

Corporate Performance Dashboard

Year end 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-



A County Borough where we protect our most vulnerable



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



A County Borough with thriving valleys communities



A County Borough where we help people meet their potential



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



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



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

WBO1: A County Borough where we protect our most vulnerable

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

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
CH/026 CP WBO1.1	Safe reduction in the number of children on the child protection register. (SSWB) Lower Preferred	270	189	175	75	↑	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 have undertaken audit and had an independent review.
DEFS29 CP WBO1.1	Percentage of completed TAF (Team Around the Family) support plans that close with a successful outcome.(SSWB) Higher Preferred	75%	83%	87%	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	11.67%	14.32%	18%	17.49%	↑	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 has 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. 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.
SSWB38b CP WBO1.1	b) maintained the same level of support Higher Preferred	14.59%	13.79%	14%	15.72%	↑	
SSWB38c (AD/011c) CP WBO1.1	c) mitigated need for support. (SSWB) Higher Preferred	66.84%	66.58%	68%	55.99%	↓	
SSWB76 CP WBO1.1	Number of packages of reablement completed during the year. (SSWB) Higher Preferred	377	377	400	509	↑	Quarterly Indicator Target Setting: The resetting of reablement programme will increase demand. Performance: Exceeded target due to the remodelling of the Support at Home service.
SSWB39 CP WBO1.1	Safe Reduction in the number of Care Experienced Children. (SSWB) Lower Preferred	398	370	350	333	↑	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: a) Children's Higher Preferred	New 23-24	100%	100%	100%	↔	Quarterly Indicator Target Setting: Target set to see all eligible carers offered an assessment Performance: On target (108 out of 108 offered)
SSWB55b CP WBO1.1	b) Adults. (SSWB) Higher Preferred	New 23-24	No Data	100%	92.78%	No trend	Quarterly Indicator Target Setting: Target set to see all eligible carers offered an assessment Performance: 1465/1579 offered a carers assessment that was recorded on the system. A carers plan has been developed that seeks to improve performance.
SSWB57 CP WBO1.1	Percentage of enquiries to the Adult Social Care front door which result in information and advice only. (SSWB) Higher Preferred	New 23-24	74.88%	75%	84.58%	↑	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)	New 23-24	64	130	39	↓	Quarterly Indicator Target Setting: To reflect predicted demand. Performance: There has been a decreasing trend in the number of children eligible for the

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
	children's social care Higher Preferred						advocacy active offer. 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 in the last two quarters.
SSWB61b CP WBO1.1	b) Adult's social care Higher Preferred	New 23-24	87	180	67	↓	Quarterly Indicator Target Setting: To improve performance. Performance: The advocacy groups are operating at capacity, largely with ongoing casework, which is restricting their ability to pick up new referrals. The service will undertake a review of the delivery of this contract to reflect current demand and the service specification contained in the contract.
SSWB78a CP WBO1.1	Timeliness of visits to a) children who are care experienced Higher Preferred	81.13%	85.31%	87%	88.28%	↑	Quarterly Indicator Target Setting: To continue to improve performance and reflect the challenges there have been linked to recruitment and retention. Performance: Performance has improved quarter on quarter. Clear processes are now in place and have been maintained.
SSWB78b CP WBO1.1	b) children on the child protection register Higher Preferred	82.14%	86.77%	87%	89.27%	↑	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)	BLUE (Completed)	Quarter 4: Following the restructure of aspects of Early Help into Social Services and Wellbeing, there has been a 10% increase in referrals for Early Help support compared to last year. Over the course of 2024-25, we have focused on strengthening the early help offer and improving outcomes for families. There has been a 67% reduction in the number of cases stepping up to statutory services, a key outcome that highlights the effectiveness of our preventative work. Notably, there were no step-ups to safeguarding in Quarter 4. The introduction of new front door arrangements has facilitated earlier identification of risk, allowing teams to intervene before needs escalate. A mapping pilot in the North Hub has been successfully rolled out, providing a robust framework for understanding family needs and coordinating support. This has been supported by strong joint working between locality teams, partner agencies, and health services, ensuring families receive timely and appropriate interventions. Earlier identification has allowed teams to undertake preventative work rather than reacting to crises, and staff now feel more confident in managing complex cases and sustaining positive outcomes for families. Impact measures have shown that 96% of families reported feeling more able to make positive lifestyle and behaviour changes, and 94% of families (including 92% of those affected by disability) reported improved family resilience.	Actions for 2024/25 have been completed. 2025/26 will focus on implementing the early help commissioning strategy.
WBO1.1.2	Help communities become more resilient, so more people will find help / support they need in their community. (SSWB)	YELLOW (Good)	Quarter 4: Early Intervention and Prevention Hub model continues to embed. Performance indicators are showing evidence that the strengths-based practice model is operational. In 2024-25, capacity within the Early Help screening process was increased to manage growing demand more effectively. Signs of Safety (SoS) was embedded across all hubs, supporting a consistent, strengths-based approach to assessment and intervention. Case mapping processes with locality teams were improved, ensuring clearer oversight of family needs and better alignment of support. Stronger links with partner agencies were developed, enabling more effective collaboration and ensuring that families accessed the right services as quickly as possible to prevent escalation of need. The Education, Early Years and Young People (EEYYP) panel was introduced, bringing together key services to improve the coordination of referrals and ensure families receive timely and appropriate support. In addition, preparation is underway for the launch of the regional SPACE	To continue ensuring the skill mix is right for the service area. Our focus is also now beginning to move on to evidencing quality interactions and outcomes through the quality assurance framework.

Code	Commitment	Status	Progress this period	Next Steps
			Wellbeing Panel towards the end of 2025, further enhancing multi-agency coordination and integrated working.	
WBO1.1.3	Support the wellbeing of unpaid carers, including young carers, to have a life beyond caring (SSWB)	BLUE (Completed)	Quarter 4: The Prevention and Wellbeing Service has actively supported 549 young carers over the last 12 months, with 146 attending the Young Carers Network event organised by the Young Carer Ambassadors. The Bridgend Carers Wellbeing Service received 553 referrals. 1522 carers supported, signposted - 4650 and provided information, advice and assistance to 2617. 115 referrals made to BCBC for full carers assessments. The service continues to meet needs based on volume of engagement. Through our partnership working with Bridgend Carer Centre, 57 young carers aged between 7 to 12 year olds have been supported through peer mentoring groups.	Creation of a strategic carers group within Bridgend to ensure all unpaid carers views are heard and acted upon. First stage will be identifying employees from within BCBC to identify 5 key themes to progress. Once the initial meeting has taken place the group will grow to include carer representatives from third sector organisations to ensure co-production.
WBO1.1.4	Improve Children's Services by delivering the actions in our three-year strategic plan (SSWB)	GREEN (Excellent)	Quarter 4: The action plan for 2024/25 has been routinely reviewed by the senior management team. Good progress has been made in progressing the priorities within the plan since its implementation. This includes: <ul style="list-style-type: none"> • Implementation of the revised Quality Assurance (QA) Framework. • Finalising a commissioning strategy for family support services. • Continued delivery of the 'Signs of Safety' programme including multi-agency workshops. • The implementation of an operating model between prevention (early help) and statutory services to provide an integrated service in which more children and families with complexity of need are supported preventatively where families are motivated and consent to change. • Continued improvements in the sufficiency, quantity, and quality of provision for care experienced children requiring residential care. • Continued joint working with key partners to deliver the priorities laid out in the three-year plan. 	To continue to support the implementation of the plan through 2025/26.
WBO1.1.5	Improve adult social care with a new three-year strategic plan to tackle physical and mental health impacts of Covid-19 on people with care and support needs, and our workforce (SSWB)	GREEN (Excellent)	Quarter 4: Progress against the plan monitored at a senior level. This includes the Social Services Improvement Board. Formal evaluation of the operating model implemented in February 2024 was progressed. Adults weekly quality assurance outcomes panel continues to oversee practice, establish trends and practice development needs.	Formal review of the six-monthly progress against the plan's milestones.
WBO1.1.6	Change the way our social workers work to build on people's strengths and reflect what matters to our most vulnerable citizens, the relationships they have and help them achieve their potential (SSWB)	GREEN (Excellent)	Quarter 4: Directorate teams are now trialling and testing alternative methods for capturing the voices of individuals in receipt of services. Feedback form development based on the Person Centred Community Care Inventory (PERCCI) method promoted by Social Care Wales is now active in a number of areas. Capturing the voices of individuals through PERCCI and the Most Significant Change model are being tested across Directorate teams within Quality Assurance (QA) direct observation mechanisms.	Findings and recommendations of learning from use of the approaches that support strengths-based models of practice are contributing to QA framework form revision around impact and outcomes. To be signed off in Quarter 1 2025/26
WBO1.1.7	Address the gaps in social care services such as care and support at home, specialist care homes for children and adults and recruiting more foster families (SSWB)	AMBER (Adequate)	Quarter 4: A draft Children and Families Placement Commissioning Strategy has been submitted to Welsh Government and has been presented to CCMB (Cabinet and Corporate Management Board) and Scrutiny. 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 for foster carers. 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, and then approved by Cabinet in March 2025. There has also been a review of daytime opportunities in Bridgend which has been approved by Cabinet.	*Continue to develop and mobilise children's residential as set out in the business justification case and Placement Commissioning Strategy. *Secure any capital and revenue available to support growth. *Continue to progress the fostering project plan. *Key actions and priority areas in the Day Opportunities and Accommodation Based Service reviews have been built into relevant work programmes for 2025/26

Code	Commitment	Status	Progress this period	Next Steps
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)	AMBER (Adequate)	Quarter 4: We have seen a significant increase in demand into Early Help since the restructure of services in July 2024. However, there continues to be some challenges for people referring for support and the route to access the range of services still provided by other parts of the council. This has led to some confusion within the system. To address these challenges, the introduction of the Education, Early Years and Young People (EYYP) panel has been a key development in streamlining the allocation of referrals and reducing delays in getting families the support they need. This panel brings together multiple services to ensure cases are allocated swiftly and appropriately. Increased capacity within the Early Help screening team has also been established, allowing for quicker allocation of referrals and reducing the waiting time for families. The team is now completing more detailed assessments that clearly identify family needs, enabling more targeted and effective interventions. Regular communication has been established with schools and partner agencies to update them on the new processes, which has helped to upskill professionals and improve the quality of referrals. This combined approach ensures that families are accessing the right support more efficiently, reducing the risk of needs escalating and enhancing overall outcomes.	To continue to work with Education Early Years and Young People directorate to identify a solution to developing one single point of access for all family as identified by the Family Support Commissioning Strategy.

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 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
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. Higher Preferred	New 23-24	92%	85%	96%	↑	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: A positive year for the service with the target being achieved each quarter. A total of 562 residents have successfully achieved increased income through the support of FASS.
CED44 CP WBO1.2	Percentage of people supported through FASS who have received advice and support in managing or reducing household debt Higher Preferred	New 23-24	93%	85%	94%	↑	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 throughout the year with a total of 220 achieving reduced household debt.

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 4: 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 WG'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.	
WBO1.2.2	Raise awareness of financial support available to residents (CEX)	GREEN (Excellent)	Quarter 4: The continuation of the FASS project has led to £1.7m in income gains since the start of the financial year. Clients accessing the service throughout the full year have presented with multiple issues, the top 5 being Benefits and Tax Credits, Universal Credit, Charitable Support & Food Banks, Consumer goods and services, and debt referrals to the service. In past years the service has predominantly supported clients from the most deprived areas of the county borough, however new post code areas are emerging and in the last quarter more clients were supported from surrounding communities.	

