

Corporate Performance Dashboard

Quarter 2 2025-26



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

	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

THRIVING
A prosperous place with thriving communities



EMPOWERING
Supporting our most vulnerable



Cynor Bwrdeistref Sirol
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BRIDGEND
County Borough Council

TEAM BRIDGEND

Our priorities for 2025/26

ACHIEVING
Enabling people to meet their potential



MODERNISING
Creating modern, seamless public services

WBO1: A prosperous place with thriving communities

WBO1.1: Moving towards net zero carbon, and improving our energy efficiency

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 24-25	Target 25-26	Q2 Target 25-26	Q2 position 25-26 & RYAG	Q2 24-25 (same period last year)	Direction vs same period last year	Performance this period
CED57 CP WBO1.1	Levels of nitrogen dioxide (NO ₂) pollution in the air (micrograms per m ³) (CEX SRS) Lower Preferred	43.60	40					Annual Indicator - To be reported at Q4
DCO20.01 CP WBO1.1	Annual Gas Consumption across the Authority – kWh (COMM) Lower Preferred	21,122,938	20,000,000					Annual Indicator - To be reported at Q4
DCO20.02 CP WBO1.1	Annual Electricity Consumption across the Authority – kWh (COMM) Lower Preferred	15,019,064	14,000,000					Annual Indicator - To be reported at Q4
DCO23.05 CP WBO1.1	Reduction in emissions (across our buildings, fleet & equipment, streetlighting, business travel, commuting, homeworking, waste, procured goods and services) (COMM) Higher Preferred	1%	5%					Annual Indicator - To be reported at Q4

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO1.1.1	Invest in energy efficiency improvements to the Council's estate and assets. (COMM)	AMBER (Adequate)	Quarter 2: Work has continued on established programmes of work to install energy efficiency measures across the Council's estate including LED lighting, building insulation, solar PV systems, and electric vehicle charging infrastructure. Examples include: Coleg Cymunedol Y Dderwen (CCYD) - new LED lighting on the outdoor pitches. Porthcawl Comprehensive School - solar PV on a new roof, funded through a Salix loan (invest to save). Civic Offices - replacement of end of life water heater with a heat pump to provide hot water	We will continue to work to install energy efficiency measures across the council's estate. We are awaiting the launch of the Refit scheme. We will replace the end of life fossil fuel systems with the £180,000 grant award from Welsh Government.
WBO1.1.2	Implement our Air Quality Action Plan and monitor its effectiveness in improving air quality along Park Street (CEX SRS)	GREEN (Excellent)	Quarter 2: The Action Plan has been implemented with Measure 18 (Deny all access onto St Leonards Road) still retained and will be reviewed in 2026, dependent on 2025 results. Results up to end of September, show OBC140 and OBC110 at an annual average of 41 ug/m ³ , and OBC123 at 40 ug/m ³ . Monitoring data from August 2025 is not available, as the monitoring tubes were vandalised. Results elsewhere across the Borough showed lower NO ₂ concentrations in August, and therefore had these results been available the running averages would be more favourable. Shared Regulatory Services (SRS) successfully obtained Welsh Government (WG) Funding via the Local Air Quality Support Fund, which will be utilised to install two indicative real-time monitors as of November 2025.	The Annual Report is scheduled to be presented to Cabinet on 18th November 2025 meeting.

WBO1.2: Protect landscapes and open spaces

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 24-25	Target 25-26	Q2 Target 25-26	Q2 position 25-26 & RYAG	Q2 24-25 (same period last year)	Direction vs same period last year	Performance this period
DCO23.06 CP WBO1.2	Number of blue flag beaches (COMM) Higher Preferred	3	3					Annual Indicator - To be reported at Q4
DCO23.07 CP WBO1.2	Number of green flag parks and green spaces (COMM) Higher Preferred	2	2					Annual Indicator - To be reported at Q4

