

Corporate Performance Dashboard

Quarter 3 2024-25



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



KEY:

How will we mark or score ourselves

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

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

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

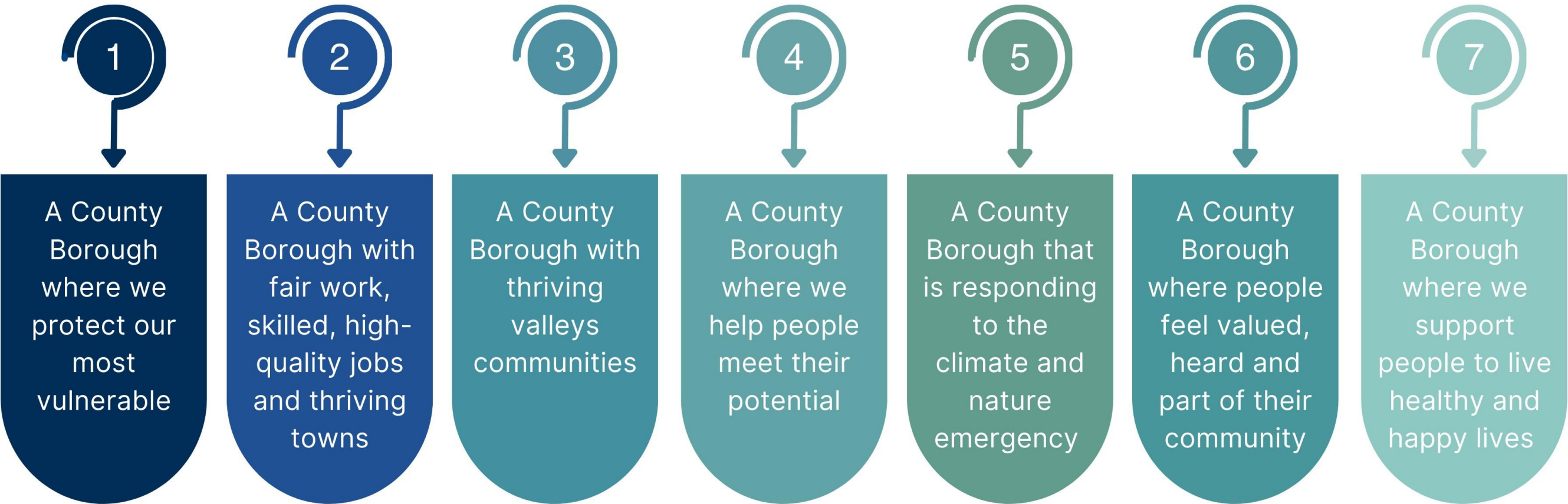
Trend	Meaning
	Improved performance
	Maintained performance (includes those at maximum)
	Declined performance (by less than 10%)
	Declined performance (by 10% or more)

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

	Directorate Responsible
ALL	All Directorates
CEX	Chief Executives Directorate
COMM	Communities Directorate
EEYYP	Education, Early Years, and Young People Directorate
SSWB	Social Services and Wellbeing Directorate

OUR CORPORATE PLAN - AT A GLANCE

OUR 7 WELLBEING OBJECTIVES-



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, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CH/026 CP WBO1.1	Safe reduction in the number of children on the child protection register. (SSWB) Lower Preferred	189	175	125	175	94	203	↑	Quarterly Indicator Target Setting: Target set to see continued reduction following significant increase in 2022-23. Performance: We continue to reduce our Child Protection figures and to provide reassurance around our decision making. We are undertaking audit and dip sample activity. This is reported in Silver and Quarterly Group Manager Presentations.
DEFS29 CP WBO1.1	Percentage of completed TAF (Team Around the Family) support plans that close with a successful outcome. (SSWB) Higher Preferred	83%	87%	81%	87%	80%	82%	↙	Quarterly Indicator Target Setting: To continue to improve performance. Performance: Performance slightly reduced but not of concern with it being in line with previous years. However, the Family Support Services Manager will monitor this with Central Grants Team moving forward.
SSWB38a CP WBO1.1	Percentage of reablement packages completed that: a) reduced the need for support Higher Preferred	14.32%	18%	17.62%	18%	17.84%	15.75%	↑	Quarterly Indicator Target Setting: The resetting of the reablement programme will increase the number of individuals going through reablement and maintain / reduce the need for support. Performance: The service have observed that the level of dependency of the people going through reablement has increased therefore making it difficult in some cases to reduce the need for support. Also see other performance measures for reablement.
SSWB38b CP WBO1.1	b) maintained the same level of support Higher Preferred	13.79%	14%	15.86%	14%	17.25%	12.45%	↑	Quarterly Indicator Target Setting: The resetting of the reablement programme will increase the number of individuals going through reablement and maintain / reduce the need for support. Performance: Remains on target.
SSWB38c CP WBO1.1	c) mitigated need for support. (SSWB) Higher Preferred	66.58%	68%	55.95%	68%	54.09%	62.77%	↓	Quarterly Indicator Target Setting: The resetting of the reablement programme will increase the number of individuals going through reablement and maintain / reduce the need for support. Performance: There are challenges with mitigating need for support due to levels of complexity and frailty of people accessing reablement, coupled with some identified training needs for staff which is influencing performance outcomes.
SSWB76 CP WBO1.1	Total number of packages of reablement completed during the year. (SSWB) Higher Preferred	377	400	227	300	342	274	↑	Quarterly Indicator Target Setting: The resetting of reablement programme will increase demand. Performance: Positive evidence that the directorate continues to promote strengths based working and promoting independence. Please note this is a cumulative target and we are on track to achieve the 400 by year end.
SSWB39 CP WBO1.1	Safe Reduction in the number of Care Experienced Children. (SSWB) Lower Preferred	370	350	359	350	340	383	↑	Quarterly Indicator Target Setting: Target set to see continued reduction in numbers reflective of pre-pandemic levels. Performance: We have exceeded target and continue to work with families who are ready for care order discharge or reunification.
SSWB55a CP WBO1.1	Percentage of carers who were offered a carer's assessment in a) Children's Higher Preferred	100%	100%	100%	100%	100%	100%	↔	Quarterly Indicator Target Setting: Target set to see all eligible carers offered an assessment Performance: On target (85 out of 85 offered)

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
SSWB55b CP WBO1.1	b) Adults. (SSWB) Higher Preferred	No Data	100%	94.21%	100%	94.56%	No data	Trend not available	Quarterly Indicator Target Setting: Target set to see all eligible carers offered an assessment Performance: 1078/1140 offered a carers assessment that was recorded on the system. A carers plan has been developed that seeks to improve this performance target.
SSWB57 CP WBO1.1	Percentage of enquiries to the Adult Social Care front door which result in information and advice only. (SSWB) Higher Preferred	74.88%	75%	85.17%	75%	85.19%	73.5%	↑	Quarterly Indicator Target Setting: A new Early, Intervention and Prevention operating model has been implemented at the front door to manage adult social care. Performance: Continuing improvement evidencing the day-to-day use of strength based outcome focussed model of practice.
SSWB61a CP WBO1.1	Number of people who access independent advocacy to support their rights within: a) children's social care Higher Preferred	64	130	24	99	31	33	↙	Quarterly Indicator Target Setting: To reflect predicted demand. Performance: There has been a decreasing trend in the number of children eligible for the Active Offer (a 56% reduction during Q1 to Q3 of 2024-25 compared to the same period last year). This is due to a reduction in the number of children becoming care experienced and those being subject to an Initial Child Protection Conference. Focused work to increase the provision of the active offer for eligible children has been undertaken and consequently current data for 2024-25 has seen an increase in performance with 47% (53) of eligible children at Q3 being referred, compared to 27% in 2023-24.
SSWB61b CP WBO1.1	b) Adult's social care. (SSWB) Higher Preferred	87	180	30	135	52	102	↓	Quarterly Indicator Target Setting: To improve performance. Performance: The advocacy groups are operating at capacity, largely with ongoing casework, this is restricting their ability to pick up new referrals. The service will undertake a review of the delivery of this contract to reflect current demands and the service specification contained in the contract.
SSWB78a CP WBO1.1	Timeliness of visits to a) children who are care experienced Higher Preferred	85.31%	87%	87.86%	87%	87.99%	82.70%	↑	Quarterly Indicator Target Setting: To continue to improve performance and reflect the challenges there have been linked to recruitment and retention. Performance: Performance has been maintained into quarter 3. Clear processes are now in place and have been maintained.
SSWB78b CP WBO1.1	b) children on the child protection register. (SSWB) Higher Preferred	86.77%	87%	87.8%	87%	88.95%	85.17%	↑	Quarterly Indicator Target Setting: To continue to improve performance and reflect the challenges there have been linked to recruitment and retention. Performance: Performance continues to improve in this area which relates to a more stable workforce and understanding of roles and responsibilities.

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO1.1.1	Continue to improve early help services by increasing the number of team around the family (TAF) interventions that close with a positive outcome (SSWB)	YELLOW (Good)	Quarter 3: Early Help services and specifically the Family Support worker role are being reviewed by the Family Support Services Manager, to determine whether the approach ensures families leave the service in a more positive way than when they accessed support. Single Point of Access for Children's Emotional Wellbeing and Mental Health (SPACE) wellbeing panels which provide a no wrong door approach to accessing emotional health and wellbeing services are being considered. Investment via the Regional Integration Fund will be required to implement. Further work is being undertaken to implement a local early help panel to ensure families access support in a timely way.	Family Support Worker roles to adapt their approach and to be more short term intensive focussed, to enable families to leave the service in a timely way. Regional SPACE wellbeing panel and local early help panel to be implemented so there is 'no wrong door' for access to the right prevention and wellbeing services.