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 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
DOPS39 CP WBO1.3	Percentage of people presenting as homeless or potentially homeless, for whom the Local Authority has a final legal duty to secure suitable accommodation. (CEX) Lower Preferred	7.6%	29%	10%	26.4%	↑	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 Authority continues to have a duty to accommodate everyone that presents as homeless and in need of emergency accommodation. There is not enough affordable housing to meet the demands of the service. The Authority now operates the Welsh Government Leasing Scheme which continues to grow in size. This has benefitted the service as it offers an affordable solution solely to those who are homeless. Due to the shortage of affordable housing, more households are being owed the final duty. Those with complexities are more difficult to find solutions for and harder to prevent from becoming homeless. Pressures on the service continue to grow, more people are presenting homeless. There has been a 12% increase in homeless presentations in 2024/25 compared to the previous year.
PAM/012 (DOPS15) CP WBO1.3	Percentage of households threatened with homelessness successfully prevented from becoming homeless. (CEX) Higher Preferred	19%	11%	20%	31.2%	↑	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: The housing service remain under considerable pressure since the emergency changes introduced during the Covid pandemic and thereafter. There remains to be a shortage of affordable housing to meet the demands. The introduction of longer notice periods in the Renting Homes Act does allow for longer prevention periods however, this is only successful if there is a new home to move into or if the existing home can be saved. Collaboration with Registered Social Landlords (RSLs) to prevent homelessness has been key by ensuring those who are facing homelessness are given some priority for housing. The Private rented sector is also pivotal in this, but this comes at a cost to the Local Authority, however results in savings in the long term. The disparity between market rents and Local Housing Allowance often results in this tenure not being suitable for most of our clients. Whilst prevention activity has improved, the demand on the service has not reduced. There has been a 12% increase in homeless presentations in 2024-25 compared to the previous year.

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 4: The majority of the key action points within the plan have been completed. In year 3 in particular the Social Housing Allocation Policy was reviewed. A complex housing scheme was commissioned and operational. We have increased the use of, and built relationships, in the private rented sector by the adoption of the Welsh Government Leasing Scheme and are proactively bringing empty properties back into use. We have purchased accommodation to use as a more suitable form of temporary accommodation for those that are homeless. The remainder of actions will be reviewed and completed in year 4. We have reviewed our allocation policy to incorporate rapid rehousing targeted at homeless households. We continue to work on a multi-agency basis to identify those facing the harshest form of homelessness i.e. rough sleeping, to support individuals into accommodation with wraparound support. We continue to work proactively with Registered Social Landlords (RSLs) to develop accommodation to address the demands on social housing.	

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 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
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	New 24-25	100%	0%	No trend	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: The implementation of the online IDP system has been delayed therefore we have been unable to deliver IDPs via the online system. See WBO1.4.1 below.

DEFS171 CP WBO1.4	Number of pupils on the waiting lists for specialist provision. (EEYYP) Lower Preferred	New 24-25	23	10	55	↓	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: The last Access to Education panel for 2024-25 took place in February 2025. A total of 23 pupils were referred for first discussion. Updates were received from schools for a number of previous referrals where support offered to maintain mainstream placements had not been successful. This has resulted in a further increase in the number of pupils identified for specialist placements. There have been successful growth bids to expand specialist provisions to tackle capacity and wait lists which include additional observation and assessment classes and Communication Autism Resource Education (CARE) provisions. We are looking to install a double mobile classroom at Ysgol Bryn Castell and plan to open three new learning resource centres. We are working with Ysgol Bryn Castell and the Bridge to maximise capacity and manage pupils on reduced timetables, with off-site provisions and non-attenders so that pupils on waiting lists can attend. Some pupils have been placed in moderate learning difficulty (MLD) provisions in lieu of placements in autistic spectrum disorder (ASD) CARE bases.
DEFS172 CP WBO1.4	Percentage of year 9 pupils with Additional Learning Needs (ALN) with a transition plan in place, which have had an annual review by 31 March of each current school year. (EEYYP) Higher Preferred	New 24-25	New 24-25	100%	74.3%	No trend	Annual Indicator Target Setting: In order to comply with the Additional Learning Needs Code for Wales, all IDPs must be reviewed annually. Performance: Transition plans are completed by schools during the IDP review meeting. Meetings can be impacted by non-attendance of key stakeholders, rescheduling and ALN Coordinator (ALCo) capacity. Our ALN Lead will be in regular contact with ALNCos during the summer and autumn terms to ensure completion of the reviews by March each year. We hope to be able to better monitor this data when the online IDP system is fully operational across all schools later this year.

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 4: A live trial of the online Individual Development Plan (IDP) system earlier in the year identified some system issues meaning we have been unable to extract IDPs from the system. There have been some capacity issues resulting in delays from Gwynedd Council in fixing these issues before the end of the year.	During Q1 2025-2026, Gwynedd Council have successfully implemented system updates and fixes which will allow us to progress with launching the system in early 2025-26. We will host an introductory session to the system for ALNCos at the next ALNCo Forum in May 2025 where we can test the system prior to roll out to schools.
WBO1.4.2	Develop a five-year plan to meet increasing demand on support services, specialist provision and schools (EEYYP)	GREEN (Excellent)	Quarter 4: The draft plan has been produced following completion of an ALN capacity analysis, and shared with the Head of Service Early Years, Education and Young People for approval. Pressure bids were approved to meet demand for ALN places. This includes three new learning resource centres – a Foundation Phase observation class, a Foundation Phase Nurture Class for pupils with Emotional, Social and Behavioural Difficulties (ESBD) and a secondary Communication, Autism Resource Education (CARE) base. Identifying schools for these provisions to open in September 2025 is ongoing.	

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 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
CH/003 CP WBO1.5	Children's safeguarding referrals – decision making in 24 hours. (SSWB) Higher Preferred	99.53%	99.69%	100%	99.97%	↑	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 14828 which were screened outside of the statutory 24-hour timescale. Performance has improved compared to last year.
SSWB62 CP WBO1.5	Percentage of child protection investigations completed within required timescales (SSWB) Higher Preferred	New 23-24	77.78%	75%	84.4%	↑	Annual Indicator Target Setting: We are reviewing systems and processes to accurately reflect this information. Performance: 184/218- We have exceeded our target, however, ongoing work required in this area.

SSWB63 CP WBO1.5	Average waiting time (in days) on the Deprivation of Liberty Safeguards (DoLS) waiting list (SSWB) Lower Preferred	New 23-24	16 days	16 days	10 days	↑	Quarterly Indicator Target Setting: To maintain good performance within existing resources. Performance: Exceeded the target due to the DoLS Sustainability Plan.
SSWB77 CP WBO1.5	Percentage of Adult safeguarding inquiries which receive initial response within 7 working days (SSWB) Higher Preferred	84.19%	81.85%	85%	83.08%	↑	Quarterly Indicator Target Setting: To continue to improve performance and ensure adults are protected from harm. Performance: This is an area where we are going to complete a deep dive to establish the causes within the system both internal and external. We have introduced a weekly monitoring system so we can escalate accordingly.
CORPB1 CP WBO1.5	Percentage of safeguarding e-learning (including workbook) completions (ALL) Higher Preferred	77.33%	82.73%	100%	85.77%	↑	Quarterly Indicator Target Setting: All staff to complete mandatory training Performance: There has been an improved position on the completions of this mandatory module. Escalations will now also be issued to heads of service to further support completions. The Learning & Development website has also been updated so managers can check themselves if their staff have completed this training. The module is promoted to all new starters through the Corporate Induction Framework and reminders are issued throughout the year, via the Learning & Development bulletin, detailing the importance for staff to complete all mandatory e-learning modules.

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 4: The Corporate Safeguarding Board continues to oversee safeguarding practice across the Council. A reasonable assurance of corporate safeguarding arrangements has been given by internal audit. Safeguarding risks and self-assessments by all directorates continue to be the focus of the group which reports via a dashboard to CCMB on a monthly basis. (EEYYP) Quarter 4: The 'Signs of Safety' model of practice continues to be embedded into practice in schools, local authority and partner agencies. Professional safeguarding referrals to the directorate are managed effectively by the Education Engagement Team. Schools positively use the professional line in the Multi-Agency Safeguarding Hub (MASH) for discussions in relation to safeguarding. All schools are in compliance with safeguarding training and report they are confident in working with partner agencies in regard to child protection. The safeguarding audits of schools have been completed with 93% (56/60) of schools rated as overall green. The percentage of schools self-evaluating themselves as overall green this year remains the same as the previous year. However, there was an increase this year in the number of sections rated as green in comparison to last year. A draft Early Years and Childcare Safeguarding Policy has been completed. This is awaiting approval from the Cwm Taf Morgannwg Safeguarding Board. Designated Safeguarding Person forum is due to take place in April 2025 which allows partners to collaborate and share best practice. A total of 67 governors completed safeguarding training between April 2024 and March 2025 but safeguarding audits have shown further engagement is required from governors around safeguarding training.	Progress the management action plan from the corporate safeguarding internal audit report. Develop the 2024-25 annual report. Progress directorate by directorate self-assessment. Continue collaboration with the clerk to the governors to increase governor engagement with training delivered by the Education Engagement Team. We will launch Cwm Taf Morgannwg Safeguarding Board's exploitation strategy and toolkit.
WBO1.5.2	Safeguard children, young people and adults at risk of exploitation (SSWB)	GREEN (Excellent)	Quarter 4: Regional strategy has been signed off and local plans developed for implementation in BCBC.	Local action plan implementation including training staff on key documents such as screening and assessment tools. Business support systems in place to collate data and information as well as support the Exploitation protocol meetings that will take place in high risk exploitation cases.

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 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
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	New 23-24	694 days	210 days	839 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 have continued to work through the pipeline of referrals and the number of backlog cases is coming down. Where referrals have been deemed a priority by an occupational therapist these have been escalated. Referrals dating back to 2019 have been certified during year and continue to significantly impact 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. See WBO1.6.1 below.
CED45(b) CP WBO1.6	b) Stair lifts Lower Preferred	New 23-24	351 days	210 days	579 days	↓	
CED45(c) CP WBO1.6	c) ramps Lower Preferred	New 23-24	835 days	210 days	1,086 days	↓	
CED45(d) CP WBO1.6	d) extensions (CEX) Lower Preferred	New 23-24	945 days	210 days	1,115 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	New 23-24	98%	98%	99.3%	↑	Quarterly Indicator Target Setting: Target retained. To continue to achieve a positive outcome for grant recipients in living more independently. Performance: Achieved target.

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO1.6.1	Improve the process and access to grants for older and disabled people who need to make changes to their home (CEX)	YELLOW (Good)	Quarter 4: The Disabled Facilities Grant (DFG) Procurement framework is now live. The framework has allowed us to allocate referrals to contractors in a more timely manner, ensuring value for money and making best use of the capital budget available. Use of the framework will ensure the experience for the end user runs smoothly and efficiently in meeting their needs at the earliest opportunity. The 2024-25 budget was fully spent as of 31st March 2025. An additional £90k of funding was secured in March from the Regional Partnership Board, which allowed us to adapt a further 15 homes. Total DFG spend in the full year £2.4m. A total of 238 adaptations were completed in 2024-25, a 5% rise on the previous year. A significant number of cases from the backlog have been addressed, with 116 cases left from prior to March 2023, compared to 387 outstanding in the prior year.	

WBO1.7: Support partners to keep communities safe

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
CED46 CP WBO1.7	Number of instances where CCTV supports South Wales Police in monitoring incidents (CEX) Higher Preferred	New 23-24	944	944	1,020	↑	Quarterly Indicator Target Setting: To continue supporting South Wales Police in actively monitoring CCTV incidents across Bridgend County Borough Performance: The CCTV service continue supporting South Wales Police in actively monitoring CCTV incidences. In 2024-25, we have supported an average of 85 incidences each month, with CCTV staff initiating 45.1% of these.
CED62 CP WBO1.7	Percentage of Assia service users reporting increased feelings of safety at their exit evaluation(CEX). Higher Preferred	New 24-25	New 24-25	100%	99.12%	No trend	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 Performance: 911 completed exit evaluations, 903 reported increased feelings of safety. Target not achieved as some service users opted not to respond to the question in Q1 and Q2

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
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	New 24-25	100%	100%	No trend	Quarterly Indicator Target Setting: New PI – 100% target. Contact within 48 hours is identified best practice (in line with Leading Lights accreditation) Performance: Target met in line with good practice standards (1214 of 1214)
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	New 24-25	100%	100%	No trend	Quarterly Indicator Target Setting: New PI – 100% target. Contact within 72 hours is identified best practice (in line with Leading Lights accreditation) Performance: Target met in line with good practice standards (629 of 629)
CORPB2 CP WBO1.7	Percentage of council staff completing Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) training (Level 1) (ALL) Higher Preferred	73.45%	75.54%	100%	75.92%	↑	Quarterly Indicator Target Setting: All staff to complete mandatory training Performance: There has been a slight improvement on the completions of this mandatory learning. Escalations will now also be issued to heads of service to further support the completions. The Learning & Development website has also been updated so managers can check themselves if their staff have completed this training. The module is promoted to all new starters through the Corporate Induction Framework and reminders are issued throughout the year, via the Learning & Development bulletin, detailing the importance for staff to complete all mandatory e-learning modules.