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO1.2.1	Deliver projects such as woodland enhancement, develop and protect our natural environment in partnership with our communities and key stakeholders as part of our Bridgend Biodiversity Plan (COMM)	GREEN (Excellent)	Quarter 2: The One Common Connection Project is up and running and we are in the process of signing landowner agreements so that work can commence. Local Nature Reserves site safety inspections have taken place. We have continued to work with Llais y Goedwig on the management of Bedford Park and with Tremains Rangers in Tremains Wood. Ash dieback work has been commissioned and undertaken in Bedford Park Tremains Wood and Craig Y Parcau. New ponds have been delivered and completed with new fencing delivered to increase safety. New paths are completed at Bedford Park and a successful launch event. New Ash Die Back work has been issued across four of the LNRs. 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. The Duty Plan is currently being reviewed and contract awarded for the 2025-28 Duty Plan which is due for completion by end of January 2026.	

WBO1.3: Promote the conditions for economic growth and prosperity

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 24-25	Target 25-26	Q2 Target 25-26	Q2 position 25-26 & RYAG	Q2 24-25 (same period last year)	Direction vs same period last year	Performance this period
DCO23.03 CP WBO1.3	Number of businesses receiving support through Shared Prosperity Funding (COMM) Higher Preferred	37	15	7	25	24	↑	Quarterly Indicator Target Setting: This is the final year of the funding so will attempt to maximise the benefits locally where possible with reduced funding available. Performance: Accumulative position at Q2 shows we are on target and we have allocated all of the current available SPF funding.
DCO23.04 CP WBO1.3	Number of business start-ups assisted (COMM) Higher Preferred	94	30	Annual Indicator - To be reported at Q4				

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO1.3.1	Develop funding bids enhance the economy and stimulate new job opportunities (COMM)	AMBER (Adequate)	Quarter 2: During Q1 and Q2 we have worked with UK Government, Welsh Government (WG) and Cardiff Capital Region (CCR) to develop projects, including the new UK Government Local Growth Fund (the replacement of the current Shared Prosperity Fund). As the UK SPF is coming to an end in March 2026 and we have yet to receive firm news on future funding there is uncertainty regarding the continuation of key projects.	We will continue to work with UK Government, WG and CCR to develop projects, including the new Local Growth Fund
WBO1.3.2	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)	YELLOW (Good)	Quarter 2: A total of 31 start up grants have been awarded by the end of Q2. By the end of Q2 the team had delivered total of 23 business development grants and three business feasibility grants. Both grants are 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. Since May 2025 we have operated a pop-up shop in Maesteg Market. The initiative has attracted 86 expressions of interest and has accommodated eight start-ups, bringing vibrancy and footfall to Maesteg Market.	
WBO1.3.3	Invest an additional £7.75m of Shared Prosperity Funding in projects in the County Borough by 2026, with third sector partners, including in people and skills, supporting local businesses, and developing communities and place (COMM)	YELLOW (Good)	Quarter 2: As at the end of Q2, all projects are reporting full projected spend for the year. Shared Prosperity Funding (SPF) comes to an end in March 2026. It's replacement, the Local Growth Fund will initially be given to WG. WG will shortly be holding a 6-week consultation period to determine the shape of the next program. As a result, we do not know the specific scope on the offer which will mean there will be very little time to prepare and share bid documentation with Cabinet.	
WBO1.3.4	Improve sustainable and active travel choices, to increase connectivity and greener travel choices in line with our strategic transport projects (COMM)	YELLOW (Good)	Quarter 2: Contract has been let for active travel works in Brackla and work will commence early in 2026. Funding bids for active travel projects for financial year 2026-27 have been developed and submitted to CCR ready for agreement with WG later in the year. Strategic Transport priorities for 2026-27 are being developed in preparation for agreement with Cabinet.	A report will be brought to Cabinet early in the New Year outlining the work on current projects and agreeing objectives going forward.