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WBO1.1.2	Help communities become more resilient, so more people will find help / support they need in their community. (SSWB)	AMBER (Adequate)	Quarter 3: Adult services have implemented an Early Intervention and Prevention Hub which continues to develop and embed. The recruitment to a post within the management structure has added additional opportunities to support staff in implementing the strengths-based practice model in their day-to-day conversations with individuals. The working relationship with local community coordinators continues to strengthen.	Recruit to vacant posts. Continue working and developing staff skills and knowledge within Early Intervention and Prevention Hub.
WBO1.1.3	Support the wellbeing of unpaid carers, including young carers, to have a life beyond caring (SSWB)	GREEN (Excellent)	Quarter 3: The Prevention and Wellbeing Service is actively supporting 510 young carers. One of the Young Carer Ambassadors has played a pivotal role in the development of the Bridgend Young Carers Network providing valuable support in various and diverse capacities. Currently, the network is collaborating with existing Young Carer Ambassadors while actively recruiting additional ambassadors to help expand the network and contribute to the planning of the next event. In relation to the Bridgend Carers Wellbeing Service, number of referrals received - 144, supported carers - 333, signposted – 1168, and provided information, advice and assistance to - 718. 30 referrals to BCBC for full carers assessments. The service continues to meet needs based on volume of engagement. During Q3 our partnership with Cwmpas saw work with carers and partners to record the powerful connected carers song called "Who Cares?". There has been an additional 4 Connecting Carers sessions, with opportunities now in Bridgend, Maesteg, North Cornelly, Porthcawl in addition to the existing Brackla and Bettws programmes.	Young Carers Network Group to increase the number of Young Carer Ambassadors. To create a series of short advocacy films for schools aimed at staff. Develop the relationships with young carers and adult and parent carers groups. . Continue to grow the use of co-productive approaches to inform community opportunities. Any learning developed from the social innovation approach being progressed could be beneficial for other service review processes. Understand impact in reduction of Shared Prosperity Funding for future years which will impact on the work stream.
WBO1.1.4	Improve Children's Services by delivering the actions in our three-year strategic plan (SSWB)	YELLOW (Good)	Quarter 3: Governance and oversight arrangements continue. Action plan was last presented at Cabinet Corporate Parenting Committee in January 2025. Good progress has been made to increase workforce stability. This means there is now less than 10% agency in children's social work teams. This improvement has been made by strong leadership of a range of actions to improve retention and recruitment including focus on good practice levels of social work caseloads, supportive management, a clear practice model, social work support officers, 'grow our own' social workers, international recruitment and enhanced marketing capacity. A Workforce Planning and Performance Board chaired by the Director is overseeing work to both continuously improve performance and plan the workforce of the future. Signs of Safety continues to be embedded across the service. This is having a positive impact on outcomes with reductions in Child Protection Numbers and Care-experienced children.	Continue to implement and monitor the three year plan.
WBO1.1.5	Improve adult social care with a new three-year strategic plan to tackle physical and mental health impacts of Covid-19 on people with care and support needs, and our workforce (SSWB)	YELLOW (Good)	Quarter 3: Approval by Cabinet and ongoing monitoring mechanisms in place.	Robust monitoring and reporting arrangements developed to oversee progress against the plan at a senior level in the directorate. This includes the Financial Recovery Board and, the Social Services Improvement Board. The next quarter should see the reduction in current spending levels and a formal evaluation of the operating model. Adults weekly quality assurance outcomes panel continues to establish trends and practice development needs and actions taken when appropriate.
WBO1.1.6	Change the way our social workers work to build on people's strengths and reflect what matters to our most vulnerable citizens, the relationships they have and help them achieve their potential (SSWB)	YELLOW (Good)	Quarter 3: Citation of the practice models for Adult Social Care and Children and Family Services included within monthly Quality Assurance (QA) has been monitored and triangulated within thematic meetings between the QA officer and social work management teams. This has led to an increase in citation of the respective practice model's and identification of gaps in how feedback is captured in a meaningful way.	Creative approaches to evaluation that capture the voices of individuals are being explored. A test team within Children and Family Services that will gather individual's stories of change and experience is being developed with the support of the DEEP Insight Collective* via Social Care Wales. Meaningful, qualitative questionnaires developed from evidence-based resources are also being tested within Adult Social Care teams to offer individuals alternative opportunities to share their views and feelings.
WBO1.1.7	Address the gaps in social care services such as care and support at home,	AMBER (Adequate)	Quarter 3: We have undertaken an accommodation mapping exercise across Adult Social Care, the findings of which were reported to a members briefing session in January 2025. This briefing included findings/gaps in provision, as well as proposals	Following the Member Briefing in Jan 25, we will consider feedback received from the Member briefing and be reporting to Cabinet in March 25, seeking approval to further scope out,

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	specialist care homes for children and adults and recruiting more foster families (SSWB)		moving forward, broken down into short, medium and longer-term timeframes. A draft Children and Families Placement Commissioning strategy has been submitted to Welsh Government and has been presented to Cabinet and Corporate Management Board (CCMB). A business justification case has been endorsed approving initially 2 homes, the acquisition of one home is underway and a fostering programme board is set up and will focus on recruitment, retention, and support foster carers.	and develop options appraisals and business cases (as required) for the proposals identified as part of the review. To continue to develop and mobilise children's residential as set out in the business justification case and secure any capital and revenue available to support growth and establish the board.
WBO1.1.8	We will ensure that children and families access support from the right service at the right time with the aim of preventing their needs from escalating (SSWB)	YELLOW (Good)	Quarter 3: Early Help is now part of Social Services and Wellbeing. We have already seen improved working between hubs due to better alignment to practice models. This has increased opportunities for step down cases into Early Help following statutory services	Continue to look at referral routes into Early Help and preventative services to ensure families access No Wrong Door.

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

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CED43 CP WBO1.2	Percentage of people supported through FASS (Financial Assistance and Support Service) where support has resulted in increased income through claims for additional/increased benefits and allowances. (CEX) Higher Preferred	92%	85%	96%	85%	96%	90%	↑	Quarterly Indicator Target Setting: Target set to maintain good performance. The 'drop in' and 'outreach' approach is proving positive in people coming forward for support early and therefore improving outcomes. Performance: Target achieved. The service continues to see high numbers of residents requiring financial support. This period the service has seen an increase in clients migrating over to Universal credit and needing support with making the initial claim thus ensuring they are claiming the correct entitlement
CED44 CP WBO1.2	Percentage of people supported through FASS who have received advice and support in managing or reducing household debt. (CEX) Higher Preferred	93%	85%	88%	85%	90%	92%	↓	Quarterly Indicator Target Setting: Target set to maintain good performance. The 'drop in' and 'outreach' approach is proving positive in people coming forward for support early and therefore improving outcomes. Performance: Target achieved. Debt remains a priority service in general. CAB have seen a rise in both council tax arrears and credit card debt in the last six months, with 90% of individuals supported to reduce their debt or put plans in place to manage the debt. Performance is slightly down compared to the same period last year; however, the target has been exceeded, and due to the nature of this indicator this doesn't reflect a decline in the performance of the service. CAB can only support and advise those who actually want help, and not all individuals who engage in their support will follow the process through to be recorded as a positive exit outcome

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO1.2.1	Support eligible residents to receive financial help through the Council Tax Reduction Scheme. (CEX)	GREEN (Excellent)	Quarter 3: Council Tax Reduction (CTR) is promoted via the Council's website and in the notes of every Council Tax demand notice. The Service offers numerous ways of applying for CTR, including via Universal Credit claims, digital and paper claims, and supports the most vulnerable through home visits. The average time taken to process a new claim for CTR is currently 19 days. Bridgend CBC has been invited to participate in Welsh Government's Local Authority Benefit Take-up Pilot. They have committed to funding a 12-month use of a data analytical tool, to assess the extent it helps in identifying unclaimed benefits. During the pilot, up to 12 local authorities will be able to use the tool to interrogate their datasets in order to identify residents who are missing out on their entitlements to financial support. The local authority will be able to undertake targeted campaigns at key points in the year where they contact residents encouraging them to claim their entitlements.	

Code	Commitment	Status	Progress this period	Next Steps
WBO1.2.2	Raise awareness of financial support available to residents (CEX)	GREEN (Excellent)	Quarter 3: The Citizens Advice Bureau (CAB) continued provision of FASS (Financial Assistance and Support Service) into the new contract term, following the re-tender completed in Q2. Service provision without disruption for the end user has remained in place to ensure the best outcomes are achieved. See CED43 and CED44 (above) for FASS performance in Q3.	

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

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DOPS39 CP WBO1.3	Percentage of people presenting as homeless or potentially homeless, for whom the Local Authority has a final legal duty to secure suitable accommodation. (CEX) Lower Preferred	29%	10%	21.9%	10%	25.9%	30%	↑	Quarterly Indicator Target Setting: 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. Performance: The duty to accommodate everyone that presents as homeless and in need of emergency accommodation continues to result in a higher number of final duties being accepted. Due to the housing crisis, housing need outweighs stock in the social housing sector, together with the private housing sector still largely being an unfeasible solution due to high market rental costs, homelessness prevention and relief continues to be hindered as a result. Complexities of those we support remains a challenge which often means we are unable to prevent or relieve homelessness as there is multi agency input required to achieve settled accommodation or supported accommodation which is again in a demand which outweighs provision. During Q3 448 homeless applications were taken, 406 were taken in the same period in 2023 which demonstrates the continued increase in persons presenting to the authority.
PAM/012 (DOPS15) CP WBO1.3	Percentage of households threatened with homelessness successfully prevented from becoming homeless. (CEX) Higher Preferred	11%	20%	22.1%	20%	24.7%	11%	↑	Quarterly Indicator Target Setting: Target set at 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. Performance: Target achieved

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO1.3.1	Continue to improve our housing and homelessness service to reduce homelessness across the borough through implementation of the agreed action plan (CEX)	YELLOW (Good)	Quarter 3: Monthly meetings take place with Registered Social Landlord (RSL) development teams, working collaboratively to increase affordable housing supply in the Borough. Development can change frequently throughout the 3 year programme. Current allocation of Social Housing Grant is £34,891,388 with additional schemes to be brought forward. In addition to the primary capital programme, additional affordable homes were acquired through £3.8 million Transitional Capital Grant funding. A third property is in the process of being purchased.	

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

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DEFS170 CP WBO1.4	Percentage of new local authority individual development plans (IDPs) delivered using the online IDP system. (EEYYP) Higher Preferred	New 24-25	100%	0%	100%	0%	New 24-25	New 24-25	Quarterly Indicator Target Setting: All IDPs should be transferred to the new IDP system at the earliest opportunity to ensure adherence to the Additional Learning Needs and Education Tribunal (Wales) Act. Performance: A live trial of the online IDP has taken place which identified some system issues meaning we are currently unable to extract IDPs from the system. Work is ongoing with Gwynedd Council to address these issues before implementing a new process across all schools and settings. Further roll-out to schools will progress during the spring term.
DEFS171 CP WBO1.4	Number of pupils on the waiting lists for specialist provision. (EEYYP) Lower Preferred	23	10	13	15	30	23	↓	Quarterly Indicator Target Setting: Placing pupils in specialist provision at the earliest opportunity ensures that all of their educational needs are met. Throughout the year the waiting lists may fluctuate as pupils can be added at any time. We aim to see a trend of decreasing numbers on the waiting list over time. This target is the end-of-year target. Performance: Waiting lists have increased from Q2 due to an increase in the requirement for specialist provision. An Access to Education Panel took place in December 2024 and a total of 32 pupils were referred for discussion. 21 pupils were identified for specialist provision and added to waiting lists. Four pupils that were placed on the waiting list at the last meeting have now been offered provision. Officers continue to look for solutions of support to maintain current placements wherever possible.
DEFS172 CP WBO1.4	Percentage of year 9 pupils with Additional Learning Needs (ALN) with a transition plan in place, that have had an annual review by 31 March of each current school year.(EEYYP) Higher Preferred	New 24-25	100%	Annual Indicator - To be reported at quarter 4 (Q4)					

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO1.4.1	Implement the online IDP (Individual Development Plan) system for local authority and school-based IDPs (EEYYP)	RED (Unsatisfactory)	Quarter 3: A live trial of the online IDP system has taken place. Some system issues were identified meaning IDPs cannot be issued from the system and work is ongoing with Gwynedd Council to address this. Further roll-out to schools will progress during the spring term. Full implementation of the system has been delayed by this work but we continue to enter data into the system.	We will continue to work with Gwynedd Council to overcome some system issues before implementing a new process across all schools and settings. Once all IDPs are stored on the Gwynedd system, we will provide access to the Education Engagement Team to develop online personal education plans (PEPs) for care-experienced children.
WBO1.4.2	Develop a five-year plan to meet increasing demand on support services, specialist provision and schools (EEYYP)	YELLOW (Good)	Quarter 3: The Additional Learning Needs (ALN) capacity analysis is in progress, and the final placement panels are ongoing. These will determine the needs of the children and whether specialist provision is required. The first draft plan has been prepared but we are awaiting the ALN capacity and analysis data to complete.	