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)	BLUE (Completed)	Quarter 4: The Cwm Taf Morgannwg Community Safety Partnership (CTMCSP) has been established, terms of reference have been developed and the inaugural meeting of CTMCSP has taken place. The Regional Community Safety Partnership structure has been confirmed and is operational, with delivery mechanisms being worked through. Meetings have been diarised for the 2025 calendar year alongside governance arrangements with Public Services Board (PSB) and Joint Overview and Scrutiny Committee.	
WBO1.7.2	Identify children who are more likely to offend and provide them with support to reduce offending behaviour (EEYYP)	YELLOW (Good)	Quarter 4: From September 2024, the weapon awareness programme has begun to target the Year 7 intake for each comprehensive school and the one school missed in the school year 2023-2024. This has now extended to older age year-groups. Bridgend Youth Justice Service (BYJS) has recently carried out further presentations to schools, early help teams and Pupil Support Services to raise awareness of the BYJS prevention offer. BYJS have continued meet on a monthly basis with Community Safety Partnership and Youth Support Service to see share information and offer support to existing wider prevention provision. Our Victim Officer has liaised with the Anti-Social Behaviour Team and has improved multi-agency partnership working in that area. The successful implementation of a range of activities (such as, building skills, Halo Leisure Centre activities and encouraging children to attend full time education), has played a role in diverting children who offend from being criminalised, significantly reducing the number of first-time entrants into the criminal justice system. Bridgend Youth Justice Service currently has reduced case holding capacity due to a recruitment freeze. This has unfortunately led to children being put on a waiting list for prevention intervention.	

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 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
DEFS82 CP WBO2.1	The number of participants in the Employability Bridgend programme going into employment. Higher Preferred	392	366	233	453	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: We have overachieved on this target for year total.

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)	YELLOW (Good)	Quarter 4: The programme was completed in line with funder requirements and over 95% of target indicators across the programme were exceeded. The Economic Programme Board, chaired by the Cabinet member for Regeneration, Economic Development and Housing, oversaw the programme's governance. Finance completed end of year reporting, and all projects finished on time, however the programme had an 11% underspend due to final quarter unforeseen issues. A package of activity to take place during the transition year, 2025-26, was agreed by Cabinet and Corporate Management Board in January 2025.	
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 4: Programme signed up 1,353 participants as of end of Q2, 304 participants in Q3 and 121 participants in Q4. Q4 was a smaller number than previous quarters as we closed referral in mid-Feb to be able to concentrate on closing files for the end of the project year as we didn't have clear guidance on whether we could move participants over to the transition year. We have worked with partners such as other BCBC departments, particularly the neurodivergence team in January for the Pathways conference, to support with training, volunteering and employment. We signpost as appropriate to or collaborate with other services and projects as appropriate. 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 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
DEFS80 CP WBO2.2	Number of participants in the Employability Bridgend programme supported into education or training. (COMM) Higher Preferred	387	76	409	678	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: We have overachieved on this target for the year.
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	1.6%	1.4%	1.5%	1.9%	↓	Annual Indicator Target Setting: This target reflects the current position where more young people are identifying with a range of complex issues, impacting their progression into education, employment, or training. Performance: The percentage of Year 11 leavers identifying as NEET has increased compared to last year. Several factors have contributed to this increase, such as, school exclusions, pregnancy and mental health issues leading to long periods of school avoidance and social exclusion. Bridgend is the 5th best performing local authority for numbers of Year 11 leavers presenting as NEET. The Youth Support Services Post-16 NEET Coordinator has held the first panel looking at current Year 11 pupils in Bridgend that have less than 50% attendance, of which there were 30 (this does not included data from Pencoed Comprehensive School and Brynteg School). The panel consisted of members of staff from Education Engagement Team, Pupil Support Services and Youth Services. While the panel discussed support arrangements, this will likely be impacted by the confirmed budgetary reductions, leading to fewer staff able to provide appropriate interventions.

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 4: 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. It is replaced by a commitment to increase employment and training opportunities for all age groups, not just 16-24 year olds.
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 4: We continue to evidence low levels of agency in children and family services. High levels of maternity in some service areas in adult social care are contributing to agency levels. There is continued focus on wellbeing at an individual and team level. The 'Grow Our Own Social Work Programme' and international recruitment project has achieved Social Care Wales Accolade highlighting excellent practice which the rest of Wales can learn from. Staff have attended College careers events and open days and have had direct input onto College Health and Social Care diploma programmes, giving presentations on working in social care, also provision of information on work pathways, apprenticeship programmes and careers in social care. Discussions taking place with the College regarding the provision of work placements (residential care) for students who will be undertaking the Level 3 Health and Social Care Diploma.	Deployment of newly qualified social workers (12) qualifying from the "grow your own" scheme to key areas of business need. Establish a directory of work placement opportunities for Health and Social Care students. Initially within BCBC adult residential care services, with the intention to extend to commissioned providers services.
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)	BLUE (Completed)	Quarter 4: Youth ensemble membership has grown over the year with ensemble groups ranging from beginner to post-Grade 8 standard, as Primary Orchestra, Secondary Orchestra and Senior Orchestra. County youth ensemble membership has increased by 10% in January 2025 and remains on course to return to pre COVID-19 membership levels by the end of the summer term 2025. Youth ensembles were combined and digitally recorded the ensemble for submission into this year's MFY 'Mentor Connect Programme'. This submission resulted in our 'Bridgend County Combined Youth Orchestra' receiving an invitation to perform as part of the National MFY Festival in Birmingham Symphony Hall in July 2025. Links further developed with the national 'Music for Youth' (MFY) organisation, enabling cost reductions whilst young musicians can still work with MFY professional musicians and receive feedback on their performances. Members of the BBC National Orchestra of Wales confirmed that they will visit Bridgend Music Service in May 2025 to deliver two concerts to pupils. Bridgend Music service has recently received the Mayor of Bridgend Citizenship Award for its ongoing contribution and impact on the community.	

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 4: More than £340,000 was awarded to 5 schemes which contribute towards regenerating our town centres. These schemes were supported as part of the Transforming Towns Programme. This scheme has been renewed to support projects in 2025-6. The availability of commercial property grants has been marketed, with some feasibility finance available for projects in the Valley areas available throughout. Significant consultation has been undertaken on the new placemaking strategies and marketing continues on availability of funding.	

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

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
DCO23.03 CP WBO2.4	Number of businesses receiving support through Shared Prosperity Funding. (COMM) Higher Preferred	New 23-24	25	21	37	↑	Quarterly Indicator Target Setting: This is the final year of the funding so will attempt to maximise the benefits locally where possible. Performance: The business support programme has been delivered successfully in 24-25.

DCO23.04 CP WBO2.4	Number of business start-ups assisted. (COMM) Higher Preferred	New 23-24	219	53	94	↓	Annual Indicator Target Setting: Continue to assist and capitalise on the strong new business demand Performance: The business support programme has been delivered successfully in 24-25, however performance is slightly lower compared to the previous year. It was not possible to award as many business support grants in 24-25 due to funding availability, and a specific business support programme (Rebel Business School) that was delivered in 23-24 could not be delivered in 24-25 due to funding availability.
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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 4: A total of 68 start up grants have been awarded during 2024-25. 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 Q4 the team had delivered total of 27 business development grants and 10 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 commissions have been completed. Both completed in line with all funders target requirements and compliance.	
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 4: The Corporate Joint Committee has been formed. Work to produce the draft Delivery Agreement for Cardiff Capital Region (CCR) and was completed by September 2024. Monthly meetings of the Economic Directors Forum monitors this work and communicates with the Corporate Joint Committee (CJC) on its strategic vision. Work with the CJC to produce a regional transport plan and was completed in December.	

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

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
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	41%	35%	42%	Data not available	No trend	Annual Indicator Target Setting: Target set to show increase in positive feedback from staff in comparison to the previous survey conducted (2023-24 actuals) Performance: Survey was not run in 2024-25 as planned. The response rate to the 2023-24 staff survey was disappointingly low with 707 responses (23% of staff) which represented a 19% decrease in staff participation compared with the previous year. In addition, many aspects of the responses were ambiguous and difficult to interpret. There was a high level of neutral responses and limited qualitative feedback making analysis of the results difficult. We therefore ran two focus groups with a cross section of staff to gain more insight. Staff raised a number of issues that created barriers to participation in the survey, including lack of digital access for some staff, duration of the survey, time of year the survey ran (February), as well as a range of issues they wanted addressed including clearer priorities and more direct communication from Corporate Management Board (CMB). CMB and Cabinet reflected on the feedback and a range of changes were initiated in response to staff concerns, including the decision to change to a biannual staff survey supported by surveys tailored to a number of staff groups (primarily frontline staff) who either could not participate digitally or would benefit from a more streamlined survey which will run at different times of the year. In addition, the 7 wellbeing objectives
CED29(b) CP WBO2.5	b) I am satisfied with BCBC as an employer Higher Preferred	67%	66%	74%	Data not available	No trend	
CED29(c) CP WBO2.5	c) Working here makes me want to perform to the best of my ability Higher Preferred	77%	73%	79%	Data not available	No trend	
CED29(d) CP WBO2.5	d) I feel that BCBC values its employees ideas and opinions Higher Preferred	40%	39%	48%	Data not available	No trend	
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	84%	85%	86%	Data not available	No trend	
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	70%	67%	71%	Data not available	No trend	

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
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). Higher Preferred	53%	50%	54%	Data not available	No trend	in the corporate plan were streamlined to make communication more straightforward and some new communications channels were introduced to establish a clearer voice and connection with CMB (the Chief Executive's quarterly message, the Managers' Briefing Note and the Managers' Forum).
CED50 CP WBO2.5	Number of sign up of new subscribers to the staff extranet (CEX) Higher Preferred	New 23-24	Data not available	Baseline	Data not available	No trend	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: Unfortunately, we are unable to progress with this project due to the proof of concept not meeting the necessary threshold, therefore we need to consider an alternative solution.

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)	YELLOW (Good)	Quarter 4: Throughout the year the council has continued to promote itself as an employer of choice to ensure that both current and new employees have access to development. During the year the council was awarded the Disability Confident - Leader status, continues to pay the Real Living Wage and promote a range of benefits such as Staff Discounts, Health & Wellbeing Platform and flexible employment options. The number of apprentices employed across the organisation during 2024-25 was 22 which was lower than previous years. The council will continue to support services to appoint apprentices within the budget available. The workforce planning E-learning module has been written; however, work is taking place to develop a toolkit on this topic to give managers the necessary tools to undertake effective workforce planning. Work is progressing on improving key aspects of internal communication following feedback from the staff focus groups, and visible leadership e.g. Chief Executive's quarterly message to all staff. A monthly bulletin to managers has been established which has seen an open rate of 80% to each edition. Full structured programme of internal communication will be dependent on restructure of Communications Service and capacity.	

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 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
CED54 CP WBO2.6	Number of real living wage employers identified (CEX) Higher Preferred	235	250	255	257	↑	Annual Indicator Target Setting: Increase the number of suppliers replying and becoming accredited Performance: Target achieved. We have successfully identified 7 additional Real Living Wage employers in 2024-25 that were awarded contracts with BCBC. This takes the running total to 257.

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 4: 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 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
DCO23.01 CP WBO3.1	Number of commercial properties assisted through the enhancement grant scheme (COMM) Higher Preferred	New 23-24	4	2	7	↑	Annual Indicator Target Setting: To allocate the grant appropriately to successful applicants in line with funding terms Performance: Target achieved - £168,280.96 was paid out against 7 properties to enhance and consolidate the High Street in Commercial areas across our valley areas. A further commitment has been made to support schemes in the year 2025-6.

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)	YELLOW (Good)	Quarter 4: Consultation on the Placemaking Plan for Maesteg has been completed and the Plan is now ready for formal approval. The Placemaking Plan will be used to support investment and development of projects in and around the town centre. It will support applications for project funding and to demonstrate need and opportunities for activity to support the town centre.	Receive formal approval on Placemaking Plan.
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 4: Just over £168,000 was paid out against 7 properties to enhance and consolidate the High Street in Commercial areas across our valley areas. This fund was supported by the Shared Prosperity Fund. Grants were awarded in Ogmore Vale, Garw, Llynfi, Pencoed and Pyle. Examples include Ogmore Valley Family Dental, and Ogmore Boxing Club, where support was given to maintain active frontages on the high street and retaining vital health services and benefits within the valley.	