WBO1.4: Regenerate our town centres and Valleys

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 24-25	Target 25-26	Q2 Target 25-26	Q2 position 25-26 & RYAG	Q2 24-25 (same period last year)	Direction vs same period last year	Performance this period
DCO23.01 CP WBO1.4	Number of commercial properties assisted through the enhancement grant scheme (COMM) Higher Preferred	7	4					Annual Indicator - To be reported at Q4

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO1.4.1	Deliver a Transforming Towns programme of 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 2: The Transforming Towns Programme has been fully allocated for this financial year in order to ensure the grant is used to its full capacity. Conversations will continue with new applicants in order to ensure that there is a strong pipeline of projects to take up any financial capacity which is created, this has been done in consultation with Welsh Government. The Placemaking Strategies for Maesteg and Porthcawl are being utilised to ensure that grant and funding opportunities are being directed to support potential projects where possible.	
WBO1.4.2	Continue to deliver a commercial property enhancement grant for all valley high streets, to bring vacant properties back into use and improve local centres. (COMM)	AMBER (Adequate)	Quarter 2: Commercial Property Grant is supported by the SPF and will run until March 2026. The Grant continues to be marketed, and applicants are worked with on a 1:1 basis. The uptake and enquiries have been lower in the Q1 and Q2 than anticipated however we do expect to deliver the targets and spend.	We will continue to work with applicants to understand where the challenges and issue are in relation to bringing forward commercial projects.
WBO1.4.3	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)	GREEN (Excellent)	Quarter 2: The development of the Ewenny Road Site is continuing. A sale to a housing developer has been agreed and planning application for the site is currently being considered. Remediation works at the Ewenny Road Site is due to be completed in December 2025. A sale has been agreed for the land. A reserved matters application has been made as is being considered by the planning authority.	

WBO1.5: Reduce, reuse or recycle as much waste as possible

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 24-25	Target 25-26	Q2 Target 25-26	Q2 position 25-26 & RYAG	Q2 24-25 (same period last year)	Direction vs same period last year	Performance this period
PAM/010 CP WBO1.5	Percentage of streets that are clean (COMM) Higher Preferred	99.35%	99%	99%	89.68%	99.19%	↘	Quarterly Indicator Target Setting: To maintain the existing targets which remain challenging to achieve Performance: Due to MTFs savings for 2025/26 there is limited capacity in the team to carry out inspections which has had an impact on the number of streets visited and assessed in the period and therefore on overall performance. Officers have now been trained to carry out this role meaning inspections will be carried out more regularly, which will provide more data for reporting.
PAM/030 CP WBO1.5	Percentage of waste reused, recycled or composted (COMM) Higher Preferred	70.93%	70%	70%	65.5%	70.96%	↘	Quarterly Indicator Target Setting: To maintain the existing targets which remain challenging to achieve Performance: Provisional Data - Wood and green waste processors have encountered issues meaning waste has been stored on site so cannot be counted as being recycled. This has been a problem nationally and waste is now moving onto recycling processors so should be reflected in Q3.
DCO20.05 CP WBO1.5	Percentage of Street cleansing waste prepared for recycling (COMM) Higher Preferred	41.22%	40%					Annual Indicator - To be reported at Q4

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO1.5.1	Bring our Waste Service in-house (COMM)	GREEN (Excellent)	Quarter 2: Ongoing, end date now changed to 4th July 2027 with contract extension agreed. Work is underway and SLR Consultancy have been appointed to assist with the project. Task logs for all service areas have been introduced and project leads by discipline are in place. Monthly progress updates being provided to Transition Board with RAG ratings by area. Risk register for the project has been created and maintained.	Key work in the closing part of the year focuses on procurement of a materials management partner.

WBO1.6: Provide opportunities for culture, leisure, and play

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 24-25	Target 25-26	Q2 Target 25-26	Q2 position 25-26 & RYAG	Q2 24-25 (same period last year)	Direction vs same period last year	Performance this period
SSWB83 CP WBO1.6	Number of active users across target population groups via health & wellbeing leisure membership provision (SSWB) Higher Preferred	New 25-26	700	525	1,013	New 25-26	No Trend	Quarterly Indicator Target Setting: New indicator. Baseline data to be recorded in order to set future target. Performance: The programme continues to provide extensive access to a wide range of health, fitness, and wellbeing opportunities for targeted children, young people, and families across the county.
DCO23.10 CP WBO1.6	Number of play areas that have been refurbished (COMM) Higher Preferred	22	40					Annual Indicator - To be reported at Q4
SSWB67 CP WBO1.6	Participation in the national free swimming initiative for 16 and under (SSWB) Higher Preferred	23,208	20,000					Annual Indicator - To be reported at Q4