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

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CH/003 CP WBO1.5	Children's safeguarding referrals – decision making in 24 hours. (SSWB) Higher Preferred	99.69%	100%	99.93%	100%	99.95%	99.67%	↑	Quarterly Indicator Target Setting: To continue to improve performance and ensure children are protected from harm. Performance: Whilst we are off target, this equates to only 5 contacts out of 10660 which were screened outside of the statutory 24-hour timescale. Performance has improved compared to last year.
CORPB1 CP WBO1.5	Percentage of council staff completing mandatory safeguarding training (e-learning or workbook) (ALL) Higher Preferred	82.73%	100%	81.51%	100%	84.72%	80.03%	↑	Quarterly Indicator Target Setting: All staff to complete mandatory training Performance: This module is mandatory for all staff. Quarterly non-completion reports are provided to service managers via Directorate L&D Representatives. Responsibility for completion is down to the individual and their manager. This module is promoted for new starters via the Corporate Induction Framework and is not linked to level or role.
SSWB63 CP WBO1.5	Average waiting time (in days) on the Deprivation of Liberty Safeguards (DoLS) waiting list (SSWB) Lower Preferred	16 days	16 days	30 days	16 days	24 days	20 days	↓	Quarterly Indicator Target Setting: To maintain good performance within existing resources. Performance: Best Interest Assessment training has now been completed where 26 BCBC staff attended this training. Allocations will be staggered; however, it is anticipated this will support with reducing the numbers. We also have a full time DoLS assessor starting Monday 3rd February.
SSWB77 CP WBO1.5	Percentage of Adult safeguarding inquiries which receive initial response within 7 working days (SSWB) Higher Preferred	81.85%	85%	76.47%	85%	77.09%	83.66%	↙	Quarterly Indicator Target Setting: To continue to improve performance and ensure adults are protected from harm. Performance: This continues to be an area we are working on and developing in the team. A process is now in place for weekly updates however timescales have been impacted due to sickness meaning higher allocations for the team and reduced capacity.
SSWB62 CP WBO1.5	Percentage of child protection investigations completed within required timescales (SSWB) Higher Preferred	77.78%	75%	Annual Indicator - To be reported at Q4					

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO1.5.1	Work as One Council to effectively safeguard children and adults at risk (SSWB)	YELLOW (Good)	(SSWB) Quarter 3: The Corporate Safeguarding Board oversees corporate safeguarding performance and reports to CCMB. This ensures there is good and effective information sharing on the key safeguarding issues across the Council including risks and issues that emerge and that can be better managed by working together as one Council. Key activities in quarter 3 include the consideration of the safeguarding risks of cybercrime, significant assurance work following reductions in the child protection register, a focus on school exclusions and associated safeguarding issues. (EEYYP) Quarter 3: A representative from the Education, Early Years and Young People Directorate consistently attends the Corporate Safeguarding Board. Updates have been made to the model School Safeguarding Policy to align with changes made to local authority policy and protocol. Group B and Group C safeguarding training requires review to align with the Social Care Wales training packs developed to ensure that the training is consistent with safeguarding responsibilities set out in legislative framework. A designated safeguarding lead forum has been scheduled for April 2025.	A safeguarding self-assessment tool has been developed and will be implemented across all Council directorates.
WBO1.5.2	Safeguard children, young people and adults at risk of exploitation (SSWB)	GREEN (Excellent)	Quarter 3: The exploitation service will be restructured to increase the offer to children and young people at risk of exploitation. There is a regional strategy in place that is monitored via a regular working group to ensure it is achieving its intended outcomes.	Work with regional partner to implement the regional exploitation strategy and practice guidance.

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

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CED45(a) CP WBO1.6	The average number of calendar days taken to deliver a Disabled Facilities Grant (DFG) for: a) low level access showers Lower Preferred	668 days	210 days	780 days	210 days	807 days	629 days	↓	Quarterly Indicator Target Setting: Backlog of works due to the impact of CV19 is still significantly affecting our ability to improve performance or record a meaningful baseline for each category. Therefore, we will continue to use our original aspiration of 210 days as an initial baseline. Performance: We continue to work through the pipeline of referrals, where referrals have been deemed a priority by occupational therapist these are escalated. Referral dating back to 2020 are currently being certified during the period and significantly impacting PIs. Budget has been brought forward from 2025-26 in order to maintain the completion of referrals within this financial year, as the budget for 2024-25 has been utilised.
CED45(b) CP WBO1.6	b) Stair lifts Lower Preferred	346 days	210 days	541 days	210 days	526 days	325 days	↓	
CED45(c) CP WBO1.6	c) ramps Lower Preferred	694 days	210 days	1,138 days	210 days	1,059 days	455 days	↓	
CED45(d) CP WBO1.6	d) extensions (CEX) Lower Preferred	917 days	210 days	1,221 days	210 days	1,124 days	892 days	↓	
DOPS41 CP 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) Higher Preferred	98%	98%	100%	98%	99%	96.15%	↑	Quarterly Indicator Target Setting: Target retained. To continue to achieve a positive outcome for grant recipients in living more independently. Performance: A slight downturn in results due to one resident reporting "neither" as a response. The team are attempting to speak with the resident for further clarity

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO1.6.1	Improve the process and access to grants for older and disabled people who need to make changes to their home (CED)	YELLOW (Good)	Quarter 3: The Disabled Facilities Grant (DFG) Procurement framework is now live. Budget is fully committed to the end of March 2025, including the £500k brought forward from 2025/26. The structure review for the Housing Renewal Team is still ongoing.	

WBO1.7: Support partners to keep communities safe

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CED46 CP WBO1.7	Number of instances where CCTV supports South Wales Police in monitoring incidents. (CEX) Higher Preferred	944	944	449	708	736	733	↑	Quarterly Indicator Target Setting: To continue supporting South Wales Police in actively monitoring CCTV incidents across Bridgend County Borough Performance: There were 287 CCTV incidences in Q3 where the CCTV Operatives supported both south Wales Police and local retailers to actively monitor CCTV cameras
CED62 CP WBO1.7	Percentage of Assia service users reporting increased feelings of safety at their exit evaluation. (CEX) Higher Preferred	New 24-25	100%	96.81%	100%	98%	New for 24-25	New for 24-25	Quarterly Indicator Target Setting: New PI – 100% target. Safety planning, targeting hardening and safety measures carried out with all service users throughout support and before exiting the service

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
									Performance: In Q3 100% of adults assessed reported increased feelings of safety. This has improved the overall cumulative figure from 96.81% at Q2 to 98%.
CED63 CP WBO1.7	Percentage of high risk domestic abuse victims / public protection notices received by the service contacted within 48 hours. (CEX) Higher Preferred	New 24-25	100%	100%	100%	100%	New 24-25	New for 24-25	Quarterly Indicator Target Setting: New PI – 100% target. Contact within 48 hours is identified best practice (in line with Leading Lights accreditation) Performance: Target achieved
CED64 CP WBO1.7	Percentage of medium risk domestic abuse victims / public protection notices received by the service contacted within 72 hours. (CEX) Higher Preferred	New 24-25	100%	100%	100%	100%	New 24-25	N/A	Quarterly Indicator Target Setting: New PI – 100% target. Contact within 72 hours is identified best practice (in line with Leading Lights accreditation) Performance: Target achieved
CORPB2 CP WBO1.7	Percentage of council staff completing Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) training (Level 1) (ALL) Higher Preferred	75.54%	100%	75.27%	100%	75.58%	75.14%	↑	Quarterly Indicator Target Setting: All staff to complete mandatory training Performance: This module is mandatory for all staff. Quarterly non-completion reports are provided to service managers via Directorate L&D Representatives. Responsibility for completion is down to the individual and their manager. This module is promoted for new starters via the Corporate Induction Framework and is not linked to level or role.

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO1.7.1	Regionalise the Community Safety Partnership (CSP), creating a single CSP covering the three respective local authority areas, providing strategic oversight for VAWDASV, Contest & Serious Violence (CEX)	GREEN (Excellent)	Quarter 3: Cwm Taf Morgannwg Community Safety Partnership (CTMCSP) Board established, with updates provided in December to the Regional Joint Overview and Scrutiny Committee (JOSC). Delivery mechanisms are being considered.	
WBO1.7.2	Identify children who are more likely to offend and provide them with support to reduce offending behaviour (EEYYP)	YELLOW (Good)	Quarter 3: From September 2024, delivery began of the Weapon Awareness Programme to the Year 7 intake for each secondary school across Bridgend. The Bridgend Youth Justice Service is now linking in with professionals from Community Safety Partnerships and Youth Support Services to raise awareness of the support available and offer wider prevention provision. Bridgend Youth Justice Service currently has reduced case holding capacity due to a recruitment freeze. This has led to children being put on a waiting list for prevention intervention. We are undertaking an analysis of 'no further action' referrals to check suitability for prevention.	

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, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DEFS82 CP WBO2.1	The number of participants in the Employability Bridgend programme going into employment. (COMM) Higher Preferred	366	233	203	174	334	288	Trend not applicable	Quarterly Indicator Target Setting: Target set to maximise use of funding secured for that year. Funding arrangements can vary from year to year therefore targets are not comparable Performance: On Target

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO2.1.1	Invest £22m of Shared Prosperity Funding in projects in the County Borough by 2025, with third sector partners, including in people and skills, supporting local businesses, and developing communities and place (COMM)	GREEN (Excellent)	Quarter 3: Finance have undertaken Q3 spend reviews with all leads and received predicted spend figures. Restructure processes are underway where required and Cabinet Corporate Management Board (CCMB) have determined the way forward for the programme for the resources available in 2025-26. Additional offsetting of Social Services and Wellbeing Directorate spend with UKSPF (Shared Prosperity Funding) has been maximised where eligible and compliant.	
WBO2.1.2	Employability Bridgend will work with funders and partners, including the Inspire to Work Project to deliver a comprehensive employability and skills programme (COMM)	GREEN (Excellent)	Quarter 3: Programme has signed up 304 participants in quarter, for a total of 1,657 participants against a target of 1,469 and is supporting with training, volunteering and employment. We signpost as appropriate to or collaborate with other services and projects as appropriate. Bridgend Employability Network continues to hold monthly meetings with approximately 100 members representing organisations from across the spectrum that operate in Bridgend to inform and develop referral pathways and collaborative opportunities. The Marketing and Engagement team is well established and successful with promoting employability.	

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

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DEFS80 CP WBO2.2	Number of participants in the Employability Bridgend programme supported into education or training (COMM) Higher Preferred	76	409	339	306	554	73	Trend not applicable	Quarterly Indicator Target Setting: Target set to maximise use of funding secured for that year. Funding arrangements can vary from year to year therefore targets are not comparable Performance: On Target
PAM/046 CP 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. (EEYYP) Lower Preferred	1.4%	1.5%	Annual Indicator - To be reported at Q4					

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO2.2.1	Increase employment and training opportunities in the County Borough for young people aged 16 to 24 years old (COMM)	RED (Unsatisfactory)	Quarter 3: We do not have Youth Guarantee monies anymore so no specific Youth focussed work takes place.	This commitment is to be removed for 25-26
WBO2.2.2	Employ and develop a well-motivated, well supported, qualified social care workforce in the Council and with partners. Fill vacancies in our social care services and reduce dependence on agency workers (SSWB)	GREEN (Excellent)	Quarter 3: There has been significant progress in reduction of agency social workers. The managed team has been stepped down in children's social care and agency social workers are now less than 10% of the social work workforce. This has been achieved through improved retention and recruitment, workforce planning such as growing our own social workers and international recruitment.	Focus on retention and wellbeing, particularly in the small number of teams which experience more challenge than others in workforce retention.
WBO2.2.3	Bridgend Music Service will further develop links with partners to explore income generation opportunities and broaden the learning offer where appropriate. (EEYYP)	GREEN (Excellent)	Quarter 3: Three Music Service pupils have been accepted into the National Youth Orchestra of Wales. Additionally, two pupils have secured reserve places in the National Youth Choir of Wales and the National Youth Orchestra of Wales. BBC National Orchestra of Wales (small selection of players) have confirmed that they will visit Bridgend Music Service in May 2025 to deliver two concerts to pupils. A new website 'High Standards and Aspirations for All' has been launched with a range of resources, guidance materials and case studies to support schools to develop their provision for teaching, including literacy. The Bridgend Music Service supported the Council's carol concert in December 2024. Their longstanding involvement in this event continues to enhance the festive atmosphere and showcase the talent and dedication of the musicians and staff.	