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 4: Project development across the valleys areas has been supported by Shared Prosperity Fund Finance. Programmes and projects will need to be supported by external funding. The Valley Regeneration Strategy is in final draft form to be circulated for completion. Once is formally adopted, use this as a tool to develop potential funding bids.	Complete the Valley Regeneration Strategy and submit for formal adoption.
WBO3.2.2	Increase the amount of land and premises available for businesses, including industrial starter units, in the Valleys (COMM)	AMBER (Adequate)	Quarter 4: Discussions still on-going with Northern Valleys Gateway Initiative (NVI). Discussions started with Cardiff Capital Region (CCR) in relation to accessing funds through the NVI programme in 2023 and nearly 2 years later funding still has not been released to BCBC 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 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 Pontycymmer (EEYYP)	BLUE (Completed)	Quarter 4: The three provisions at Nantymoel, Ogmore Vale and Pontycymmer have been established. We have received approval from Welsh Government on the proposed delivery plan for the universal expansion of Flying Start childcare (phase three) approval in March 2025 which will see the final Lower Super Output Areas in Maesteg becoming eligible from April 2025. All settings funded for Flying Start and/or early education places have now received the new, enhanced Group B and Group C safeguarding training. All settings are now using the compliance tool to self-evaluate their settings and to ensure that evidence is in place to qualify their assessment of their setting. Judgements against the quality indicators suggest that, as of March 2025, 92% of funded settings are offering care (and where relevant) education that is at least of good quality.	

WBO3.4.2	Open Welsh-medium childcare in the Ogmore Valley and Bettws, with 32 full-time-equivalent childcare places (EEYYP)	RED (Unsatisfactory)	Quarter 4: 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 negotiations regarding the terms of the lease are underway. Once the Bettws building is handed over, the local authority will offer support to the provider to register and promote the setting. The tender process for the Blackmill has been delayed and will now run through May 2025. At the open day for Blackmill on 12 March 2025, four providers came to express an interest. Mudiad Meithrin and Bridgend's procurement team met in January 2025 and have established a way that Mudiad Meithrin can enter into the procurement process for Blackmill.	The tender process for the Blackmill setting will run through May 2025.
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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 4: The Valley Regeneration Strategy has been produced, Stakeholder consultation on the development has been completed, and a consultation report has been produced, and a report take to SOC3 to review the consultation and its influence on the development of the plan is in final draft form to be circulated for completion. Once is formally adopted; we will use this as a tool to develop potential funding bids.	Complete The Valley Regeneration Strategy and submit for formal adoption.

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 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
CED55 CP WBO3.6	Number of additional affordable homes provided by Registered Social Landlords (RSLs) in the Valleys (CEX) Higher Preferred	New 23-24	2	20	2	↔	Annual Indicator Target Setting: This 1-year target forms part of wider programme to see an additional 100 units in the valleys provided by RSLs over the next 5 years through the Welsh Government capital build scheme. Performance: Whilst 13 have been built/acquired in the financial year, only 2 have been provided i.e. ready for occupation. The remainder will count towards the additional affordable homes in 2025-26. We have continued the dialogue with RSLs promoting development in the Valleys. There are schemes in the main programme of the plan to be developed in the Valleys over the 3 year rolling period.

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 4: Monthly meetings continue with the 6 Registered Social Landlords (RSLs) currently developing in the area to progress the capital build programme to identify priority areas for development ensuring the needs of BCBC are met. Representation from BCBC Strategic Asset Management brings specialist insight and furthers opportunities. Working relationships with planning colleagues have been enhanced with consultation taking place at the early stage of site consideration. Quarterly strategic meetings take place with Chief Executive Officers of RSLs. Quarterly meetings take place with all RSLs and Welsh Government collectively to bring forward BCBC's development plan and ensure full utilisation of capital grants. Valley areas are promoted and considered in line with the Local Housing Market Assessment; Valley sites feature in the current main programme of development and future pipeline development.	
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)	AMBER (Adequate)	Quarter 4: The development of 180 new homes is continuing. Following the former Ewenny Road Industrial Estate being marketed, the sale of the land to a housing developer is in the process of being finalised.	Finalise the sale of the Ewenny Road site. Once the Valley Regeneration is formally adopted, this will be used to develop potential funding bids.

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 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
DEFS155 CP WBO4.1	Percentage of schools that have self-evaluated themselves as 'green' as part of their annual safeguarding audit. (EEYYP) Higher Preferred	90%	93%	100%	93%	↔	Annual Indicator Target Setting: In line with guidance, to ensure schools are exercising their legal safeguarding obligations. Performance: All safeguarding audits have been completed. The percentage of schools self-evaluating themselves as overall green this year remains the same as the previous year. However, there was an increase this year in the number of sections rated as green in comparison to last year. The main areas for improvement are in relation to governor training and knowledge on safeguarding, and the topic of safeguarding being discussed at student council meetings. Schools have advised safeguarding will be an agenda item at student council meetings and we will work with the clerk to the governors to increase governor engagement with safeguarding training. All designated safeguarding persons (DSPs) in schools have received appropriate training.
DEFS156 CP WBO4.1	Number of schools judged by Estyn to be in 'significant improvement' or 'special measures' (EEYYP) Lower Preferred	0	1	0	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 revealed significant inconsistencies in the quality of teaching and learning across the school. The post-inspection action plan was submitted and approved by Estyn in February 2025, and the school has begun identifying a range of professional learning to support the school address the recommendations identified. The local authority, alongside improvement partners, will continue to work closely to support the school with their recommendations.
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	0.02%	0.024%	0.03%	0.031%	↓	Annual Indicator Target Setting: Fixed-term exclusions are currently showing an upward trend due to behavioural changes and an increased complexity of needs. The target reflects an expected improvement in performance. Performance: There has been a significant increase in the percentage of days lost due to fixed-term exclusions for primary schools compared to 2023-2024. The opposite trend is seen in secondary schools where days lost are slightly improved. Challenging behaviour in schools remains problematic and we are facing challenges around the use of weapons and violent behaviour within schools. Weapons-Related Incidents in Bridgend Educational Settings Strategy Group has been convened to look at the use of violence and weapons within schools, to identify trends and themes including areas of best practice to address violence in school.
EDU010b CP WBO4.1	b) secondary schools.(EEYYP) Lower Preferred	0.164%	0.165%	0.15%	0.152%	↑	
EDU016a (PAM/007) CP WBO4.1	Percentage of pupil attendance in a) primary schools Higher Preferred	90.1%	91.5%	93%	92.49%	↑	Annual Indicator Target Setting: Pupil attendance is a critical measure, as young people are unlikely to attain their full potential and are more likely to be diverted into anti-social behaviour if they are not attending school regularly. Work is ongoing with schools and families to highlight the importance of attendance and support available. Performance: Pupil Attendance rates in primary schools continues to increase, however attendance in secondary school remains lower than that of primary school age pupils. Work is ongoing to support pupil attendance across all schools. The Education Engagement Team are supporting schools to complete an attendance audit to identify areas of best practice and development. The working group continues to strategically support pupil attendance. Work will be completed this school year to improve persistent absence levels in primary schools as the gap between the best performing and worst performing is of concern.
EDU016b (PAM/008) CP WBO4.1	b) secondary schools (EEYYP) Higher Preferred	86.5%	87.9%	90%	87.31%	↙	
PAM032 CP WBO4.1	Average Capped 9 score for pupils in Year 11. (EEYYP) Higher Preferred	New 23-24	361.50	363	357.40	↙	Annual Indicator Target Setting: Welsh Government has reinstated the data collection for the 2022-23 school year. Target set to achieve an improvement on last year's results. Further data required to identify trends. Performance: Capped 9 scores are below target but remain above Wales average (352.1), placing Bridgend in 9th compared to other local authorities in Wales. In 2023 there was a partial realignment of the grade boundaries to pre COVID-19 levels, causing a partial drop in scores across Wales. The decreasing trend continued in 2024, following the complete national realignment of the grades to pre COVID-19 levels. We work closely with school leaders to improve capped 9 scores, through various mechanisms such as, sharing effective practice, the role of improvement

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
							partners, brokering support, developing leadership capacity, local authority network groups, evaluating the quality of teaching and judging the impact of teaching on the outcomes for learners.

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 4: The current professional learning compendium from Central South Consortium has a range of professional learning for school staff and governors, which has been developed through analysis of Estyn recommendations, feedback from school leaders and an 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. The local authority has 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 this year with local authority officers and representative headteachers to assist with self-evaluation processes related to the directorate's strategic plan. These will continue as termly meetings. One school has recently been removed from 'special measures', but another school has been judged in a recent Estyn inspection as requiring 'special measures'. This school is making expected progress against milestones and engaging effectively with professional learning and support offered.	
WBO4.1.2	Ensure all local schools are rated as green following their safeguarding audit and provide support they need to improve (EEYYP)	YELLOW (Good)	Quarter 4: All safeguarding audits have concluded with 93% schools rated an overall green. The number of schools with an outcome of overall green remains the same as the previous year (56 schools out of 60), but there has been an increase in the number of audit sections rated as green. A review of the safeguarding audit will be completed this year to ensure it is compliant with legislative framework and the requirements of Estyn. The Education Engagement Team continues to provide safeguarding training and support to schools. The EEYYP Directorate Safeguarding Board takes place once a term and it enables effective sharing of best practice between partners and coordination of work.	
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 4: Throughout this year, schools have been supported with a variety of digital professional learning and skills training for online safety, Curriculum for Wales (Digital Competence Framework), artificial intelligence guidance, policy, risk and skills training for generative artificial intelligence tools and services. They have received guidance and support regarding Hwb migration for email, data and device management. Schools have been supported with Bridgend's full capital funding allocation for expenditure through the EdTech Commercial Service for 2024-2025 and 2025-2026. The new draft Bridgend Schools' Digital Learning Strategy 2025-2028 has been developed with consultation from Bridgend Schools' ICT Strategy Group, local authority officers and school representatives from secondary, special and primary settings. This has now been sent to Welsh Government for feedback and will be published in September 2025.	
WBO4.1.4	Improve the digital offer to young people, including youth led interactive website (EEYYP)	GREEN (Excellent)	Quarter 4: The youth support social media presence is growing weekly with posts now reaching 2700 people through Facebook and 5300 people through Instagram. Youth Support Services are still awaiting the outcome of a business proposal to begin a trial for a corporate TikTok account, as this has been identified as young people's preferred platform. 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 aim is to share a report with elected members and senior leadership team. 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 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
DEFS138 CP WBO4.3	Percentage of Year 1 learners taught through the medium of Welsh. (EEYYP) Higher Preferred	8.1%	8.56%	8.7%	8.83%	↑	Annual Indicator Target Setting: Welsh Government targets in accordance with Welsh in Education Strategic Plans (Wales) Regulations 2019. Performance: The percentage of Year 1 learners taught through the medium of Welsh has increased gradually over the last five years and continues to follow an upward trajectory, surpassing the target for this year. Work continues to support and promote education through the medium of Welsh in Bridgend, with a variety of groups, projects and initiatives in place to increase opportunities for children to use the Welsh language.

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
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	6.89%	6.62%	7.16%	7.23%	↑	Annual Indicator Target Setting: To see an increase in learners studying through the medium of Welsh as per Welsh in Education Strategic Plans (Wales) Regulations 2019. Performance: The percentage of learners studying for assessed qualifications through the medium of Welsh at the end of Key Stage 4 has increased from the previous year and surpassed the 2024-2025 target. This indicates a higher proportion of children studying at our Welsh-medium secondary school. Work continues to support and promote education through the medium of Welsh in Bridgend, with a variety of groups, projects and initiatives in place to increase opportunities for children to use the Welsh language.
DEFS158 CP WBO4.3	Number of learners studying for Welsh as a second language at AS Level and A Level. (EEYYP) Higher Preferred	New 23.24	29	20	17	↓	Annual Indicator Target Setting: School budget cuts may impact schools' ability to run courses in person. A hybrid model has been offered to schools but not all students are comfortable with virtual learning environments. Performance: The number of learners studying for Welsh as a second language at AS and A level has reduced this year compared to last year. School budget cuts may impact schools' ability to run courses in person going forward. A hybrid model has been offered to schools but not all students are comfortable with virtual learning environments.