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO1.6.1	Redevelop Porthcawl Grand Pavilion to increase the use of the new facilities and extend social and leisure facilities, in partnership with Awen Cultural Trust. (COMM)	GREEN (Excellent)	Quarter 2: The Grand Pavilion Project continues to progress, with a main contractor on site and delivering over the next 18 months. The construction contract commenced in September 2025 on site at Porthcawl. A Programme Board has been established for some time to oversee the project. This is complemented by monthly contractor meetings and client-side project team meetings. Monitoring returns and claims are submitted in accordance with the funding requirements. Further funding for this project continues to be sought. An Additional £1.5m was secured against the project from the Arts Council in September.	
WBO1.6.2	Continue the children's play areas refurbishment programme and make sure inclusive play equipment is provided to allow opportunities for all. (COMM)	AMBER (Adequate)	Quarter 2: Phase 4 of the refurbishment programme is in progress - 19 playgrounds. Phase 5 and 6 (40 playgrounds) is being assessed to determine the necessary capital funding, their completion will be dependent on the budgetary agreement.	Agree capital funding for phase 5 & 6 and initiate the necessary procurement processes to complete the refurbishment programme.
WBO1.6.3	Enlarge the Food and Fun Programme for summer 2025 (EEYYP)	AMBER (Adequate)	Quarter 2: Four schools took part in the Food and Fun programme during summer 2025, with 160 children benefitting from attending and 2730 healthy breakfasts and lunches served. Across the programme, 144 physical activities and 32 nutrition sessions were delivered to the participants. Participation dropped from six schools in 2024 to four schools in 2025. The main barriers to participation have been around staff recruitment and commitment to cover the events during the summer holidays. The involvement of family support workers has helped support the promotion of the programme and headteachers who have previously been part of the programme have been vocal in their endorsement. To date, ten schools have expressed interest in running the programme in summer 2026 and seven have confirmed. A promotion and marketing plan for summer 2026 is being developed, including a video that has been produced, in conjunction with Tondy Primary School, showcasing the programme and its benefits	The Healthy Child Co-ordinator will continue to meet with schools, with a particular focus on secondary schools, and promote the benefits of the programme throughout the autumn term. The deadline for signing up to run a scheme in summer 2026 will be December 2025. Exploration will take place to improve links with other services so that participating schools receive all the support they need in the preparation and delivery phases of the programme.