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

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO2.3.1	Deliver £1.3m of Transforming Towns investment across our town centres in partnership with Welsh Government over the next two years to improve the economic sustainability of our town centres (COMM)	GREEN (Excellent)	Quarter 3: The current programme for Transforming Towns will run until March 2025, when a new programme has been announced. The fund continues to be available for commercial and residential enhancements within our town centres, with over £250k work of enhancements currently underway across our towns. The availability of commercial property grants has continued to be marketed during Q3, with some feasibility finance available for projects in the Valley areas. Significant consultation has been undertaken on the new placemaking strategies for Maesteg and Porthcawl which should attract additional interest in the funding available through the commercial premises grant.	

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

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DCO23.03 CP WBO2.4	Number of businesses receiving support through Shared Prosperity Funding (COMM) Higher Preferred	25	21	24	15	33	13	↑	Quarterly Indicator Target Setting: This is the final year of the funding so will attempt to maximise the benefits locally where possible. Performance: On target
DCO23.04 CP WBO2.4	Number of business start-ups assisted. (COMM) Higher Preferred	219	53	Annual Indicator - To be reported at Q4					

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO2.4.1	Invest in business start-ups in the County Borough by providing both professional and grant support, supporting key growth sectors like research and development, finance and the green economy (COMM)	GREEN (Excellent)	Quarter 3: A total of 49 start up grants have been awarded by the end of Q3. The grant is now open all year and signposting to other organisations is given so that the required business plan and cashflow forecast are supported by Business Wales. Support has been provided from UK Steel Enterprises to enhance the start-up grant and it is expected that the grant will be of interest to former TATA, and TATA supply chain, employees. By the end of Q3 24-25 the team have delivered a total of 23 business development grants and 8 business feasibility grants. The grant panel meetings continue to be held regularly to ensure the best support is offered to applicants and maximise the number of grants awarded within timescales. The grant panel is a useful mechanism to ensure that discussion on all grants available to businesses and other enterprises takes place to ensure the best support is offered. Both commissions are coming to a close at the end of March. Both are on target for completion of all targets in line with funder requirements and compliance.	Workshops will continue in Q4 24-25
WBO2.4.2	Work with the Cardiff City Region (CCR) and its 10 local authorities to transition to the Corporate Joint Committee (CJC) and to continue to work regionally on strategic planning, transport and economic development. (COMM)	GREEN (Excellent)	Quarter 3: Work continues with the Corporate Joint Committee (CJC) including working on the regional transport plan which was completed in December. Monthly meetings of the Regional Economic Directors Forum monitor this work and communicates with the CJC on its strategic vision.	

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

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CED50 CP WBO2.5	Number of sign up of new subscribers to the staff extranet (CEX) Higher Preferred	0	Baseline	0	Baseline	0	0	↔	Quarterly Indicator Target Setting: The staff extranet site is in its final test phase with the initial pilot being initiated in July 2024 prior to all staff roll out, where baseline data can be captured. Performance: Following the initial proof of concept not meeting the necessary threshold, we are considering next steps and options.
CED29(a) CP 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. Higher Preferred	35%	42%	Annual Indicator - To be reported at Q4					
CED29(b) CP WBO2.5	b) I am satisfied with BCBC as an employer Higher Preferred	66%	74%	Annual Indicator - To be reported at Q4					
CED29(c) CP WBO2.5	c) Working here makes me want to perform to the best of my ability. Higher Preferred	73%	79%	Annual Indicator - To be reported at Q4					
CED29(d) CP WBO2.5	d) I feel that BCBC values its employees ideas and opinions Higher Preferred	39%	48%	Annual Indicator - To be reported at Q4					
CED29(e) CP WBO2.5	e) Do you think there are opportunities for two-way communication to discuss and raise ideas and issues? (CEX) Higher Preferred	85%	86%	Annual Indicator - To be reported at Q4					
CED49(a) CP 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. Higher Preferred	67%	71%	Annual Indicator - To be reported at Q4					

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CED49(b) CP 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). <i>Higher Preferred</i>	50%	54%	Annual Indicator - To be reported at Q4					

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO2.5.1	Improve the Council's culture as an employer, offering fair work opportunities to current and potential employees. Use the views of our workforce to make improvements, develop and motivate employees and improve staff retention (CEX)	AMBER (Adequate)	Quarter 3: We continue to offer fair work opportunities to current and potential employees. During Q3 the council has attained Disability Leader (Level 3) status. The council continues to encourage self-care through its Health and Wellbeing agenda with a number of staff network groups taking place, such as Disability, Menopause and Welsh Language. Recruitment activity took place during Q3 for a further three apprenticeships to join the council during Q4. The workforce planning e-learning is under review together with the development of an introductory video. It is envisaged this will be completed by the end of the financial year.	Complete the workforce planning e-learning module and roll out to staff at the end of the financial year. Continue to work on the internal communication between staff by sending regular communications about e-learning, health and wellbeing, further education, various HR workshops etc.

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

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CED54 CP WBO2.6	Number of real living wage employers identified (CEX) <i>Higher Preferred</i>	250	255	Annual Indicator - To be reported at Q4					

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO2.6.1	Encourage employers to offer growth/training options to employees (CEX)	BLUE (Completed)	Quarter 3: We are continuing to ask our bidders if their staff are trained and kept up to date with relevant training in order to fulfil their roles within the organisation. We believe this is very important to ensure the contracted work is carried out safely, professionally and to a high standard. It is now a standard practice in Procurement to ask if bidders offer apprenticeships via our contracts if appropriate to do so.	

WBO3: A County Borough with thriving valleys communities

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

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DCO23.01 CP WBO3.1	Number of commercial properties assisted through the enhancement grant scheme (COMM) Higher Preferred	4	2	Annual Indicator - To be reported at Q4					

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO3.1.1	Complete a Placemaking Strategy for Maesteg town centre to improve the environment and support future investment bids (COMM)	GREEN (Excellent)	Quarter 3: A report was taken to Scrutiny in July 2024 to consider the stakeholder consultation completed in the development of the strategy. Final Draft of the Placemaking Plan has been developed and will be formally approved prior to March 2025.	
WBO3.1.2	Develop a commercial property enhancement grant for all valley high streets, to make them look better and bring properties back into commercial use (COMM)	GREEN (Excellent)	Quarter 3: Commercial property grant is supported by the Shared Prosperity Funding (SPF) and will run until March 2025. A summary of projects and successes will be reported at the end of the year, in line with SPF reporting protocols.	

WBO3.2: Creating more jobs in the valleys

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO3.2.1	Develop funding bids for our valleys, to enhance the economy and stimulate new job opportunities (COMM)	AMBER (Adequate)	Quarter 3: Project development across the valleys areas will need to be supported by external funding, development of projects is currently being supported through SPF projects.	Identify appropriate external funding streams, to enable bids to be developed.
WBO3.2.2	Increase the amount of land and premises available for businesses, including industrial starter units, in the Valleys (COMM)	AMBER (Adequate)	Quarter 3: Discussions still on-going with Northern Valleys Gateway Initiative (NVI). Discussions started with CCR in relation to accessing funds through the NVI programme in 2023 and nearly 2 years later funding still has not been released to the Council through CCR to progress the development of much needed business units in the Valleys.	Continue to work with CCR for the Northern Valleys Gateway Initiative to understand which proposals could be suitable to take forward as a new application in spring 2025.

WBO3.4: Improving education and skills in the Valleys

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO3.4.1	Establish three new Flying Start provisions, offering free childcare for two-year-olds in Nantymoel, Ogmore Vale and Pontcymmer (EEYYP)	GREEN (Excellent)	Quarter 3: The service has achieved the targets set by Welsh Government for the latest phase of expansion (26 children) and five new providers have been recruited to support the ongoing delivery of the Flying Start childcare programme. A proposed delivery plan for the universal expansion of Flying Start childcare (phase three) has been drafted and was submitted to Welsh Government on 13 December 2024. The interim childcare sufficiency assessment closed on 29 November 2024, with almost 1000 parental responses and over 30 provider responses.	
WBO3.4.2	Open Welsh-medium childcare in the Ogmore Valley and Bettws, with 32 full-time-equivalent childcare places (EEYYP)	AMBER (Adequate)	Quarter 3: The tender process for the opportunity to open a Welsh-medium provision at the Bettws site has concluded and a preferred provider has been identified. The preferred provider has accepted the opportunity and handover of the building is due once the lease agreement has been reviewed by the provider's solicitor. Once the Bettws building is handed over, the local authority will offer support to the provider to register and promote the setting.	A meeting with Mudiad Meithrin and local authority procurement team is planned for January 2025 to discuss the opportunity at Blackmill with the hope that an agreement can be made.

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

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO3.5.1	Develop a regeneration strategy for the valleys (including Ogmore and Garw Valleys) (COMM)	AMBER (Adequate)	Quarter 3: A Final Draft of the Valleys Strategy is now complete and ready for final review prior to being presented for approval.	Cabinet Approval for the Strategy will be sought in the April.

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

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CED55 CP WBO3.6	Number of additional affordable homes provided by Registered Social Landlords (RSLs) in the Valleys (CEX) Higher Preferred	2	20	Annual Indicator - To be reported at Q4					

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO3.6.1	Promote and encourage the development of new social housing in the valleys (CEX)	YELLOW (Good)	Quarter 3: Valley development continues to be promoted and is discussed in monthly meetings with Registered Social Landlords (RSLs). There are currently 5 schemes committed in the current development programme across the three valley areas with further schemes designed for future years. (Also refer to update under WBO7.6.1)	
WBO3.6.2	Redevelop the Ewenny Road site, including new and affordable homes, an enterprise hub, open space and green infrastructure, in partnership with the adjoining landowner (COMM)	YELLOW (Good)	Quarter 3: The development of 180 new homes is continuing. A sale of the former Ewenny Road Industrial Estate to a housing developer is in the process of being finalised.	