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 4: Cymraeg i Blant is now holding sessions in the Gilgal Baptist Church, Porthcawl to support the growth in Welsh-medium education in readiness for the childcare hub and seedling school. 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 can enrol. A total of 152 groups were held across Bridgend this year, and 1460 parents attended. We are exploring the possibility of funding an additional Cymraeg i Bawb Officer due to increased demand. From March 2025, the late immersion provision will be located at Ysgol y Ferch o'r Sger for pupils up to Year 7. This will be initially staffed by agency staff. A provision is also being run at Ysgol Gymraeg Bro Ogwr for a Year 2 pupil. Another agency teacher will offer Hwb leithyddol to primary schools. In the schools where the late immersion is situated, 'language booster sessions' are offered to pupils as part of the provision whilst capacity allows. 100% of schools are now engaged with Siarter Iaith and Siarter Iaith Cymraeg Campus. A communications plan is in place to celebrate schools that have received awards. A press release has been published to celebrate the Siarter Iaith awards ceremony that was held in March 2025.	

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 4: The school design has been progressed. A revised Outline Business Case detailing a revised cost estimate was submitted to Welsh Government, and subsequently, the Cabinet Secretary for Education gave approval to proceed to Full Business Case stage. In November 2024, Council approved the additional capital funding required for the scheme. An active travel engagement session has been held with the School Council. Asbri Planning has been appointed to lead on the pre-application consultation (PAC), ahead of submitting a planning application. Information to inform this process is being generated. A decision regarding 'on site' active travel provision and other highway matters is required ahead of commencing the PAC process. Ecological issues continue to affect the Ffordd Cadfan site, and the seasonal mitigation. This has impacted on the timing of a site investigation.	We will obtain confirmation of the extent of 'on site' active travel requirements and other highway requirements (for example, traffic orders). The Major Projects Team and Asbri Planning will complete the required information to undertake the PAC process. In June 2025, we will seek Cabinet approval to modify the implementation date for the school to September 2027. There are plans to remove vegetation from the site and fence, trap and clear slow worms during the summer period. We can then commence additional site investigation work.
WBO4.4.2	Provide a new-build for Mynydd Cynffig Primary School (EEYYP)	AMBER (Adequate)	Quarter 4: The detailed design and contract preliminaries have been progressed. A revised Outline Business Case and a cost estimate was submitted to Welsh Government, and the Cabinet Secretary for Education gave approval to proceed to Full Business Case stage. In November 2024, Council approved the additional capital funding required for the scheme. An active travel engagement session has been held with the School Council and elected members which informed priorities for investment. Additional site investigation work has concluded. The planning application was submitted in November 2024. Challenges have been faced due to delayed planning decision and certain aspects of the scheme have impacted on the programme for delivery (for example, land issues). A revised programme has been developed and will be the	The Major Projects Team will complete the detailed design and The Bill of Quantities will be completed. The heads of terms will be agreed for the temporary relocation of the pigeon lofts. Planning approval will be received for the scheme. In May 2025, Cabinet approval will be sought to modify the implementation date for the school to September 2027 and to tender the scheme. Ecological works will commence.

Code	Commitment	Status	Progress this period	Next Steps
			basis for a Cabinet decision in May 2025. Ecology issues are also affecting the site and some works will need to be undertaken in summer 2025 ahead of the appointment of the main contractor.	
WBO4.4.3	Enlarge Ysgol Ferch o'r Sgêr to a two form-entry new-build school. (EEYYP)	YELLOW (Good)	Quarter 4: Cabinet approval has been received to transition the scheme from Mutual Investment Model (MIM) funding to capital. Council approved the funding required to deliver the scheme, and this is now detailed in the capital programme. Cabinet approval was received to modify the opening date of the school to September 2026, and stakeholders were advised accordingly. The planning application has been submitted. Cabinet gave approval to tender the scheme, and the tender process commenced in February 2025. Corporate Landlord Department is working with Valleys to Coast to put in place the land options agreement in respect of the Marlas site (required for the replacement English-medium school, as that project is intrinsically linked to the delivery of Ysgol y Ferch o'r Sgêr). The programme was negatively impacted due to the length of time taken for Welsh Government to undertake their review of the MIM programme and cost plan.	The Full Business Case will be submitted to Welsh Government in May 2025. The tender process will close on 7 May 2025. The tender evaluation process will then be undertaken, and the outcome will be reported to Cabinet in June 2025, and approval will be sought to award a contract to the successful bidder. Planning consent will be received and the options agreement in respect of the Marlas site will be actioned.
WBO4.4.4	Provide a new two-form entry English-medium school to replace the existing Afon Y Felin and Corneli Primary Schools. (EEYYP)	YELLOW (Good)	Quarter 4: Cabinet approval has been received to transition the scheme from MIM funding to capital. Council approved the funding, and this is now detailed in the capital programme. Cabinet approval was received to modify the opening date of the school to September 2026, and stakeholders were advised accordingly. The planning application has been submitted, and following Cabinet approval the tender process commenced in February 2025. Corporate Landlord is working with Valleys to Coast to put in place the land options agreement in respect of the Marlas site (required for the replacement English-medium school, as that project is intrinsically linked to the delivery of Ysgol y Ferch o'r Sgêr).	The tender process will close on 7 May 2025. The tender evaluation process will be undertaken, and the outcome will be reported to Cabinet in June 2025, and approval will be sought to award a contract to the successful bidder. The Full Business Case will be submitted to Welsh Government in May 2025. Planning consent will be received and the options agreement in respect of the Marlas site will be actioned.
WBO4.4.5	Relocate Heronsbridge School to a new-build 300-place school (EEYYP)	YELLOW (Good)	Quarter 4: A revised Outline Business Case and a cost estimate was submitted to Welsh Government, and the Cabinet Secretary for Education gave approval to proceed to Full Business Case stage. In November 2024, Council approved the additional capital funding required for the scheme. In January 2025, Cabinet approval was received to tender the scheme (that is, to appoint a design and build contractor). The tender and contract documentation were finalised and the tender process commenced in March and will close on 14 May 2025. Delayed decision making in previous years has impacted on the programme for delivering the school. A modification to the school opening date is required.	Once the tender process concludes, the tender evaluation process will be undertaken, and the outcome will be reported to Cabinet in June 2025, and approval will be sought to award a contract to the successful bidder (that is, under a professional services contract in the first instance, to complete the design (RIBA Stage 4)). Once appointed, the contractor will review the programme for delivery and Cabinet approval will be sought to modify the implementation date.

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

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
CED56 CP WBO4.5	Percentage of those concluding apprenticeships and obtaining a non-apprentice role (CEX) Higher Preferred	70.8%	90%	90%	55.56%	↓	Annual Indicator Target Setting: Continue to improve the number of apprentices gaining employment Performance: Of the 18 apprenticeships that were completed during 2024-25, 10 were successful in obtaining roles within the council, others went on to employed positions elsewhere having gained experience and training with the council.
DOPS36 CP WBO4.5	Number of apprentices employed across the organisation (CEX) Higher Preferred	36	46	20	22	↓	Annual Indicator Target Setting: Target decreased due to recruitment freeze. Performance: Target met, however, there has been a reduction in the number of apprentices appointed over the course of the year due to budget constraints.

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO4.5.1	Work with local schools to promote the Council as an	YELLOW (Good)	Quarter 4: During the year Learning & Development (L&D) have engaged with schools, via the termly Directors Reports and have attended options and careers events at various locations to promote the apprenticeship offer including specific roles, e.g. business admin, IT, and multi-trade apprentices. Workshops have been delivered on applying for apprenticeship jobs and interview skills. L&D	

	employer and promote apprenticeships (CEX)		have also visited jobs fayres and options events at some comprehensive schools as well as attended "Dragon's Den" events and mock interviews.	
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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 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
SSWB66 CP WBO4.6	Participation in targeted activities for people with additional or diverse needs (SSWB) Higher Preferred	New 23-24	357	400	540	↑	Quarterly Indicator Target Setting: Increased external funding available Performance: Actual figure is in excess of the target set based on establishing a baseline over the last 12 months.
SSWB67 CP WBO4.6	Participation in the national free swimming initiative for 16 and under. (SSWB) Higher Preferred	16,691	19,659	16,000	23,208	↑	Annual Indicator Target Setting: Reduced/more targeted programme due to increasing costs. Performance: The programme supports free access to swimming pool based activities for those aged 16 and under during school holiday periods and weekends. A review of this funding and how it is used is taking place which will impact on the coming years actual figures.

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)	BLUE (Completed)	Quarter 4: The Step Up and Step Down programme continues to support families who fall outside statutory services. There were 20 new active family referrals (63 individuals) with family referrals over the 12 months period (5 North of Bridgend, 5 Central Bridgend, 5 within the West). 18 household referrals have been supported to access community opportunities. The Healthy Living partnership has supported 119 vulnerable households to learn to swim based on referrals from children and families services. The halo health and wellbeing membership card in partnership with BCBC is currently supporting 173 foster children, 76 carer leavers, 5 individuals in a residential setting, 79 youth justice participants and 63 young adults within youth development. There are 142 children and young adults with a disability and their household being supported also. The Healthy Living Partnership has supported 119 vulnerable individuals to learn to swim based on referrals from children and families services as well as support 209 of their households to access halo membership.	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. Embed fully into Local community coordinators' role.
WBO4.6.2	Enlarge the Food and Fun Programme for summer 2024 (EEYYP)	BLUE (Completed)	Quarter 4: Six Food and Fun programmes operated in the summer holidays 2024. The six 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 on the pay grades for the 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)	BLUE (Completed)	Quarter 4: The Bridgend Inclusive Network Group (BING) network has worked with and supported 20 organisations within Bridgend County Borough, creating over 100 community opportunities, and assisting over 211 individuals living with disabilities in Bridgend. Examples of this approach is the work of the Impetus dance group which is an inclusive dance group who are supported by 13 volunteers (3 out of the 4 volunteers have a disability and all volunteers are carers in their own right). The group supports 184 participants. Our partnership with BAVO has supported 272 Third sector organisations, supported to develop or deliver prevention opportunities' focusing on "what matters". 137 individuals attending network meetings. 564 people have increased knowledge of the services available to them (locally). 587 people report increased social connections.	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 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
CH/052 CP WBO4.9	Percentage of care leavers who have experienced Homelessness during the year (SSWB) Lower Preferred	10.27%	7.17%	10%	9.96%	↓	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. There is close joint working with Housing to look at the options to improve performance in this area.
SSWB48a CP WBO4.9	Percentage of care leavers who have completed at least 3 consecutive months of employment, education or training: a) in the 12 months since leaving care Higher Preferred	54.17%	68.97%	70%	59.38%	↓	Quarterly Indicator Target Setting: To continue to improve performance. Performance: 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. A multi-agency task and finish group will be developed to improve percentage of care leavers completing at least three consecutive months of education, employment or training.
SSWB48b CP WBO4.9	b) in the 13-24 months since leaving care. (SSWB) Higher Preferred	62.07%	57.69%	65%	82.14%	↑	Quarterly Indicator Target Setting: To continue to improve performance Performance: Exceeding 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)	GREEN (Excellent)	Quarter 4: The corporate parenting board continues to provide opportunities to strengthen partnership work. An example of this would be the support offered via the fire service and connecting them with the teams to provide support to families. New measures have been agreed with the performance team to support in identifying how we are working with children who are care experienced and how we can hear their voice as part of service development (most significant change). 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 are currently supporting 178 care experienced individuals and their households to access health and wellbeing opportunities. We are supporting care experienced children to access training and development linked to leadership and volunteering with some sessions already held between services specifically 16+ team and Youth Support Services.	*Review effectiveness of the new performance measures. *Continue to develop practice and relationships as part of the corporate parenting board process. *Agree next steps for most significant change model development across teams.
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 4: A performance framework has been developed, and agencies are beginning to provide data on their support for care-experienced children. However, there is more to do to ensure all partners present their information in a timely way. The action plan is monitored by the Corporate Parenting board which is ongoing. The Corporate Parenting Officer is collating action plans for other partner agencies and as part of this work will ensure the voice of the child is included in the plans.	Complete the multi-agency framework so all data is presented and analysed to improve outcomes for children and families.
WBO4.9.3	Support the implementation of the Corporate Parenting Strategy in schools. (EFEYYP)	GREEN (Excellent)	Quarter 4: The draft plan for corporate parenting was shared with the Corporate Parenting Board at the last meeting and has now been updated in line with directorate priorities. A report will be shared with Cabinet Committee Corporate Parenting on 7 May 2025. The team are carrying out 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 for children looked after. Work is ongoing to remedy these issues and ensure accurate and appropriate data capture. Aurality assurance work is planned start on the Personal Education Plans in collaboration with Children and Family Services	