Code	Commitment	Status	Progress this period	Next Steps
WBO1.6.4	Develop whole Council action plan and networks to support the submission of the Play Sufficiency Assessment to Welsh Government. (SSWB)	YELLOW (Good)	Quarter 2: The Play Sufficiency Action Plan code has been designed with the development of clear action points. The Action Plan is awaiting signoff from Cabinet. The draft Plan shared with Welsh Government in line with requested submission date.	Play Sufficiency Plan to be approved by cabinet.
WBO1.6.5	Develop active wellbeing offer for targeted groups (SSWB)	GREEN (Excellent)	Quarter 2: 'Super Agers' activities reached 269 older adults with 1522 attendances across 87 wellbeing sessions. The programme expanded into Llangeinor supporting not only this area but also neighbouring Betws, which sits in the lowest 10% of Welsh Index of Multiple Deprivation in Wales. 5588 attendances were supported through 60 plus free swim and 3417 supported through 16 and under free swim. The National Exercise Referral Scheme supported 130 participants to complete a 16-week programme. There were 14 referrals for joint carer support, of these, 11 participants began and seven completed the course. HALO Wellbeing membership supported 729 individuals (carer leavers, children and young people with a disability and their households, care experienced children and households) to access free wellbeing opportunities. 17 young children have also been supported through golden ticket initiative providing free learn to swim lessons and household membership to families referred in through social services e.g. Child disability and transition team, edge of care and care experienced children's team.	Work with partners to identify volunteers and community anchor organisations to support the expansion of community offer. The next phase will focus on identifying barriers to participation (e.g. accessibility, confidence levels, awareness of the programme benefits) and raising the 16 and under attendance figure.
WBO1.6.6	Develop the Healthy Living Partnership Strategy (SSWB)	AMBER (Adequate)	Quarter 2: Draft themes have been agreed with Sport Wales and Central South Partnership focusing on Bridgend priorities to underpin statutory services and building community resilience which will feed into the overall Healthy living strategy.	Develop insight and learning tool to capture distance travelled and social value of return on investment.
WBO1.6.7	Develop the Libraries, Culture and Community hub Strategy (SSWB)	AMBER (Adequate)	Quarter 2: Initial engagement exercise was undertaken in summer 2025. Raw data is currently being analysed to develop first phase draft of the Libraries, Culture and Community Hub Strategy.	Use raw data to shape draft libraries, culture and community hub strategy
WBO1.6.8	Maintain performance against Welsh public library standards (SSWB)	YELLOW (Good)	Quarter 2: Bridgend currently meets all of the 13 core entitlements in full. Of the 7 quality indicators which have targets, Bridgend is achieving 5 in full and 1 in part. 1 is not currently achieved. Data available for Q1 only due to current reporting timelines timescales: Total library visits Q1 =105,771, Total issues (physical items) Q1=79,286 eBook/ eAudiobook downloads Q1=17,572.	Reprofile our reporting schedule to align with quarterly reporting and expand to capture outreach books on wheels service

WBO2: Creating modern, seamless public services

WBO2.1: Improving how we engage with people, listening to views & acting on them

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 24-25	Target 25-26	Q2 Target 25-26	Q2 position 25-26 & RYAG	Q2 24-25 (same period last year)	Direction vs same period last year	Performance this period
CED70 CP WBO2.1	Percentage of Complaints closed within timescales (CEX) Higher Preferred	31.83%	80%	80%	27.87%	20.72%	↑	Quarterly Indicator Target Setting: Baseline target. To be reviewed during the lifecycle of the Corporate Plan to reflect the corporate customer function. Performance: Meeting the target is dependent on service areas providing responses to corporate complaints within the deadline provided, and providing feedback in terms of lessons learned. There is a robust process in place within the complaints team.
CED59(a) CP WBO2.1	Level of engagement (Welsh / English) a) across consultations Higher Preferred	8,050	8,800					Annual Indicator - To be reported at Q4
CED59(b) CP WBO2.1	b) with corporate communications to residents, using the digital communications platform (CEX) Higher Preferred	1,203,706	1,000,000					Annual Indicator - To be reported at Q4

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO2.1.1	Improve 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 2: The new Media Protocol has been agreed and publicised to staff and members. A Members' Bulletin has been established and is subject to ongoing improvement with feedback from Cabinet Members. The procurement exercise for a social media scheduling platform is underway. Once implemented it will improve efficiency and release capacity within the Communication and Engagement Team. A restructure of the Team has been completed and will be in place from 1 st October. A formalised approach to tackling inaccurate information/misinformation has been agreed with CMB and will be presented to informal Cabinet in October. The Team have received training to produce improved video content for residents. Links have been established with Youth Services Team, including meeting with groups of children and young people to encourage participation in future consultations and engagement exercises. Planning is taking place to provide a youth friendly version of budget consultation.	
WBO2.1.2	Improve the way we gather and use resident views (CEX)	GREEN (Excellent)	Quarter 2: Following refresh of Citizens Panel, we are using panel members in focus groups the first of which was for Panel Performance Assessment in September and next will be for budget consultation in January. The data from our first residents' survey has been reviewed with a report presented to CMB. The campaign materials for the budget consultation have been reviewed and updated, including a members' toolkit which is due to launch in October 2025.	
WBO2.1.3	Improve the way we gather and use staff views (CEX)	GREEN (Excellent)	Quarter 2: The corporate narrative has been agreed and publicised to staff and members. New approach to staff survey has been developed and will be considered by CMB in October 2025. Proposals for improvements to internal communications and video content are in development. The project to transition to a new and improved bilingual intranet are underway and progressing well.	
WBO2.1.4	Improve the way we handle and learn from corporate complaints and compliments (CEX)	RED (Unsatisfactory)	Quarter 2: The form and process for complaints has been built and is currently in the process of going through initial testing. A User Acceptance Testing session will be held with Officers from key service areas to undertake rigorous testing. Once signed off, training of all staff will be undertaken. A detailed specification has been developed and handed to ICT to start scoping out reporting requirements - a date for this is to be confirmed. Improvements to recording information relating to lessons learned, regardless of the complaint outcome is not progressing as well as planned; the complaints team records the information we receive from the service areas but is not receiving the requested information routinely.	Continue to test the new process for complaints. Once the new process has been signed off, all staff will receive training.
WBO2.1.5	Implement the strategic equality plan action plan (CEX)	GREEN (Excellent)	Quarter 2: Implementation of the Strategic Equality Plan Action Plan is underway. Corporate Equalities focus group has been established and are meeting bi-monthly as planned. Regular updates are on progress against the action plan are provided as required, and the annual progress report will be presented to Cabinet Committee Equalities in November 2025.	