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, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DEFS156 CP WBO4.1	Number of schools judged by Estyn to be in 'significant improvement' or 'special measures'. (EEYYP) Lower Preferred	1	0	1	0	1	1	↔	Quarterly Indicator Target Setting: School support is in place with improvement partners so there should be early support provided to avoid the outcome of any school requiring 'significant improvement' or in 'special measures'. Performance: One school has been removed from Estyn 'special measures' category, while another school has been deemed to require special measures after an Estyn inspection this term. The local authority, alongside improvement partners, will work closely to support the school and develop the post-inspection action plan.
DEFS155 CP WBO4.1	Percentage of schools that have self-evaluated themselves as 'green' as part of their annual safeguarding audit. (EEYYP) Higher Preferred	95%	100%	Annual Indicator - To be reported at Q4					
EDU010a CP WBO4.1	The percentage of school days lost due to fixed-term exclusions during the academic year, in: a) primary schools. Lower Preferred	0.024%	0.030%	Annual Indicator - To be reported at Q4					
EDU010b CP WBO4.1	b) secondary schools. (EEYYP) Lower Preferred	0.165%	0.150%	Annual Indicator - To be reported at Q4					
EDU016a CP WBO4.1	Percentage of pupil attendance in: a) primary schools Higher Preferred	91.5%	93.0%	Annual Indicator - To be reported at Q4					
EDU016b CP WBO4.1	b) secondary schools (EEYYP) Higher Preferred	87.9%	90.0%	Annual Indicator - To be reported at Q4					
PAM032 CP WBO4.1	Average Capped 9 Score for pupils in Year 11. (EEYYP) Higher Preferred	361.50	363.00	Annual Indicator - To be reported at Q4					

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO4.1.1	Help schools achieve their improvement plans by analysing needs and offering training to address this, ensuring that all schools will be judged by Estyn as 'not requiring any follow-up' (EEYYP)	YELLOW (Good)	Quarter 3: The current professional learning compendium from Central South Consortium has a range of professional learning that has been developed through analysis of Estyn recommendations, feedback from school leaders, and analysis of school priorities. A new website has been launched by Central South Consortium with a range of resources, guidance materials and case studies to support schools to develop their provision for teaching, including literacy. During the autumn term 2024, three governor training sessions were delivered by the local authority and Central South Consortium to support them in their roles. The local authority has recently shared individual 'School on a page' (SOAP) documents, which contains high-level information the local authority uses to support schools (in relation to aspects such as, leadership, governance, self-evaluation). These will aid reflection and self-improvement. The first Strategic Partnership Board was established with local authority officers and representative headteachers on 3 December 2024 to assist with self-evaluation processes related to the directorate's strategic plan. These will continue as termly meetings.	

Code	Commitment	Status	Progress this period	Next Steps
WBO4.1.2	Ensure all local schools are rated as green following their safeguarding audit and provide support they need to improve (EEYYP)	GREEN (Excellent)	Quarter 3: All safeguarding audits have concluded. The analysis of the data will be completed by April 2025. The Education Engagement Team continues to provide safeguarding training and support to schools. A review of the safeguarding audit will be completed this year to ensure it is compliant with legislative framework and the requirements of Estyn.	
WBO4.1.3	Make additional digital learning training available to all school staff to improve teaching and learning in our schools (EEYYP)	GREEN (Excellent)	Quarter 3: A presentation was provided to schools at the Digital Leaders Group and Curriculum Development Leaders Group network meeting by TARIAN (South Wales Police, Dyfed Powys Police and Gwent Police cybercrime agencies) offering support for schools with this PREVENT initiative. South Wales Police TARIAN on 'Cyber Choices' offer a staff awareness training opportunity to support learners who have a high cyber capability and could be vulnerable to commit computer misuse act offences. An Online Safety pupil assembly was delivered to Corneli Primary School and was centred around age restriction and age limit of social media apps. Risks and privacy concerns were discussed and presented to all pupils during the session. Recently published guidance on AI will now be used to support headteacher training for AI use, and planning is underway for a professional learning day. The first draft of the Bridgend School's Digital Learning Strategy 2025-2028 has been presented and shared to the Schools' ICT Strategy Group and the Lead Officer for Digital Learning will amend and update the draft policy to reflect the feedback received from the group. Policy framework on AI is being developed for schools to tailor policy around the use of AI in school. The draft policy will support the BCBC interim policy for AI tool requests by schools. The Lead Officer for Digital Learning is part of group developing and consulting on this framework.	
WBO4.1.4	Improve the digital offer to young people, including youth led interactive website (EEYYP)	YELLOW (Good)	Quarter 3: The youth support social media presence is growing weekly with posts now reaching over 1000 people through both Facebook and Instagram. The 'Your Voice' digital forum has now concluded with a current total of 790 participants. Staff from the Children's Rights and Participation Team will now work with our Youth Councillors to develop a report identifying the main themes and issues from the data received. The website pages continue to be remodelled, alongside support from our Young Editors Group, and now includes representation of our third sector group - Bridgend Youth Matters.	

WBO4.3: Expanding Welsh medium education opportunities

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DEFS138 CP WBO4.3	Percentage of Year 1 learners taught through the medium of Welsh.(EEYYP) Higher Preferred	8.56%	8.7%	Annual Indicator - To be reported at Q4					
DEFS157 CP WBO4.3	Percentage of learners studying for assessed qualifications through the medium of Welsh at the end of Key Stage 4. (EEYYP) Higher Preferred	6.62%	7.16%	Annual Indicator - To be reported at Q4					
DEFS158 CP WBO4.3	Number of learners studying for Welsh as a second language. (EEYYP) Higher Preferred	11	20	Annual Indicator - To be reported at Q4					

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO4.3.1	Deliver the actions in the Welsh in Education Strategic Plan (WESP) (EEYYP)	GREEN (Excellent)	Quarter 3: A series of termly groups such as baby massage, baby yoga and Welsh Rhymetime sessions are now held in Maesteg, Y Sarn, Bridgend Town and Pyle. A new online booking system is in place so that new parents are able to enrol. Cymraeg i Blant is now holding sessions in Porthcawl to support the growth in Welsh-medium education in readiness for the childcare hub and seedling school. Since September 2024, four pupils have received 'after-care' support and three pupils are receiving support to return to Welsh-medium education. 100% of schools are now engaged with Siarter Iaith and the Siarter Iaith Cymraeg Campus.	

WBO4.4: Modernising our school buildings

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO4.4.1	Enlarge Ysgol Gymraeg Bro Ogwr to a 2.5 form-entry new-build school. (EEYYP)	RED (Unsatisfactory)	Quarter 3: The Cabinet Secretary for Education has approved the revised Outline Business Case, and Council approval has been received for the additional capital funding required to deliver the school. The pre-application consultation (PAC) process has been delayed due to establishing the extent of active travel associated with the scheme to inform the PAC. Ecology issues on site are impacting on the timing of undertaking further site investigation works. The ecologist has confirmed that such works can be undertaken in the spring. The design team continue to make process in terms of the detailed design.	The pre-application consultation process ahead of submitting a planning application will commence in respect of Ysgol Gymraeg Bro Ogwr.
WBO4.4.2	Provide a new-build for Mynydd Cynffig Primary School (EEYYP)	AMBER (Adequate)	Quarter 3: The Cabinet Secretary for Education has approved the revised Outline Business Case, and Council approval has been received for the additional capital funding required to deliver the school. The planning application has been submitted to Planning Department and we are awaiting the outcome of this process. The ground investigation report for Mynydd Cynffig Primary School has been received and no major issues were identified.	The planning application will be considered. Feasibility will commence for the active travel improvements identified for the area. Cabinet approval will be sought to tender the scheme, and to modify the opening date (currently September 2025).
WBO4.4.3	Enlarge Ysgol y Ferch o'r Sgêr to a two form-entry new-build school. (EEYYP)	RED (Unsatisfactory)	Quarter 3: Welsh Government has concluded their review of the scheme, and Cabinet Secretary approval has been received to transition to capital. RIBA stage 3 and 4 design is complete. The planning application was not submitted whilst Welsh Government considered funding mechanism.	The planning application will be submitted in February 2025.
WBO4.4.4	Provide a new two-form entry English-medium school to replace the existing Afon Y Felin and Corneli Primary Schools. (EEYYP)	RED (Unsatisfactory)	Quarter 3: Welsh Government has concluded their review of the scheme, and Cabinet Secretary approval has been received to transition to capital. RIBA stage 3 and 4 design is complete. The planning application was not submitted whilst Welsh Government considered funding mechanism.	The planning application will be submitted in February 2025.
WBO4.4.5	Relocate Heronsbridge School to a new-build 300-place school (EEYYP)	AMBER (Adequate)	Quarter 3: Council has approved the additional funding required to deliver the school. The multi-disciplinary design team has commenced drafting the tender documentation.	The scheme will be tendered via the South East and Mid Wales Collaborative Construction Framework (SEWSCAP4) in early 2025.

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

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CED56 CP WBO4.5	Percentage of those concluding apprenticeships and obtaining a non-apprentice role. (EEYYP) Higher Preferred	90%	90%	Annual Indicator - To be reported at Q4					
DOPS36 CP WBO4.5	Number of apprentices employed across the organisation. (EEYYP) Higher Preferred	46	20	Annual Indicator - To be reported at Q4					

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO4.5.1	Work with local schools to promote the Council as an employer and promote apprenticeships (CEX)	YELLOW (Good)	Quarter 3: Learning and Development (L&D) continue regular engagement with schools to promote apprenticeships and the Council as an employer via the termly Directors Report, and to offer their services in attending options days/evenings, run presentation/talks and workshops to schools via the monthly Monday News Shot from the Director. During Q3 we have visited schools to deliver talks on apprenticeships and conducted workshops with pupils i.e. where to look for apprenticeship roles, completing application forms and interviewing skills (Cynffig Comprehensive School in November). We also attended options evenings with Year 11 at CCYD, as well as a Careers Fair and Options Evening at Maesteg Comprehensive School.	

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

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
SSWB66 CP WBO4.6	Participation in targeted activities for people with additional or diverse needs (SSWB) Higher Preferred	357	400	210	300	328	282	↑	Quarterly Indicator Target Setting: Increased external funding available Performance: Currently establishing baseline in order to assess the effectiveness of this service and what it includes. This will help set a benchmark for 2025-2026.
SSWB67 CP WBO4.6	Participation in the national free swimming initiative for 16 and under (SSWB) Higher Preferred	19,659	16,000	Annual Indicator - To be reported at Q4					

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO4.6.1	Make our leisure and culture programmes more accessible to children with additional needs (SSWB)	YELLOW (Good)	Quarter 3: Step Up and Step Down programme continues to support families who fall outside statutory services. There are 74 active family referrals (not individuals) with 17 new family referrals in. 40 individual referrals have been transitioned on to community opportunities with 13 families being supported with community exit routes with the support of 24 community partners.	To work closely with early help and children's disability transition team to ensure there is no duplication and a clear menu of support at the front door.
WBO4.6.2	Enlarge the Food and Fun Programme for summer 2024 (EEYYP)	BLUE (Completed)	Quarter 3: Six Food and Fun Programme schemes operated in the first three weeks of the summer holidays 2024. The programmes included a wide geographical spread across the county borough and include a Welsh-medium school. In total, 213 children benefitted from attending. An evaluation of this year's programme is underway in order to report back to the Welsh Local Government Association (WLGA). Promotion of the scheme for next year will continue into the spring term. Job descriptions for the roles are being re-written to ascertain whether the enhanced expectations for the programme to be school-run impact the pay grades for the two Food and Fun Programme delivery posts. An options paper is in the process of being prepared to consider how barriers to schools' participation could be reduced or removed.	

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

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO4.7.1	Work co-productively with people to develop their own solutions (SSWB)	YELLOW (Good)	Quarter 3: Positive network development has continued in Q3 including opportunities for people with disabilities and additional needs through the BING along with the young carers network and partnership working with Bridgend Carers, BAVO, Tu Vida and Cwmpas to strengthen joined up working. 57 organisations supported to develop or deliver prevention opportunities' focusing on "what matters". 43 individuals attending network meetings. 185 people with increased knowledge of the services available to them (locally). 171 people reporting increased social connections. 2 ambassadors forums have taken place, with planning for a young carers network event to be held in Q4. Currently supporting 113 care experienced children/young people and their households to access health and wellbeing opportunities.	Continue to engage with both people with lived experience and stakeholders to shape services and improve effectiveness.