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 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
CED57 CP WBO5.1	Levels of nitrogen dioxide (NO2) pollution in the air (micrograms per m3) (CEX SRS) Lower Preferred	47	43.80	40	43.60	↑	Annual Indicator Target Setting: This target is the legal air quality objective for NO2. Modelling undertaken for the Air Quality Action Plan, suggests, this will be achieved by 2026. Performance: Annual actual reflects annual average for 2024 in the designated Park Street Air Quality Management Area (AQMA). The results for monitoring undertaken at sites OBC-110 and OBC-140 located on Park Street residential facades, exceeds the annual average air quality objective set at (40µg/m³) for NO2. OBC-110 recorded annual average figures of 43.6µg/m³ and OBC-140 recorded an annual average figure of 41.6µg/m³. This represents a decrease in NO2 concentrations at site OBC-110 when compared to 2023. In 2024, monitoring site OBC-123 was compliant with the NO2 annual objective for the first time since the commencement of monitoring at this location, with a result of 38.4µg/m³. It should be noted that the value of 40.8µg/m³ reported in 2023-24 has been revised by the service to 43.80 µg/m³.
DCO20.01 CP WBO5.1	Annual Gas Consumption across the Authority – kWh. (COMM) Lower Preferred	24,362,648 kWh	21,966,783 kWh	20,868,443 kWh	21,122,938 kWh	↑	Annual Indicator Target Setting: To see reduction in energy consumption levels and progress our corporate energy efficiency Performance: Although the target has not been achieved, the annual outturn figure has seen a reduction in energy consumption levels of 3.84% compared to 23-24.
DCO20.02 CP WBO5.1	Annual Electricity Consumption across the Authority – kWh. (COMM) Lower Preferred	15,927,161 kWh	15,210,536 kWh	14,450,009 kWh	15,019,064 kWh	↑	Annual Indicator Target Setting: To see reduction in energy consumption levels and progress our corporate energy efficiency Performance: Although the overall target has not been met, there has been a 1.26% reduction in energy consumption levels compared to 23-24. This PI is also showing a downward trend year on year.
DCO20.03 CP WBO5.1	Annual CO2 related to gas consumption across the Authority – tonnes. (COMM) Lower Preferred	4,458 tonnes	4,018 tonnes	3,817 tonnes	3,866 tonnes	↑	Annual Indicator Target Setting: To see reduction in energy consumption and relation emissions and progress our corporate energy efficiency Performance: Actual outturn figure is slightly off target, however, there has been a reduction in energy consumption and relation emissions compared to 23-24.
DCO20.04 CP WBO5.1	Annual CO2 related to electricity consumption across the Authority – tonnes. (COMM) Lower Preferred	3,080 tonnes	3,150 tonnes	2,925 tonnes	3,110 tonnes	↑	Annual Indicator Target Setting: To see reduction in energy consumption and relation emissions and progress our corporate energy efficiency Performance: Actual outturn figure is slightly above target, however, there has been a reduction in energy consumption and relation emissions compared to 23-24.
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	N/A	4.3%	5%	1%	↓	Annual Indicator Target Setting: To see a reduction in emissions and progress our corporate energy efficiency Performance: PROVISIONAL DATA- the final analysis will not be complete until September 2025. Our emissions fall into two categories: those we can control and change more easily, and those that are in supply chains and subject to the decisions of others, i.e. our suppliers. The supply chain related emissions equate to 80% of our overall emissions, and therefore the impact of the reduction in emissions we can control is less significant overall. Focusing on reducing our emissions through procurement and support for the development of the circular economy is a key factor in achieving the overall reductions that are required.

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 4: Draft strategy delivered in March 2025, feedback from officers and Scrutiny Committee has been provided to Carbon Trust and the revised strategy anticipated to be complete in May 2025. It will then be subject to a 12 week public consultation before formal adoption.	
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 4: The final Air Quality Action Plan (AQAP) was approved by cabinet in April 2024, with the main action to continue to monitor air quality on Park Street. Cabinet approved the decision not to implement the final measure of the 'do something' scheme – Measure 18 Deny all access onto St Leonards Road, owing to the timescales for the required Traffic Regulation Order consultation, costs and consideration that natural compliance is not likely to be accelerated as a result. This measure will be retained and will be reconsidered dependent on ongoing NO ₂ monitoring results in the Park Street Air Quality Management Area (AQMA). The Annual Progress Report detailing ratified 2023 monitoring results was prepared and reported to Cabinet in October 2024, where it was noted that in 2023, monitoring undertaken at the designated sites along Park Street demonstrated a trend of reducing NO ₂ levels, but still exceed the annual average air quality objective set at (40µg/m ³). Current monitoring indicates the sites exceeding annual air quality objectives are isolated to one area of Park Street. This area of Park Street experiences higher concentrations of pollutants due to the proximity of houses to a heavily trafficked primary route with congestion issues.	
WBO5.1.3	Ensure all new build schools meet the requirement for net zero carbon (EEYYP)	AMBER (Adequate)	Quarter 4: 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 (see further details in the individual school commitments WBO4.4.1 - WBO 4.4.5)	See next steps for individual school commitments WBO4.4.1 - WBO 4.4.5).
WBO5.1.4	Invest in energy efficiency improvements to Council buildings including schools (COMM)	AMBER (Adequate)	Quarter 4: The Programme board allocated funding to the LED (Light Emitting Diode) replacement programme and solar PV (technology that converts sunlight directly into electricity using semiconductor materials) roll out over key opportunity sites, including schools. 17 buildings have had insulation levels improved and a further 5 have had new LED lighting to replace less efficient fittings. 220.8kWp of PV was installed in 2024-25 (including Resource Centre, Bryn y Cae, Bryncethin). and work is underway to install approximately 255kWp of PV on a further 9 sites in 2025-26. 2 buildings have had gas heating systems replaced with more efficient heat pumps. 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 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
DCO23.06 CP WBO5.2	Number of blue flag beaches (COMM) Higher Preferred	New 23-24	3	3	3	↔	Annual Indicator Target Setting: Target set to maintain current high standards Performance: Blue Flag beaches have been maintained along with the Blue Flag Marina.
DCO23.07 CP WBO5.2	Number of green flag parks and green spaces (COMM) Higher Preferred	New 23-24	2	2	2	↔	Annual Indicator Target Setting: Target set to maintain current high standards Performance: All our green flag parks maintained their status.

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	GREEN (Excellent)	Quarter 4: The Local Nature Partnership (LNP) has continued 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 25-27 application. All LPfN 24-25 funding has been spent. LPfN funding has supported a number of groups with equipment for surveying, nest boxes, tree planting etc. Biodiversity schemes at Coychurch Playing Fields, Tondu Post Office and Caerau Mens Shed have been completed. Projects are in	

	our Bridgend Biodiversity Plan (COMM)		development for future LPfN funding. We have not received notification of our future allocation but as yet the application has not been released. Two members of staff have had their contracts extended to cover the next two years. Guidance on the Section 6 (Biodiversity) Duty has been added to the intranet, alongside links to the Bridgend Biodiversity Duty Plan and monitoring templates. A section has also been added to the Corporate Induction e-learning module on the Biodiversity Duty, what it is and what it means for BCBC employees.	
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WBO5.3: Improve the quality of the public realm and built environment through good placemaking principles

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
PAM/018 CP WBO5.3	Percentage of all planning applications determined within 8 weeks or within an agreed period. (COMM) Higher Preferred	64%	68%	80%	67%	↙	Quarterly Indicator Target Setting: Target set in line with national target for good performance Performance: Officers continue to struggle with large workloads, budget reductions and balancing large scale strategic housing and business proposals with a huge caseload of minor and householder applications. The time needed to deal with the larger applications has drawn resource away from smaller schemes with consequent drop in performance. Nevertheless, the team remain committed to high quality outcomes even if it is at the expense of speed, By way of mitigation and in response to budget constraints, the service has introduced additional paid for services including planning performance agreements (PPAs) and pre-application 'plus'. This has brought in additional revenue and allowed the use of agency staff to backfill the roles taken up with large scale development.
PAM/019 CP WBO5.3	Percentage of planning appeals dismissed. (COMM) Higher Preferred	64%	87%	80%	81%	↙	Annual Indicator Target Setting: Target set in line with national target for good performance Performance: Bridgend's planning decision are robust and based on sound evidence and the appeal dismissal rate remains high in comparison to other authorities. This is evidenced by the relatively low number of planning appeal received in relation to the level of decisions made. With a low level of appeals, performance data can be skewed by a small number of allowed appeals. It is too early to determine if there is a downward trend in the quality of decision making however, the team are under extreme pressure with large workloads and significant budgetary constraints and it is inevitable that overall performance will suffer as a result.

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 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
DCO20.05 CP WBO5.4	Percentage of Street cleansing waste prepared for recycling. (COMM) Higher Preferred	40.47%	41.18%	40%	41.22%	↑	Annual Indicator Target Setting: To maintain the existing targets which remain challenging to achieve Performance: Performing above target and improving on 23-24's actual.
PAM/010 CP WBO5.4	Percentage of highways land found to be of a high / acceptable standard of cleanliness. (COMM) Higher Preferred	98.05%	99.8%	99%	99.35%	↙	Quarterly Indicator Target Setting: To maintain the existing targets which remain challenging to achieve Performance: Performance remains around average for the year and only slightly above target for Q4. Possible wet weather conditions impacting Q4 with higher amounts of detritus. Unfortunately, staffing and resource issues have affected the overall performance of this PI.
PAM/030 CP WBO5.4	Percentage of municipal waste prepared for reuse, recycled, or composted. (COMM) Higher Preferred	71.38%	72.78%	70%	70.93%	↙	Quarterly Indicator Target Setting: To maintain the existing targets which remain challenging to achieve Performance: Overall performance is above target but lower than expected due to issues with processing wood and green waste at the onward destination facility. Material remaining in storage cannot be included.
PAM/030a) CP WBO5.4	Percentage of municipal waste: a) prepared for reuse Higher Preferred	0.68%	1.43%	1%	0.54%	↓	Quarterly Indicator Target Setting: To maintain the existing targets which remain challenging to achieve Performance: (REUSE) - In last year's figures materials from Highways Waterton were included. We are no

PAM/030b CP WBO5.4	b) recycled Higher Preferred	51.01%	50.42%	49%	50.59%	↑	longer confident that this material is reused so weights have not been included in this PI for this quarter. This is the main impact on downward trend in performance. Wood waste remaining in storage and also less green waste collected in Qtr3 means that the overall recycling figure is below target.
PAM/030c CP WBO5.4	c) composted. (COMM) Higher Preferred	19.69%	20.14%	20%	19.8%	↙	(RECYCLED) Performing above target. Q4 in particular is higher than any other quarter due to the wood remaining in storage being recycled. (COMPOSTED): Slightly below target due to issues with processing wood and green waste at the onward destination facility. Material remaining in storage cannot be included.
PAM/043 CP WBO5.4	Kilograms of residual waste generated per person. (COMM) Lower Preferred	120.20 kg	119.80 kg	125 kg	117.76 kg	↑	Quarterly Indicator Target Setting: To maintain the existing targets which remain challenging to achieve Performance: The amount of waste not prepared for recycling continues to reduce year on year.

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 4: Following the analysis of in-depth feasibility work on future waste model options, a decision was made by Cabinet in November 2024 to begin work to bring waste services in house. Following this, fortnightly meetings are being held of the Waste Transition Board Chaired by the Leader. Work stream leads within the authority are in place and are feeding into this process with project support agency on board and feeding into waste transition board.	Modelling work due to be completed by end of June 2025. Outcomes of modelling to be reported further in mid 2025/26

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 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
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	New 23-24	100%	95%	100%	↔	Quarterly Indicator Target Setting: To maintain existing performance Performance: 100% achieved via holding regularly meetings with SUDs colleagues to manage workloads in this area and assess upcoming deadlines to ensure targets were met

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO5.5.1	Invest in and improve flood mitigation measures throughout our communities to reduce flood risk (COMM)	GREEN (Excellent)	Quarter 4: All schemes subject to funding within Welsh Government (WG) Small Scale Grant are now complete and funding from WG has been received. This includes Adare Street, Ogmere Vale and Dinam Street, Nantymoel to repair damaged culvert and mitigate flood risk. 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 and approved March 2025.	

