indicator <b>Target Setting:</b> To reduce sickness levels across the organisation <b>Performance:</b> Overall sickness levels have improved from 22/23.
<a href="#">CORPB5</a> WOW	Percentage of staff that have completed a Personal Review/Appraisal (excluding school staff) (ALL) <b>Higher Preferred</b>	N/A	58.05%	80%	60.89%	↑	Annual Indicator <b>Target Setting:</b> Target set to ensure all eligible staff have an annual review. <b>Performance:</b> The annual target has not been achieved this year, however, there has been an improvement of 2.84% from the previous year. More comms and targeted data is being used to support managers in completing appraisals whilst also recognising those that are on probation.
<a href="#">DCO16.9</a> WOW	Realisation of capital receipts targets (COMM) <b>Higher Preferred</b>	£48,840	£3,710,000	£0	N/A	Trend not applicable	Quarterly Indicator <b>Target Setting:</b> Target set in line with disposal programme <b>Performance:</b> No disposals identified or undertaken in year. A number of larger development opportunities are currently being brought to the market; including Maesteg Ewenny Road, The Crescent and Leisure sites in Porthcawl, Ravens Court, 52 Chilcott Avenue and land at Bettws allowing the 24/25 disposal strategy and capital receipts target to be updated.

<a href="#">DCO19.02</a> WOW	Percentage of full statutory compliance across BCBC operational buildings (COMM) <b>Higher Preferred</b>	64.4%	78.6%	100%	84.9%	↑	Quarterly Indicator <b>Target Setting:</b> Target set to achieve full compliance <b>Performance:</b> Target will always remain at 100%. The overall compliance with all compliance related items (statutory, non-statutory, safety critical and non-safety critical) have all improved in 23/24 with the year-end figure of 84.9% reported. Overall compliance did exceed 90% during the year however it has dropped as a number of compliance contracts have been retendered and new contractors appointed and currently mobilising. The compliance team has benefitted from the appointment of an Apprentice Compliance Officer, and this is allowing greater data capture and improvements to be made.
<a href="#">DCO23.14</a> WOW	Percentage of statutory compliance across BCBC operational buildings (big 5) (COMM) <b>Higher Preferred</b>	New 23-24	New 23-24	100%	93.5%	New 23-24	Quarterly Indicator <b>Target Setting:</b> Target set to achieve full compliance <b>Performance:</b> Statutory (Big 5) Compliance target will always remain at 100%. Big 5 compliance has increased by approximately 20% in year benefiting from the appointment of a legionella officer and new water risk management surveys being contracted and undertaken. Further improvements targeted in 24/25 with further water risk assessments being completed and new contracts awarded for other big-5 compliance servicing requirements. The compliance team has benefitted from the appointment of an Apprentice Compliance Officer, and this is allowing greater data capture and improvements to be made
<a href="#">DOPS34 (a)</a> WOW	Percentage availability of a) voice and data network <b>Higher Preferred</b>	100%	100%	99.99%	100%	↔	Quarterly Indicator <b>Target Setting:</b> Target set to maintain good performance <b>Performance:</b> On target and continuing to perform well
<a href="#">DOPS34 (b)</a> WOW	b) storage area network (core computing) <b>Higher Preferred</b>	100%	100%	99.99%	100%	↔	Quarterly Indicator <b>Target Setting:</b> Target set to maintain good performance <b>Performance:</b> On target and continuing to perform well
<a href="#">DOPS34 (c)</a> WOW	c) core applications (as defined in the ICT Strategy), central printers and multi-functional devices and network connected devices (CEX) <b>Higher Preferred</b>	99.96%	99.99%	99.9%	99.96%	↙	Quarterly Indicator <b>Target Setting:</b> Target set to maintain good performance <b>Performance:</b> Despite achieving our target, we have seen a slight downward trend compared to 22/23. This is down to the complete ICT outage on Monday July 23rd 2023.
<a href="#">DRE6.1.1</a> WOW	Percentage budget reductions achieved (Overall BCBC budget) (CEX/ALL) <b>Higher Preferred</b>	96.3%	72.1%	100%	90.57%	Trend not applicable	Quarterly Indicator <b>Target Setting:</b> Target retained at maximum <b>Performance:</b> Our position has improved slightly in that of the 2023-24 savings target of £2.608 million, £2.362 million has been achieved (90.57%). The most significant reduction proposals not achieved in full are:- • EDFS1 – Delegation of school transport responsibilities to The Bridge Pupil Referral Unit (£40,000). 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 (£50,000). Public consultation on this proposal was undertaken between the 30 June and 12 September 2023, with the outcome reported to Cabinet on the 21 November 2023, when the proposal was approved. A marginal saving was made in 2023-24, with the full saving being realised in 2024-25. • COM 2 – Charging Blue Badge Holders for parking (£40,000). The traffic management team have been engaged in the introduction of the national speed limit in built up areas, and therefore the saving proposal was not achieved in 2023-24 due to the resource required to introduce this change first. • COM5 – commercially let a wing of Ravens Court to a partner organisation or business (£120,000) – 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 year-end spend.