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

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CH/052 CP WBO4.9	Percentage of care leavers who have experienced Homelessness during the year. (SSWB) Lower Preferred	7.17%	10%	4%	10%	6.44%	4.48%	↓	Quarterly Indicator Target Setting: To maintain performance. Performance: There continues to be significant challenges within housing currently which is impacting upon provision of accommodation and access in a planned way to safe and suitable accommodation. Work is underway not only in respect of Signs of Safety to improve family connections to prevent homelessness, but also via a move on panel to plan ahead for care leavers and support them to access appropriate accommodation.
SSWB48a CP 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 Higher Preferred	68.97%	70%	56.25%	70%	61.54%	71.43%	↓	Quarterly Indicator Target Setting: To continue to improve performance. Performance: Focus remains on improving this area and work towards achieving our target. Inspire continue to have involvement in the development of Pathway Reviews for young people approaching adulthood. The Web Resource is now up and running and is available for young people between 15 and 26. Next steps will involve pushing forward on plans with HR to support young people with applications.
SSWB48b CP WBO4.9	b)13-24 months since leaving care. (SSWB) Higher Preferred	57.69%	65%	71.43%	65%	77.27%	60%	↑	Quarterly Indicator Target Setting: To continue to improve performance Performance: On target.

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO4.9.1	Give care experienced children love, care, safe homes to live in and opportunities to try new activities, gain new skills and fulfil their potential working across the Council and partners (SSWB)	YELLOW (Good)	Quarter 3: There are new Group Managers in both Fostering and Case Management and Transition. Collectively they will work together to ensure some of the activities identified in the Corporate Parenting strategy are embedded. The development of the Corporate Parenting Performance Framework will also ensure that partners are held to account in regards to their support for care experienced children The Youth forum continues to meet regularly with the support from Tros Gynnal Plant Cymru. The Corporate Parenting Officer brings the themes of these to Corporate Parenting for the board to consider within that forum and next steps. We continue to work with partners to ensure they discharge their corporate parenting responsibilities.	Review performance framework to ensure oversight of actions and next steps to improve outcomes for care experienced children
WBO4.9.2	Work with partners to deliver improved outcomes for care experienced children through the delivery of actions in the corporate parenting action plan and informed by the views of our children and young people (SSWB)	YELLOW (Good)	Quarter 3: Performance Framework and Action plans were developed in Corporate Parenting meeting in December. This will enable the board to hold partners to account moving forward.	Embed performance framework to ensure it identifies actions and next steps to improve outcomes for Care-experienced children.
WBO4.9.3	Support the implementation of the Corporate Parenting Strategy in schools. (EEYYP)	AMBER (Adequate)	Quarter 3: A draft action plan has been submitted to the Corporate Parenting Board from the Education Engagement Team. The team have scheduled 'drop in' sessions with the Care-Experienced Children Team to support the educational provision of children looked after. There are current challenges with the reporting abilities on our management information system (that is, Capita One) for children looked after. Work is ongoing to remedy these issues and ensure accurate and appropriate data capture.	The action plan will be approved by the Corporate Parenting Board and we will continue to work with colleagues to overcome reporting function issues in the management information system.

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, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CED57 CP WBO5.1	Levels of nitrogen dioxide (NO2) pollution in the air (micrograms per m3) (CEX SRS) Lower Preferred	40.80	40	Annual Indicator - To be reported at Q4					
DCO20.01 CP WBO5.1	Annual Gas Consumption across the Authority – kWh. (COMM) Lower Preferred	21,966,783	20,868,443	Annual Indicator - To be reported at Q4					
DCO20.02 CP WBO5.1	Annual Electricity Consumption across the Authority – kWh. (COMM) Lower Preferred	15,210,536	14,450,009	Annual Indicator - To be reported at Q4					
DCO20.03 CP WBO5.1	Annual CO2 related to gas consumption across the Authority – tonnes. (COMM) Lower Preferred	4,018	3,817	Annual Indicator - To be reported at Q4					
DCO20.04 CP WBO5.1	Annual CO2 related to electricity consumption across the Authority – tonnes. (COMM) Lower Preferred	3,150	2,925	Annual Indicator - To be reported at Q4					
DCO23.05 CP WBO5.1	Reduction in emissions (across our buildings, fleet & equipment, streetlighting, business travel, commuting, homeworking, waste, procured goods and services) (COMM) Higher Preferred	4.3%	5%	Annual Indicator - To be reported at Q4					

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO5.1.1	Keep reducing our carbon footprint by changing our Council vehicles to electric and further energy efficiency schemes (COMM)	GREEN (Excellent)	Quarter 3: Carbon Trust has been appointed to support BCBC to review its 2030 strategy. It is anticipated that a draft strategy will be completed in March 2025. The Annual Carbon report was submitted to Welsh Government within deadline.	
WBO5.1.2	Continue work to finalise and implement our Air Quality Action Plan, and start work on the measures to improve air quality along Park Street (CEX)	GREEN (Excellent)	Quarter 3: The Air Quality Action Plan (AQAP) was approved by Cabinet and submitted to Welsh Government in April. The AQAP only has retained measures that we would consider implementing if we are not going to achieve NO ₂ compliance, which has been forecast to be achieved by end of 2026. The Annual Progress Report detailing 2023 data was presented to Cabinet at the October meeting. It is noted that in 2023, monitoring undertaken at 3 sites located on Park Street residential facades exceeded the annual average air quality objective set for NO ₂ . However this represents a reduction in NO ₂ concentrations at these sites.	
WBO5.1.3	Ensure all new build schools meet the requirement for net zero carbon (EEYYP)	AMBER (Adequate)	Quarter 3: Each of the five schemes are in stages of design development. However, due to a variety of issues (including, ecology issues, delays in planning approval and funding), the timescales for the five schemes have been impacted. This target will only be achieved following construction of the schools.	Detailed next steps on all schemes is provided in WBO4.4
WBO5.1.4	Invest in energy efficiency improvements to Council buildings including schools (COMM)	AMBER (Adequate)	Quarter 3: The Programme board has allocated funding to the LED replacement programme and solar PV roll out over key opportunity sites, including schools. The Energy Manager has an on-going programme of work in relation to monitoring and responding to key opportunities. Despite no progress being made on launch of a new RE:FIT scheme at a UK level work has progressed to develop the potential scope of assets that may be included in such a programme of work.	Commence the REFIT2 scheme in Spring 2025 in line with the MTFS.

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

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DCO23.06 CP WBO5.2	Number of blue flag beaches (COMM) <i>Higher Preferred</i>	3	3	Annual Indicator - To be reported at Q4					
DCO23.07 CP WBO5.2	Number of green flag parks and green spaces (COMM) <i>Higher Preferred</i>	2	2	Annual Indicator - To be reported at Q4					

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO5.2.1	Deliver projects such as woodland protection, develop and protect our natural environment in partnership with our communities as part of our Bridgend Biodiversity Plan (COMM)	GREEN (Excellent)	Quarter 3: The Local Nature Partnership (LNP) continues to be supported by the Climate Change Response Team and we are working to broaden the reach of the LNP through the development of engagement graphic templates, a communication plan (with a focus on engaging farmers/landowners and those not professionally involved with nature), and a dedicated LNP webpage on Visit Bridgend. The team are also developing projects with partners and community groups to include in our Local Places for Nature 2025-27 application.	

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

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
PAM/018 CP WBO5.3	Percentage of all planning applications determined within 8 weeks or within an agreed period. (COMM) Higher Preferred	68%	80%	60%	80%	70%	68%	↑	Quarterly Indicator Target Setting: Target set in line with national target for good performance Performance: Performance has increased since last quarter. A new Senior Planning Officer was appointed in November to replace someone who was promoted to Principal. An additional temporary planning officer has also been appointed in December. This should assist in further improving performance.
PAM/019 CP WBO5.3	Percentage of planning appeals dismissed. (COMM) Higher Preferred	87%	80%	Annual Indicator - To be reported at Q4					

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

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
PAM/010 CP WBO5.4	Percentage of highways land inspected by the Local Authority to be found to be of a high / acceptable standard of cleanliness. (COMM) Higher Preferred	99.8%	99%	99.19%	99%	100%	100%	↔	Quarterly Indicator Target Setting: To maintain the existing targets which remain challenging to achieve Performance: On target

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
PAM/030 CP WBO5.4	Percentage of waste collected and prepared for reuse, and/or recycled, including source segregated biowastes that are composted or treated biologically in any other way. (COMM) Higher Preferred	72.78%	70%	70.96%	70%	69.28%	66.82%	↑	Quarterly Indicator Target Setting: To maintain the existing targets which remain challenging to achieve Performance: Performance slightly down in Q3 compared to Q2 due to wood waste remaining in storage which will be recycled in Q4, and less green waste collected due to the seasonal green waste service finishing in November. Trend compared to Q3 last year however demonstrates an overall improvement.
PAM/030a CP WBO5.4	Percentage of waste collected by local authorities: a) prepared for reuse Higher Preferred	1.43%	1%	0.49%	1%	0.48%	0.59%	↓	
PAM/030b CP WBO5.4	b) prepared for being recycled Higher Preferred	50.42%	49%	46.85%	49%	48.45%	51.50%	↙	
PAM/030c CP WBO5.4	c) composted or treated biologically in another way. (COMM) Higher Preferred	20.14%	20%	23.62%	20%	20.35%	14.73%	↑	
PAM/043 CP WBO5.4	Kilograms of residual waste generated per person. (COMM) Lower Preferred	119.80 kg	125 kg	59.04 kg	93 kg	88.55 kg	89.86 kg	↑	Quarterly Indicator Target Setting: To maintain the existing targets which remain challenging to achieve Performance: Annual figure showing Q3 below target meaning that less residual waste is being collected overall.
DCO20.05 CP WBO5.4	Percentage of Street cleansing waste prepared for recycling. (COMM) Higher Preferred	41.18%	40%	Annual Indicator - To be reported at Q4					

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO5.4.1	Develop our Future Waste Services Model and seek to improve our recycling rates further in line with Welsh Government targets. We will consult on the options with residents in 2024 (COMM)	AMBER (Adequate)	Quarter 3: A decision was made at 19th November 2024 Cabinet to bring the waste services in house. Fortnightly meetings being held of the Waste Transition Board Chaired by the Leader and Project Manager appointments are progressing. Tender returned for modelling recycling rates and work has commenced and will be consulted on in 2025.	Consultation to be carried out.

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

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DCO23.08 CP WBO5.5	Percentage of statutory sustainable drainage systems (SuDS) applications processed within 7 weeks from receipt of appropriate scheme drawings. (COMM) Higher Preferred	100%	95%	100%	95%	100%	100%	↔	Quarterly Indicator Target Setting: To maintain existing performance Performance: On target

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO5.5.1	Invest in and improve flood mitigation measures throughout our communities to reduce flood risk (COMM)	GREEN (Excellent)	Quarter 3: All schemes subject to funding within Welsh Government Small Scale Grant are now complete and funding from WG has been received. Funding has been applied for through the WG FCERM (Flood and Coastal Erosion Risk Management) Capital Pipeline funding (feasibility) for a catchment wide study of the Nant Cefn Glas in relation to the Bryntirion flooding event in September 2024. Funding requests were submitted in December 2024.	