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 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
CORPB3 CP WBO6.1	Percentage of council staff completing Introduction to Equality and Diversity training (E-Learning or workbook). (ALL) Higher Preferred	12.07%	47.61%	100%	64.25%	↑	Quarterly Indicator Target Setting: All staff to complete mandatory training Performance: An improved position. Work will continue to engage with those employees that are yet to complete the e-learning. The Learning & Development website has also been updated so managers can check themselves if their staff have completed this training. The module is promoted to all new starters through the Corporate Induction Framework and reminders are issued throughout the year, via the Learning & Development bulletin, detailing the importance for staff to complete all mandatory e-learning modules.

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 4: 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 was agreed by Cabinet Committee Equalities in November 2024 and an update on work carried out will be reported to Cabinet Committee Equalities in November 2025.	
WBO6.1.2	Establish new BCBC staff groups for people with protected characteristic (CEX)	BLUE (Completed)	Quarter 4: There are now three staff network groups established: Menopause, Disability and LGBTQ+. 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, and we are 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 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
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	46%	49.4%	50%	44.2%	↓	Annual Indicator Target Setting: To ensure that the actions of the Council do support the residents of the area Performance: This is below target and showing a downward trend compared to 23-24, however we are currently reviewing and analysing the results of the first Residents Survey carried out in autumn 2024, which will help us to improve the way we gather and use resident views.
CED59(a) CP WBO6.2	Level of engagement a) across consultations Higher Preferred	8,267	7,946	8,300	8,050	↑	Annual Indicator Target Setting: To ensure the Council is engaging well at all levels across the area Performance: The number of consultations in 24/25 was down on the previous years as some consultations were postponed to the following year e.g. Libraries and others were cancelled e.g. Meals at Home. This resulted in lower response rate overall.
CED59(b) CP WBO6.2	b) with corporate communications to residents, using the digital communications platform Higher Preferred	795,335	972,384	972,500	1,203,706	↑	Annual Indicator Target Setting: To ensure the Council is engaging well at all levels across the area Performance: The Communications Team have continued to publicise the Residents' Bulletin and develop the content resulting in greater numbers of subscribers and open rates.
CED59(c) CP WBO6.2	c) across all corporate social media accounts (CEX) Higher Preferred	1,230,698	1,715,802	1,715,900	1,488,712	↓	Annual Indicator Target Setting: To ensure the Council is engaging well at all levels across the area Performance: This figure includes engagement on Facebook, Instagram and Linked in. This figure is down on the previous year and is explained by a) the previous year contained some

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
							data relating to engagement on Twitter/X which is no longer available to us, and b) the level of engagement is not controllable by the team, lower levels of reaction could indicate people are less inclined to complain, increasing targets is therefore not necessarily a measure of performance

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 4: Easy-read and youth versions of all our consultations are currently available upon request, and plans are in place to produce easy read versions for all consultations. Key consultations are promoted to various youth network groups: Bridgend Youth Council, schools, Bridgend College. An easy-read version of Budget Consultation 2025 was available on the consultation webpage with specific question about customer focus and responsiveness. Improvements have been made to the online forms for planning consultations to streamline the consultation process. The Participation and Engagement Strategy has been implemented and published. Several engagement sessions were carried out in schools across the Borough to capture the views of learners and how the consultation would impact them and their families. Work is progressing on the production of an action plan to achieve the objectives published in the Participation and Engagement Strategy. The first National Residents Survey for Bridgend County Borough was carried out in Autumn 2024 and was promoted regularly throughout the period the survey was live. The survey was made available for people with additional learning needs and request has been made to Data Cymru who facilitate the survey, for the next survey to have an easy read option for young people. The results of the survey will now be analysed.	
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)	YELLOW (Good)	Quarter 4: Multiple engagement and consultation sessions have taken place during the year on all of our regeneration plans. Consultation exercises have taken a variety of forms including online and in person. Formal public engagement sessions have taken place on all strategies. Consultation reports produced in addition to specific stakeholder sessions with local relevant groups, Town Councils, schools and businesses. Consultation exercises completed during the year include the Porthcawl Town Centre Placemaking plan, the Regeneration Masterplan for Salt Lake and Sandy Bay and Amendments to Bridgend Town Centre Access.	

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 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
CED5 CP WBO6.3	Percentage of first call resolutions (CEX) Higher Preferred	75.91%	69.17%	75.92%	72.67%	↑	Quarterly Indicator Target Setting: To increase the number of calls resolved at the first point of contact Performance: The first call resolution indicator shows the number of calls handled by the customer services team at the first point of contact without having to transfer the caller on. The number of calls relate to those services where Customer Services can support such as highways, blue badges, council tax and housing and will exclude services such as recycling and waste, housing benefits etc. There is no methodology to measure resolution times call once the calls are transferred to other service areas. The total number of calls handled in Customer Services were 72,664 with 52,806 being resolved at the first point of contact. There will always be situations where calls are more complex and will need to be transferred to the relevant service area. However, whilst recognising that there are limitations to the type of queries that can be dealt with by Customer Services, the team continue to review these calls with the relevant service areas to look at ways of upskilling staff to improve the number of calls successfully handled at the first point of contact.
CED51 CP WBO6.3	Number of online transactions using the digital platform (CEX) Higher Preferred	103,347	72,500	72,500	81,034	↑	Quarterly Indicator Target Setting: To increase online transactions by customers to promote channel shift Performance: The number of online transactions have increased this year with most customers choosing to access council services online. Further online services are continuing to be developed.

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
CED52 CP WBO6.3	Number of hits/views on the corporate website (CEX) Higher Preferred	1,398,559	3,415,000	3,415,000	3,267,538	↙	Quarterly Indicator Target Setting: To provide a digital option for people wishing to contact and transact with the Council Performance: Overall the number of hits/views on the corporate website has dropped compared to 23-24. Website visits are out of our control and can fluctuate due to world and local news and events.
CED53 CP WBO6.3	Percentage of staff with Welsh language speaking skills (including schools) (CEX) Higher Preferred	25.5%	26.82%	28%	28.35%	↑	Annual Indicator Target Setting: To improve the number of staff, including schools, with Welsh language speaking skills. Performance: Improved position and target achieved.
CORPB4 CP WBO6.3	Percentage of council staff completing Welsh Language Awareness E-Learning. (ALL) Higher Preferred	12.4%	47.61%	100%	63.12%	↑	Quarterly Indicator Target Setting: All staff to complete mandatory training Performance: An improved position. Work will continue to engage with those employees that are yet to complete the e-learning. The Learning & Development website has also been updated so managers can check themselves if their staff have completed this training. The module is promoted to all new starters through the Corporate Induction Framework and reminders are issued throughout the year, via the Learning & Development bulletin, detailing the importance for staff to complete all mandatory e-learning modules.

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 4: 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. All communication and consultations produced by the team are regularly monitored by the Welsh Language Manager to ensure adherence to the Welsh Language Standards.	

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 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
DCO16.8 CP WBO6.4	Number of council owned assets transferred to the community for running (CATs) across the County Borough (COMM) Higher Preferred	10	7	10	2	↓	Annual Indicator Target Setting: To continue to deliver the CAT programme across the County Performance: The CAT Programme has encountered numerous challenges in the 2024-25, with the post having been temporarily covered for the majority of the year. A new CAT officer was appointed in January 2025 and has already made significant progress with multiple groups, with 3 new leases signed and awaiting completion (25-26 Q1), 23 awaiting preparations by Corporate Landlord/Legal, 7 awaiting planning outcomes and 13 awaiting club decisions. The number of "new" CATs will reduce as the assets are transferred, although there will be a significant number of transfers from short leases to longer-term leases, as is reflected in the new KPI for 2025-2026.
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	New 23-24	395	450	566	↑	Annual Indicator Target Setting: Increased staffing resource (3) enables some additional support. Performance: Although the numbers of Local Community Co-ordinators has been increased the current volume is low for whole county coverage and additional investment into these preventative roles would increase the community-based support available. There are limitations on the numbers that can be supported at any given time, particularly regarding those on the edge of care with higher complexities of need. Understanding where the children and families data will feed into going forward will impact on actual data in 2025/26.

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 4: Successful CATs completed in Coytrahen Community Centre and Evanstown Welfare Park Bowling Green (via tenancy at will). A report to allocate further funding of £500k to the CAT Capital Fund was approved by the Capital Programme Board in November 2024, confirming the authority's commitment to investing in CATs across the borough. A further £42,586.00 was approved via the CAT Capital Fund in Q4 2024-2025: *£17,608.20 to Maesteg Bowls Club for Green Improvements *£24,978.00 to Bridgend Athletics RFC for pitch drainage improvements.	See DCO16.8 for details of CATs scheduled to complete during Q1 2025-26

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 4: We continue to work closely with Cwm Taf Morgannwg (CTM) partners and Third 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 activities including art workshops, cinema screenings and a silent disco run by our cultural trust Awen. Sustainability is now embedded in the partnerships.	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 4: 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 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
SSWB70 CP WBO7.2	Number of visits by older adults to physical activity opportunities supported (SSWB) Higher Preferred	New 23-24	23,308	23,500	24,663	↑	Annual Indicator Target Setting: External funding secured. Performance: Currently establishing baseline in order to assess effectiveness of this service and what it includes. This will help set a benchmark for 2025-26.

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 4: A tender process to award the contract for the construction work in relation to the Pavilion Redevelopment has been completed. Cabinet and Council approval to award the tender has been sought. Enabling works at the site have been completed to prepare the site for the main contract work. Unfortunately, this project will be completing during the financial year 2026-27.	

WBO7.2.2	Develop an active leisure offer for older adults to improve physical and mental wellbeing (SSWB)	BLUE (Completed)	Quarter 4: The Feel Good for Life wellbeing programme has supported 600 attendances across the borough. Super-agers community wellbeing activities have supported 163 individuals including 2061 attendances across 126 opportunities. The National Exercise Referral Scheme (NERS) has supported 1331 new referrals in 24/25. In the last year 473 participants completed a 16 week course. There were 157 referrals for carer support with 35 participants starting the course and 26 participants completing the course. In relation to pulmonary rehabilitation 141 participants started and 117 completed the course.	Joining up all older adult's initiatives and expanding the Older Adult Network to ensure it is representative of people across Bridgend. Move to low-cost offer to ensure sustainability of the 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 4: Work has begun to progress a long-term strategy for libraries within Bridgend. Public engagement exercise has been developed and shared with scrutiny and will go live in Q1 2025/26. Library related usage is monitored on a quarterly basis as part of the cultural partnership and includes a diverse range of areas including events, borrowing and digital resources. There have been 73,068 attendances (supporting 33,727 junior issues and 3,704 ICT sessions).	The public engagement exercise will inform and support the co-design and shape the long-term library offer for Bridgend. We will continue to monitor performance 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 4: External support has been commissioned from Knight Kavanagh and Page (KKP) to map current provision.	To shape consultation objectives/priorities identified within the first phase. Stakeholder meeting to take place in line with public engagement.

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

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
DCO23.09 CP WBO7.3	Value of investment in play areas (COMM) Higher Preferred	New 23-24	£54,443	£1,600,000	£1,709,584	↑	Annual Indicator Target Setting: Target set in line with programme of works for the year Performance: The total amount of investment in Play areas in 24-25 has exceeded the target of £1,600,000. A total of 22 play areas were refurbished and handed over to the community.
DCO23.10 CP WBO7.3	Number of play areas that have been refurbished (COMM) Higher Preferred	New 23-24	0	22	22	↑	Annual Indicator Target Setting: Target set in line with programme of works for the year Performance: The target of 22 play areas to be refurbished in 24-25 has been achieved.

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/COMM)	GREEN (Excellent)	(SSWB) Quarter 4: Collaboration and co-ordination among service teams supporting specific matters from A-I have been reviewed. Ludicology have supported focus groups to support a draft assessment and action plan with a focus on policy/implementation across all directorates. Informal engagement with underrepresented groups has taken place to understand diverse needs across Bridgend in relation to Play Sufficiency Assessment. 142 children and young adults and their households have been supported with free HALO Leisure membership to access health and wellbeing opportunities. (COMM) Quarter 4: Tenders prepared and invitations to tender prepared and procurement process undertaken. Snagging works completed on 22 playgrounds and handed over.	Play Sufficiency Action Planning Day to be held on the 15th May where a draft Play Sufficiency Assessment for 2025 which will be subject to further engagement. Ludicology to support the evidence required to support Play Sufficiency Assessment. We will continue to strengthen the community offer for young people and families living with disabilities or additional needs, listening to their voice and reflecting what matters to them Progress to tender assessment for tranche 5.