WBO2.2: Offer more information and services online, and in local areas

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 24-25	Target 25-26	Q2 Target 25-26	Q2 position 25-26 & RYAG	Q2 24-25 (same period last year)	Direction vs same period last year	Performance this period
CED5 CP WBO2.2	Percentage of first call resolutions (CEX) Higher Preferred	72.67%	75.92%	75.92%	73.92%	67.29%	↑	Quarterly Indicator Target Setting: Target retained, to increase the number of calls resolved at the first point of contact Performance: Whilst this PI is slightly off target, the team continues to review performance with the relevant service area to identify areas where the Customer Advisors could be upskilled to deal with and resolve the calls at the first point of contact.
CED51 CP WBO2.2	Number of online transactions using the digital platform (CEX) Higher Preferred	81,034	81,034	40,517	42,862	42,392	↑	Quarterly Indicator Target Setting: To increase online transactions by customers to promote channel shift Performance: On target

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO2.2.1	Continue to review the corporate front door to streamline, standardise, and enhance entry points into the council whilst improving the resolution at the first point of contact. (CEX)	YELLOW (Good)	Quarter 2: Good progress has been made to review and define the entry point into Adult Social Care. Initial analysis is also underway in relation to customer demand within their Network Hubs.	Continue to test and go live with Adult Social Care online referral form, and scope further work in relation to analysing customer demand across remaining channels i.e. emails. Finalise review customer demand within the Network Hubs to identify areas to improve service performance, and resolution at first point of contact.

WBO2.3: Modernise and become a more efficient council**Performance Indicators**

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 24-25	Target 25-26	Q2 Target 25-26	Q2 position 25-26 & RYAG	Q2 24-25 (same period last year)	Direction vs same period last year	Performance this period
CHR002 (PAM/001) CP WBO2.3	Number of working days/shifts lost to sickness absence per full-time equivalent (FTE) BCBC employee (CEX/ALL) Lower Preferred	13.76 days	No target	No target	5.89 days	6.22 days	↑	Quarterly Indicator Target Setting: To reduce sickness levels across the organisation Performance: In comparison to Q1 and Q2 for 2024/25 sickness absence has improved. Managers are encouraged to continue to manage their sickness absences with the support of HR&OD. HR Briefings on Welfares and health and wellbeing for 2025/26 are scheduled to take place for managers and these are actively communicated. Staff are encouraged through various channels to access the wellbeing resources and e-learning modules on health and wellbeing topics. See page 23 and 24 for additional information on sickness absence (Directorate summaries and breakdown by absence reason)
CORPB5 CP WBO2.3	Percentage of staff that have completed a Personal Review/Appraisal (excluding school staff) (CEX/ALL) Higher Preferred	68.42%	80%	Annual Indicator - To be reported at Q4				
DCO16.8 CP WBO2.3	Number of Council owned assets transferred to the community for running (CATs) or transferred from a short-term agreement to a long-term agreement for running during the year (COMM) Higher Preferred	2	10	Annual Indicator - To be reported at Q4				