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, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CORPB3 CP WBO6.1	Percentage of council staff completing Introduction to Equality and Diversity training (E-Learning or workbook).(ALL) Higher Preferred	47.61%	100%	55.09%	100%	61.17%	40.63%	↑	Quarterly Indicator Target Setting: All staff to complete mandatory training Performance: This module is mandatory for all staff. Quarterly non-completion reports are provided to service managers via Directorate L&D Representatives. Responsibility for completion is down to the individual and their manager. This module is promoted for new starters via the Corporate Induction Framework and is not linked to level or role

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO6.1.1	Implement the agreed action plan supporting Welsh Government on race equality and LGBTQ+ (CEX)	GREEN (Excellent)	Quarter 3: The commitments from these action plans have been incorporated into our Strategic Equality Plan 2024-2028 (SEP) which was approved in July 2024 and has now been published on our website. Work towards achieving these actions will continue over the next 4-year lifespan of the SEP. The SEP Action Plan has now been agreed by Cabinet Committee Equalities (CCE) in November 2024 and an update on work carried out will be reported to CCE in November 2025.	
WBO6.1.2	Establish new BCBC staff groups for people with protected characteristic (CEX)	GREEN (Excellent)	Quarter 3: There are now two staff network groups established: Menopause and Disability at this time. Staff meet for an hour every month during the working day. Terms of reference have been completed and shared with all staff members within the groups. Information on staff networks is promoted regularly via Bridgenders. Details and promotion of staff networks has also been added to the Staff communication and engagement pages of the intranet. A Welsh Language Forum for staff of all proficiency levels has been established. Attendance levels are growing monthly. Continuing to promote throughout the organisation to maximise take-up.	

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, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CED58 CP WBO6.2	Percentage of consultation participants who answered positively: How effective do you think we have been in meeting our aim of being citizen-focused over the last 12 months? (CEX) Higher Preferred	49.4%	50%	Annual Indicator - To be reported at Q4					
CED59(a) CP WBO6.2	Level of engagement (Welsh / English) a) across consultations Higher Preferred	7,946	8,300	Annual Indicator - To be reported at Q4					
CED59(b) CP WBO6.2	b) with corporate communications to residents, using the digital communications platform. Higher Preferred	972,384	972,500	Annual Indicator - To be reported at Q4					
CED59(c) CP WBO6.2	c) across all corporate social media accounts (CEX) Higher Preferred	1,715,802	1,715,900	Annual Indicator - To be reported at Q4					

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO6.2.1	Review how we communicate and engage with residents, including children and young people to help us become more customer focused and responsive (CEX)	GREEN (Excellent)	Quarter 3: Easy-read version of Budget Consultation is available on the consultation pages (suitable for younger people) with specific question about customer focus and responsiveness. Plans are in place to produce easy read versions for all consultations. The Residents' Survey was made available for people with additional learning needs and request made to Data Cymru that next version of the Residents' Survey should have an easy read option for young people. We continue to invite Bridgend College and Schools to participate in relevant consultations.	
WBO6.2.2	Provide new opportunities for the community to engage with us on our regeneration plans, holding workshops with key stakeholders including town councils, learners and community groups (COMM)	GREEN (Excellent)	Quarter 3: Consultation sessions regularly take place in relation regeneration projects and strategies. Consultation sessions on the Porthcawl Town Centre Placemaking plan took place in Q3 and a consultation on the Regeneration Masterplan for Salt Lake and Sandy Bay will take place in Q4.	

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, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CED5 CP WBO6.3	Percentage of first call resolutions (CEX) Higher Preferred	69.17%	75.92%	67.29%	75.92%	69.4%	67.07%	↑	Quarterly Indicator Target Setting: To increase the number of calls resolved at the first point of contact Performance: The number of calls resolved at first point of contact has increased for Q3. The customer service team continue to review this with the relevant service areas to look at ways of improving the way calls are handled.
CED51 CP WBO6.3	Number of online transactions using the digital platform (CEX) Higher Preferred	72,500	72,500	42,392	54,375	61,995	53,834	↑	Quarterly Indicator Target Setting: To increase online transactions by customers to promote channel shift Performance: On Target
CED52 CP WBO6.3	Number of hits/views on the corporate website (CEX) Higher Preferred	3,415,000	3,415,000	1,654,830	2,561,250	2,403,424	2,467,219	↙	Quarterly Indicator Target Setting: To provide a digital option for people wishing to contact and transact with the Council Performance: Visits to the council's website can vary month to month depending on local and UK wide news and events that may affect services.
CORPB4 CP WBO6.3	Percentage of council staff completing Welsh Language Awareness E-Learning. (ALL) Higher Preferred	47.61%	100%	55.04%	100%	60.34%	40.32%	↑	Quarterly Indicator Target Setting: All staff to complete mandatory training Performance: This module is mandatory for all staff. Quarterly non-completion reports are provided to service managers via Directorate L&D Representatives. Responsibility for completion is down to the individual and their manager. This module is promoted for new starters via the Corporate Induction Framework and is not linked to level or role
CED53 CP WBO6.3	Percentage of staff with Welsh language speaking skills (including schools) (CEX) Higher Preferred	26.82%	28%	Annual Indicator - To be reported at Q4					

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO6.3.1	Continue to evaluate and review the communication options available to ensure information is available to all residents across the borough (CEX)	GREEN (Excellent)	Quarter 3: A review has been undertaken with our software provider to identify areas where we can improve integration across the three platforms. An initial issue that arose in relation to our Welsh consultation platform, has now been resolved. The widget to our digital communication has now been embedded into the MyAccount platform so residents are now able to subscribe to a variety of communication topics such as jobs, general weekly updates etc. easily. The widget for the engagement platform was removed following the issue with the Welsh language and is now in the process of being introduced to ensure residents are also able to see open consultations within their MyAccount easily to encourage engagement and participation. We are now looking at how we can also update our online services to embed these services to again improve communication and engagement with residents.	

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

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DCO16.8 CP WBO6.4	Number of council owned assets transferred to the community for running (CATs) across the County Borough (COMM) Higher Preferred	7	10	Annual Indicator - To be reported at Q4					
SSWB69 CP WBO6.4	Number of people supported to have their needs met in their communities by local community co-ordinators and community navigators (SSWB) Higher Preferred	395	450	Annual Indicator - To be reported at Q4					

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO6.4.1	Invest in Community Asset Transfers and support clubs and Community Groups with equipment grants to improve and safeguard the facilities. (COMM)	RED (Unsatisfactory)	Quarter 3: Further Community Asset Transfer (CAT) Capital Fund applications approved (circa £15k) for green improvements and maintenance equipment. The CAT Officer left the authority in October 2024 and the post has been covered on a temporary basis, whilst a recruitment exercise has been undertaken. There has been a successful application to Cabinet for additional CAT Capital Fund top up of £500k, which will enable future CATs to move forward.	Continue the progression of CATs in 25-26 if the budget allocation is agreed by Council.

WBO6.5: Becoming an age friendly council

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO6.5.1	To work towards becoming an accredited Age Friendly Council (SSWB)	YELLOW (Good)	Quarter 3: We continue to work closely with Cwm Taf Morgannwg (CTM) partners and 3rd sector organisations, including the CTM WISE project, working on streamlining health services and the social prescribing pathways, including National Exercise Referral Scheme and the 60+ Active Leisure Scheme. Support has been made to increase community resilience within dementia services. Over 10 voluntary organisations have been supported through grant applications for community projects active in dementia prevention. We celebrated older persons week with cultural and artistic opportunities. These free activities including art workshops, cinema screenings and a silent disco run by our cultural trust Awen.	Continue to be a part of the Welsh Government and Older Persons Commissioners Network to inform local planning and development

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

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO7.1.1	Improve sustainable and active travel choices, including the Metrolink bus facility in Porthcawl, to increase connectivity and greener travel choices (COMM)	BLUE (Completed)	Quarter 3: The Metrolink bus facility was made fully operational in November 2024. The active travel improvements work is now also complete with drop kerb installations installed throughout the borough.	

WBO7.2: Offering attractive leisure and cultural activities

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
SSWB70 CP WBO7.2	Number of visits by older adults to physical activity opportunities supported (SSWB) <i>Higher Preferred</i>	23,308	23,500	Annual Indicator - To be reported at Q4					

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO7.2.1	Redevelop Porthcawl Grand Pavilion to increase the use of the new facilities and extend social and leisure facilities, in partnership with Awen Cultural Trust (COMM)	YELLOW (Good)	Quarter 3: The Grand Pavilion Project is continuing to be progressed. We are currently out to tender for a contractor to complete the main package of works.	Award tender at March Cabinet and commence works
WBO7.2.2	Develop an active leisure offer for older adults to improve physical and mental wellbeing (SSWB)	GREEN (Excellent)	Quarter 3: Feel Good for Life wellbeing programme has supported 521 attendances across the borough. Super-Agers community wellbeing activities have supported 132 individuals, including 653 attendances across 43 opportunities. The National Exercise Referral Scheme (NERS) programme has supported 299 new referrals and 138 participants completing a 16-week course. There were 43 referrals for join carer support with 38 participants starting the course and 20 participants completing the course. In relation to pulmonary rehab 32 participants started and 23 completed the course. 10877 60+ attendances across the 5 swimming pools in Bridgend have been supported.	Join up all older adult's initiatives and expand the Older Adult Network to ensure it is representative of relevant people across Bridgend. Move to low-cost offer to ensure sustainability of the free swimming programme and ensure long term participation for the 60 plus, reducing the risk if funding is curtailed.
WBO7.2.3	Maintain performance against welsh public library standards (SSWB)	YELLOW (Good)	Quarter 3: Work has begun to progress a long-term strategy for libraries within Bridgend. Public engagement exercise has been developed in Q3 to go live in Q4, which will inform and support the co-design and shape the long-term library offer for Bridgend. We continue to monitor performance against the Welsh public library standards through quarterly reviews.	Further work with HALO to ensure both Garw and Ogmore Valley libraries are operating in line with Welsh public library standards
WBO7.2.4	Develop a long-term Active Bridgend plan and leisure strategy (SSWB)	YELLOW (Good)	Quarter 3: Review of draft strategy work from Knight Kavanagh and Page (KKP). Discussions taking place to address key policy areas including community focused schools, community asset transfer, active travel, play sufficiency and the population needs assessment. Quarterly reporting and update meeting held with Sport Wales liaison officer.	To shape consultation objectives /priorities identified within the first phase.

7.3: Improving children’s play facilities and opportunities

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DCO23.09 CP WBO7.3	Value of investment in play areas (COMM) Higher Preferred	£54,443	£1,600,000	Annual Indicator - To be reported at Q4					
DCO23.10 CP WBO7.3	Number of play areas that have been refurbished (COMM) Higher Preferred	0	22	Annual Indicator - To be reported at Q4					

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO7.3.1	Improve the quantity and quality of play opportunities. We will Invest in children’s play areas throughout the Borough and make sure inclusive play equipment is provided to allow opportunities for all (SSWB)	YELLOW (Good)	(SSWB) Quarter 3: Meetings with Play Wales have taken place to understand changes to the Play Sufficiency Assessment Tool. Collaboration and co-ordination among team members supporting specific matters from A-I have been reviewed. Ludic ology have been commissioned to support the assessment and action plan, a focus will be on play within policy/implementation across all directorates. (COMM) Quarter 3: Childrens play area Tranche 5 scope has been prepared for 19 playgrounds and subject to procurement requirements tendering should be progressed in next quarter. Tender documentation has been prepared for procurement. 22 playground refurbishments have been completed by Q3.	Ensure wider consultation is carried out with people with lived experience to shape play opportunities at a local level. Feedback to be included within the action plan of Play Sufficiency Assessment and to shape key themes.