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

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
DEFS160 CP WBO7.4	Number of two-year-olds accessing childcare through the Flying Start programme. (EEYYP) Higher Preferred	321	530	570	542	↑	Quarterly Indicator Target Setting: The target reflects the positive investment made in the Phase 2A and 2B expansions of the programme. Performance: The number of children enrolled in childcare settings through the Flying Start programme as of 31 March 2025 has shown an increase on last year. However, numbers remain below target with falling birth rates in Flying Start areas believed to be impacting the numbers. Phase three expansion will target new areas in 2025-26.
DEFS162 CP WBO7.4	Percentage of non-maintained settings that are judged by Care Inspectorate Wales as at least 'good'. (EEYYP) Higher Preferred	New 23.24	76.5%	100%	83%	↑	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 15 of these settings judged to be 'at least good'. This is an increase on Q3 and an overall improvement on the previous year (2023-24). Since 2022, 11 out of 12 inspections (92%) of inspections have resulted in outcomes that are 'at least good'. We are awaiting reinspection of setting that received less than good judgements dating back to 2019. We provide extensive support to settings to prepare for inspections including, thorough quality assurance processes, training and professional development opportunities, and designated officers for each setting to provide advice and guidance around self-evaluation and improvement planning.
DEFS163 CP WBO7.4	Percentage of eligible learners offered a free school meal. (EEYYP) Higher Preferred	New 23.24	100%	100%	100%	↔	Quarterly Indicator Target Setting: Target in line with Welsh Government expectations Performance: Universal Primary Free School Meals (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 4: The Universal Primary Free School Meals (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 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)	BLUE (Completed)	Quarter 4: 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 submitted to Welsh Government in December 2024 and was approved in March 2025. We are committed to delivering this plan over the next three years. A total for 542 children were enrolled in childcare settings through the Flying Start programme as of March 2025, showing an increase on the previous year. However, we have seen fewer childcare places taken up in original Flying Start areas. We believe this to be due to falling birth rates in those areas.	

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 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
SSWB75 CP WBO7.5	Number of people recorded as delayed on the national pathway of care. (SSWB) Lower Preferred	New 23-24	104	71	70	↑	Quarterly Indicator Target Setting: To continue to improve performance Performance: We have embedded the remodelling of support at home, taking the opportunity to use the 50-day challenge grant money to support the remodelling. We are working with the health board around the enhanced community care model. We have fully embedded the strengths-based practice model. This has led to an increase in the overall number of people receiving reablement, and therefore to a reduction in the overall domiciliary care hours provided, in line with the Discharge to Recover and Assess model. Figures do fluctuate based on demand and

						presenting needs, however, the expansion of the short-term interventions and the ongoing work supporting flow through the system is seeking to improve this position.
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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)	AMBER (Adequate)	Quarter 4: We have continued to work regionally in developing a Bridgend and Cwm Taf Morgannwg model, including developing a Section 33 agreement and work to evolve our current model. We have remodelled our reablement services to ensure more people have the opportunity to have their independence maximised. We have expanded the offer from the integrated community networks through the recruitment of primary mental health nurses within the network clusters.	Regional Section 33 agreement to be considered by Cabinet.

WBO7.6: Improving the supply of affordable housing

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
CED60 CP WBO7.6	Number of additional affordable homes provided by Registered Social Landlords (RSLs) across the County Borough (CEX) Higher Preferred	110	64	110	77	↑	Annual Indicator Target Setting: Working with RSL's to utilise capital income streams, such as the Social Housing Grant (SHG) – to develop 500 units over a 5-year programme. Performance: Whilst 92 have been built/acquired, 77 have been provided i.e. ready for occupation. The remainder will count towards the additional affordable homes in 25-26. RSLs to achieve completions of schemes in line with milestones in the next financial year. There is a full development plan for the next 2 financial years. We have continued regular dialogue with RSL development teams to promote developments and fully utilise capital grants.
CED61 CP WBO7.6	Total number of empty properties returned to use with local authority intervention (CEX) Higher Preferred	81	70	5	36	↓	Annual Indicator Target Setting: The Empty Properties Group will work with property owners via the Empty Properties Strategy with a focus on the top 20 properties as identified. Performance: Target exceeded; however, target set for 24/25 was based on 23/24 annual value of 6 properties returned to use. Both the 22/23 and 23/24 values have been revised by Shared Regulatory Services during data validation of the 24/25 value and were substantially higher than previously reported. There have been less properties returned to use during 24/25 compared the previous year's data due to the priority to focus on the top 20 long-term empty properties that have the most detrimental impact on the community. See further details of activities in WBO7.6.3 below.

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 4: Monthly meetings continue with the 6 Registered Social Landlords (RSLs) currently developing in the area to progress the capital build programme. This will identify priority areas for development, ensuring the needs of the council are met. Representation from BCBC Strategic Asset Management brings specialist insight and furthers opportunities. Working relationships with planning colleagues have been enhanced with consultation taking place at the early stage of site consideration. Quarterly strategic meetings take place with Chief Executive Officers of RSLs. Quarterly meetings take place with all RSL's and Welsh Government collectively to bring forward BCBC's development plan and ensure full utilisation of capital grants. The Welsh Government Leasing scheme has been adopted with a growing portfolio of accommodation already in use with further properties in the pipeline.	
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 4: A detailed support needs assessment was undertaken as part of the Housing Support Grant Strategy; this is reviewed when commissioning housing services. Housing need data is obtained from weekly and monthly statistics run from the housing register which informs us of the type of homes however development must also take into consideration the Local Housing Market Assessment. Monthly meetings take place with RSL development teams to discuss needs and development sites. Housing needs are addressed quarterly at the strategic Bridgend Housing Partnership meeting.	

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 4: Over the last 12 months we have seen excellent progress with top 20 priority properties. 5 properties have been sold; 7 properties have been subject to renovation works; 2 have been placed up for sale and 2 have become occupied. Enforcement action has been taken against 4 of the properties (4 enforcement notices and 3 work in default). 5 properties have been subject to informal action whereas 2 properties have received no intervention in this financial year. Work also continues on properties outside the top 20 utilising the 5-stage escalation letter process and enforcement provisions. Following cabinet approval in Q3 to pursue a compulsory purchase order in relation to our worst residential empty property, work is progressing well and we will be seeking final approval from Cabinet shortly. Work is continuing in relation to the enforced sale of a long-term empty property. Following Cabinet approval to accept the Welsh Government's Empty Property Enforcement Fund in Q3, we are in receipt of two loan agreements for sealing. This funding will be used to complete the compulsory purchase order and enforced sale procedure. The Empty Property Loan Scheme is live and is generating interest. Two loan applications have been approved and we are in receipt of a further application.	
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Ways of Working

Performance Indicators

PI Ref & Type	PI Description and Preferred Outcome	Year End 22-23	Year End 23-24	Target 24-25	Year End 24-25 & RYAG	Direction vs year end 23-24	Performance this period
CHR002 (PAM/001) WOW	Number of working days/shifts per full-time equivalent (FTE) local authority employee lost due to sickness absence (ALL) Lower Preferred	13.20 days	12.37 days	No target	13.76 days	↓	Quarterly Indicator Target Setting: To reduce sickness levels across the organisation Performance: Overall absence levels have increased, on-going work with HR&OD to support directorates. The wellbeing of the workforce is paramount and its vital we continue to support employees.
CORPB5 WOW	Percentage of all staff that have completed a Personal Review/Appraisal (excluding school staff) (ALL) Higher Preferred	58.05%	60.89%	80%	68.42%	↑	Annual Indicator Target Setting: Target set to ensure all eligible staff have an annual review Performance: Completion rates have improved during 2024-25. The appraisal window for 2025-26 has already started and managers have been requested to complete their employee appraisals during Q1/Q2, with the exception of those that are on probation/maternity/sick.
DCO16.9 WOW	Realisation of capital receipts targets. (COMM) Higher Preferred	£3,710,000	£0	No target	£1,850,000	Trend not applicable	Quarterly Indicator Target Setting: The corporate property disposal strategy is currently in development for Spring 2025 Performance: Sale of Ravens Court completed in March 25 bringing total sales for the year ahead of target.
DCO19.02 WOW	Percentage of full statutory compliance across BCBC operational buildings (COMM) Higher Preferred	78.6%	84.9%	100%	78.2%	↙	Quarterly Indicator Target Setting: To ensure full statutory compliance Performance: Overall safety critical compliance continues to rise with a positive upwards only trajectory. Several new contracts have been awarded and following mobilisation will have a further positive impact on overall compliance figures. Target for compliance will always remain at 100% but the trend towards achieving this is positive. The addition of a compliance team apprentice has assisted significantly in the positive work.
DCO23.14 WOW	Percentage of statutory compliance across BCBC operational buildings "Big 5". (COMM) Higher Preferred	New 23-24	93.5%	100%	95.2%	↑	Quarterly Indicator Target Setting: To ensure full statutory compliance Performance: BIG-5 Compliance has shown a continued upwards trend over the year remaining at above 95% for the last two quarters. A number of key servicing contracts will be tendered shortly where further improvements to the overall figures are anticipated. Our ability to closely manage service contractors and an enhanced programme of work from the DLO will seek to maintain levels above 95% moving forward.
DOPS34 (a) WOW OTH1	Percentage availability of: a) voice and data network Higher Preferred	100%	100%	99.99%	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%	100%	99.99%	100%	↔	
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	99.99%	99.96%	99.9%	99.99%	↑	

PI Ref & Type	PI Description	Annual target 24-25 £'000	Performance at Year end		Performance this period	
			Achieved by year end		Variance year end	
			£'000	%	£'000	%
DRE6.1.1 WOW	Percentage budget reductions achieved (Overall BCBC budget) Higher Preferred	£13,045	11,476	88%	£1,569	12%
<p>Target Setting: To achieve all reductions outlined in the MTF5</p> <p>Performance: The year end position is that of the 2024-25 savings target of £13.045 million, £11.476 million has been achieved (88%) The most significant reduction proposals not achieved in full are:</p> <ul style="list-style-type: none"> • 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 in full from 2025-26. • EDF59 – Communications and Relationships Team (£142,000). Saving not met in 2024-25 due to the overall increase in the number of pupils needing the service. Consultation is due to start soon with the outcome of the consultation determining next steps. Shortfalls against this savings target will be met through one off efficiencies in 2025-26 to deliver a balanced budget position. • SCH1 – Efficiency saving against School Delegated Budgets – 3% in 2024-25 (£3.441 million). Saving is referenced as having been achieved due to the overall reduction in Individual Schools Budget (ISB), however the reduced budgets have resulted in an overall deficit balance for schools at year end of £619,000. Close monitoring of school budgets will continue going into 2025-26 with a further 1% efficiency saving to be achieved on school delegated budgets and officers continue to work with schools to bring this overall deficit down. • SSW13 - Council to reduce its investment into cultural services (£360,000). There was a shortfall of £295,000 against the proposal in 2024-25. 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 and further reports will be presented to Cabinet to enable the outcome of consultation exercises to be taken into account when finalising any proposed changes. The service will also continue to maximise grant funding opportunities throughout 2025-26. • CEX22 – Review of ICT Services (£398,000). There was a shortfall of £339,000 against this proposal in 2024-25. Further work is to be carried out on a review of the telephony budgets across the Council following a re-procurement exercise, with the full saving anticipated to be met in 2025-26. 						

Additional Sickness Information by Directorate

Directorate	FTE 31.03.2025	QTR4 2023/24			QTR4 2024/25			Cumulative Days per FTE 2023/24	Cumulative Days per FTE 2024/25
		Number of FTE days lost	No. of Absences	Days per FTE	Number of FTE days lost	No. of Absences	Days per FTE		
Chief Executive Directorate	411.30	1122.64	111	2.58	824.79	108	2.005	9.62	10.48
Communities Directorate	489.16	1583.28	172	3.23	1898.97	163	3.882	12.42	16.50
Education, Early Years and Young People Directorate	467.11	2268.03	303	4.35	1688.84	318	3.616	13.13	12.62
Schools	2137.20	7625.44	1285	3.43	8154.09	1334	3.815	11.81	12.54
Social Services and Wellbeing Directorate	1033.61	4010.69	453	4.24	3969.70	457	3.841	14.59	16.92
BCBC TOTAL	4538.37	16610.07	2324	3.60	16536.39	2380	3.644	12.37	13.76

Sickness Absence by Reason