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

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DEFS160 CP WBO7.4	Number of two-year-olds accessing childcare through the Flying Start programme. (EEYYP) Higher Preferred	530	570	536	560	555	472	↑	Quarterly Indicator Target Setting: The target reflects the positive investment made in the Phase 2A and 2B expansions of the programme. Performance: The service has achieved the targets set by Welsh Government for the latest phase of expansion. The number of children enrolled in childcare settings through the Flying Start programme has shown further increase with current figures accurate as of 31 December 2024. Numbers are slightly off-target at Q3 and, due to falling birth rates in Flying Start areas, they are unlikely to reach target by April 2025. Phase three expansion will target new areas in the next financial year.
DEFS162 CP WBO7.4	Percentage of non-maintained settings that are judged by Care Inspectorate Wales as at least ‘good’. (EEYYP) Higher Preferred	76.5%	100%	75%	100%	72%	76.5%	↙	Quarterly Indicator Target Setting: Target in line with Welsh Government expectations. Performance: Of the 19 settings currently registered to provide early education places, 18 have so far received joint inspections from Estyn and Care Inspectorate Wales, with 13 of these settings judged to be 'at least good'. Since 2022, 10 out of 11 inspections have resulted in at least good outcomes (91%). Settings are now using the quality assurance toolkit to self-evaluate their settings and to ensure that evidence is in place to qualify their assessment of their setting so that areas of improvement can be identified at the earliest opportunity.
DEFS163 CP WBO7.4	Percentage of eligible learners offered a free school meal. (EEYYP) Higher Preferred	100%	100%	100%	100%	100%	100%	↔	Quarterly Indicator Target Setting: Target in line with Welsh Government expectations Performance: UPFSM for Nursery, Reception and Year 1 to Year 5 was implemented prior to the end of the 2023-2024 school year. Year 6 pupils became eligible for UPFSM from September 2024. This completes the roll-out of UPFSM within Bridgend.

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO7.4.1	Provide free school meals to all primary school learners by September 2024 (EEYYP)	BLUE (Completed)	Quarter 3: The UPFSM offer was implemented for Nursery, Reception and Year 1 to Year 5 prior to the end of the 2023-2024 school year. Year 6 pupils became eligible for Universal Primary Free School Meals (UPFSM) from September 2024. This completes the roll-out of UPFSM within Bridgend.	
WBO7.4.2	Work with childminders, nurseries and others to roll-out universal childcare for all two-year-olds (EEYYP)	YELLOW (Good)	Quarter 3: A proposed delivery plan for the universal expansion of Flying Start childcare (Phase Three) has been drafted and was submitted to Welsh Government on 13 December 2024. The tender process for the opportunity to open a Welsh-medium provision at the Bettws site has concluded and a preferred provider has been identified.	

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

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
SSWB75 CP WBO7.5	Number of people recorded as delayed on the national pathway of care. (SSWB) Lower Preferred	104	71	86	71	74	50	↓	Quarterly Indicator Target Setting: To continue to improve performance Performance: Some improvement, performance affected by hospital staff and family availabilities for significant meetings to progress the social work assessment and discharge planning, also timelines affected by process delays around Continuing Healthcare disputes.

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO7.5.1	Work even more closely with the NHS so all people receive the right health or care service at the right time (SSWB)	YELLOW (Good)	Quarter 3: Integrated multi-disciplinary teams have operated in Bridgend for over ten years. In the Cwm Taf Morgannwg region the Partnership Leadership Team (PLT) are in the final stages of developing a new optimum model across the health board footprint, the primary aim of which will be to ensure that people receive the right health and care at the right time and in the right place. A presentation outlining the direction of travel was presented at a members development session in early January. We have worked with the regional team and the Integrated Director across the partnership to develop a draft optimum model for the new Integrated Community Care System which has included a map and gap analysis which will be finalised in quarter 4.	The next steps are for the proposed optimum model and associated business case to be finalised and presented to the PLT for approval. This work will see a robust demand and capacity exercise completed to support the decision making for the proposed model. When approved a formal legal agreement will be progressed across the regional partnership.

WBO7.6: Improving the supply of affordable housing

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CED60 CP WBO7.6	Number of additional affordable homes provided by Registered Social Landlords (RSLs) across the County Borough (CEX) Higher Preferred	64	110	Annual Indicator - To be reported at Q4					
CED61 CP WBO7.6	Total number of empty properties returned to use with local authority intervention (CEX) Higher Preferred	6	5	Annual Indicator - To be reported at Q4					

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO7.6.1	Increase the number of affordable homes in Bridgend County Borough in partnership with Welsh Government and social landlords (CEX)	YELLOW (Good)	Quarter 3: Monthly meetings take place with Registered Social Landlord (RSL) development teams, working collaboratively to increase affordable housing supply in the Borough. Development can change frequently throughout the 3-year programme. Current allocation of Social Housing Grant is £34,891,388 with additional schemes to be brought forward. In addition to the primary capital programme, additional affordable homes were acquired through £3.8 million of Transitional Accommodation Capital Grant funding.	
WBO7.6.2	Get a better understanding of housing and support needs and work with social landlords to provide homes to suit those needs (CEX)	YELLOW (Good)	Quarter 3: A majority of actions to meet the 6 strategic aims have been implemented. We are increasing the supply of social housing through the capital funding programmes (Social Housing Grant and Transitional Accommodation Capital Funding) with ongoing collaboration with RSLs. We have increased the supply of private rented sector (PRS) through the Welsh Government leasing scheme and are soon to restart the private landlord forum. An assertive outreach team has been set up to support rough sleepers, agencies are working collaboratively to identify and engage those sleeping rough. Specialist supported accommodation has been commissioned for those with complex needs. Collaboration is taking place with social services to build upon working relationships thereby improving outcomes for clients. A review of the Social Housing Allocation Policy has commenced.	
WBO7.6.3	Continue to target those long-term empty properties that have the most detrimental impact on the community, focusing on the Top 20. (CEX)	GREEN (Excellent)	Quarter 3: The status of the top 20 properties remains the same as in Q2, except for there being one additional property under renovation (6 compared to 5 in Q2). Work also continues on properties outside the top 20 utilising the 5-stage escalation letter process and enforcement provisions. Two applications for the Empty Property Loan Scheme have been received and approved (subject to legal review). On 10th December 2024, Cabinet agreed in principle to pursue a compulsory purchase order in relation to a problematic empty property which is in our top 20 priority properties. A further report will be sent to Cabinet in due course for final approval of the compulsory purchase order. Work is continuing to progress in relation to the enforced sale of a long-term empty property.	

Ways of Working

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 23-24	Target 24-25	Q2 position 24-25 & RYAG	Q3 24-25 RYAG vs Target		Q3 23-24 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CHR002 (PAM/001) WOW OTH1	The number of working days/shifts per full-time equivalent (FTE) local authority employee lost due to sickness absence (ALL) Lower Preferred	12.37 days	No target	6.22 days	No target	10.12 days	8.77 days	↓	Quarterly Indicator Target Setting: To reduce sickness levels across the organisation Performance: Sickness levels continue to rise throughout the authority. The main reason for sickness in all directorates is Stress/Anxiety/Depression (not work related). HR are working with directorates to try and improve sickness levels.
DCO16.9 WOW CO1	Realisation of capital receipts targets (COMM) Higher Preferred	n/a	n/a	n/a	n/a	n/a	n/a	Trend not applicable	Quarterly Indicator Target Setting: The corporate property disposal strategy is currently in development for Spring 2025 Performance: No disposals planned for Q1-Q3. £1.85 million sale of Ravenscourt anticipated in Q4
DCO19.02 WOW CO1	Percentage of full statutory compliance across BCBC operational buildings (COMM) Higher Preferred	84.9%	100%	73.3%	100%	71.3%	85%	↓	Quarterly Indicator Target Setting: To ensure full statutory compliance Performance: A number of compliance service contracts were renewed during Q3 and a number of new assets added to the figures meaning the number of overdue compliance items increased as newly appointed contractors mobilised their contracts. No increase in number of safety open actions or remedials. Target of 100% remains ambitious however with a new compliance apprentice appointed we anticipate these figures continuing to move towards target.
DCO23.14 WOW CO1	Percentage of statutory compliance across BCBC operational buildings (big 5) (COMM) Higher Preferred	93.5%	100%	93.3%	100%	95.1%	94%	↑	Quarterly Indicator Target Setting: To ensure full statutory compliance Performance: Big 5 compliance continues to improve with the highest recorded figures on record in Q3 and now exceeding 95%. We continue to push for 100% but as compliance actions change daily this target remains ambitious.
DOPS34 (a) WOW	Percentage availability of voice and data network Higher Preferred	100%	99.99%	100%	99.99%	100%	100%	↔	Quarterly Indicator Target Setting: Target set to maintain good performance Performance: Target achieved
DOPS34 (b) WOW	b) storage area network (core computing) Higher Preferred	100%	99.99%	100%	99.99%	100%	100%	↔	Quarterly Indicator Target Setting: Target set to maintain good performance Performance: Target achieved
DOPS34 (c) WOW	c) core applications (as defined in the ICT Strategy), central printers and multi-functional devices and network connected devices (CEX) Higher Preferred	99.96%	99.90%	99.85%	99.9%	99.97%	99.975%	↙	Quarterly Indicator Target Setting: Target set to maintain good performance Performance: Performance is slightly below Q3 last year due to the supplier of the corporate finance system, Advanced, taking three days to resolve an issue with their COA Financials database in Q2 of 2024-25.
CORPB5 WOW	Percentage of staff that have completed a Personal Review/Appraisal (excluding school staff) (ALL) Higher Preferred	60.89%	80%	Annual Indicator - To be reported at Q4					

PI Ref &Type	PI Description	Annual target 24-25 £'000	Performance at Q3				Performance this period			
			Achieved Q3		Likely to be achieved by year end		Variance year end			
			£'000	%	£'000	%	£'000	%		
DRE6.1.1 WOW	Percentage of overall BCBC budget reductions achieved (ALL) Higher Preferred	£13,045	£9,784	75%	£11,604	89%	£1,441	11%	Target Setting: To achieve all reductions outlined in the MTFS Performance: The current position is that of the 2024-25 savings target of £13.045 million, £9.784 million has been achieved to date (75%) and £11.604 million (89%) is expected to be achieved by year end. The most significant reduction proposals unlikely to be achieved in full are:- • EDF59 cessation of Adult Community Learning provision (£149,000). The shortfall is due to the timing of the required restructure with the consultation process finalised during quarter 3. Savings will be achieved from 2025-26. • EDF59 – Communications and Relationships Team (£142,000) – saving will not be met in 2024-25 due to the overall increase in the number of pupils needing the service. • SCH1 – Efficiency saving against School Delegated Budgets – 3% in 2024-25 (£3.441 million). Whilst the saving is referenced as having been achieved due to the overall reduction in Individual Schools Budgets (ISB), the reduced budgets have resulted in total projected deficit balances for schools at year end in excess of £4.989 million. Officers are working with schools to bring this overall deficit down. • SSW13 – Council to reduce its investment into cultural services (£360,000). Current projections indicate a shortfall of £265,000. On 14th May 2024 Cabinet approved a £50,000 reduction to the book fund and removal of the £15,000 subsidy for the Youth Theatre. Cabinet also approved public engagement over how future savings can be achieved. Maximisation of the Shared Prosperity Fund in 2024-25 has mitigated this shortfall in the short term. • CEX2 – Chief Executive's Directorate vacancy management factor (£510,000). The projected shortfall of £111,000 is based on known vacancies to date. Unplanned vacancies will be added to the projection as the financial year progresses which should further reduce the shortfall. • CEX22 – Review of ICT Services (£398,000). There is currently a projected shortfall of £221,000 against this proposal, Further work is needed to be undertaken to review the telephony budgets across the Council, with updates to be provided to Cabinet in future revenue monitoring reports. Directors continue to work with their staff to deliver their proposals or alternatives and this is reflected in the forecast year end spend.	