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO2.3.1	Approve and implement the new digital strategy (CEX)	AMBER (Adequate)	Quarter 2: The public consultation on the draft strategy was undertaken between 2 nd June and 13 th July 2025. Following the Corporate Overview and Scrutiny Committee meeting in July 2025, a decision has been made to review the Strategy further to ensure our vision and aspirations around transformation are reflected.	Further discussions are to be held with CMB and Council to determine corporate vision and aspirations to progress with the implementation of the new Digital Strategy and delivery plan.
WBO2.3.2	Continue to rationalise the corporate estate (COMM)	AMBER (Adequate)	Quarter 2: The Portfolio is under regular review to identify opportunities to relinquish surplus building within the Corporate Estate. We continue to proactively engage with service groups and stakeholders to review each asset's use and where possible recommend alternative uses or bring forward assets for sale. Focus has been on Civic Offices and Depot locations.	We will continue to work with all services to identify opportunities to maximise the use of our existing assets and where appropriate bring forward assets as surplus and take necessary steps to action a disposal or to change their use and utilise internally.
WBO2.3.3	Invest in Community Asset Transfers and support clubs and Community Groups with equipment grants to improve and safeguard the facilities. (COMM)	AMBER (Adequate)	Quarter 2: Two allocations were made in Q1 and Q2, but these were increases from original allocations due to market price increases. The total of funding allocated to community groups undertaking CATs (as at end Q2) stands at £448,776. £27,131 in committed funding was paid to community groups in Q1 & Q2 2025-2026 and a further £33,734 in Q3, leaving a total available CAT Capital fund of £368,989 at present. The focus of the CAT Fund (pavilions) has been developed to ensure that the funding is being used to carry out essential repairs only and requiring the groups to obtain match funding in any amount wherever possible. The Town & Community Council Liaison Officer took up post in September who will work closely with Town & Community Councils to identify Opportunities for grants and CAT transfers.	We will continue to work on investing in CATs and support clubs and community groups using equipment grants to improve and safeguard the facilities.

WBO2.4: Improve partnership working with partners, the third sector and Town and Community Councils

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 24-25	Target 25-26	Q2 Target 25-26	Q2 position 25-26 & RYAG	Q2 24-25 (same period last year)	Direction vs same period last year	Performance this period
CED62 CP WBO2.4	Percentage of Assia service users reporting increased feelings of safety at their exit evaluation (CEX) Higher Preferred	99.12%	100%	100%	100%	96.81%	↑	Quarterly Indicator Target Setting: Safety planning, targeting hardening and safety measures carried out with all service users throughout support and before exiting the service Performance: On target – 970 service user responses recorded during Q1 and Q2
CED63 CP WBO2.4	Percentage of high-risk domestic abuse victims / public protection notices received by the service contacted within 48 hours (CEX) Higher Preferred	100%	100%	100%	100%	100%	↔	Quarterly Indicator Target Setting: Contact within 48 hours is identified best practice (in line with Leading Lights accreditation) Performance: On target – 480 received during Q1 and Q2.
CED64 CP WBO2.4	Percentage of medium risk domestic abuse victims / public protection notices received by the service contacted within 72 hours (CEX) Higher Preferred	100%	100%	100%	100%	100%	↔	Quarterly Indicator Target Setting: Contact within 72 hours is identified best practice (in line with Leading Lights accreditation) Performance: On target - 385 received during Q1 and Q2
SSWB84 CP WBO2.4	Number of active referrals supported by Local Community Coordinators (SSWB) Higher Preferred	New 25-26	600	300	180	New 25-26	No Trend	Quarterly Indicator Target Setting: New indicator. Baseline data to be recorded in order to set future target. Performance: Data only collated in Q2 due to new KPI . Q1 data will be added in for Q3 report. Overall data collected has been undertaken to focus on insight and learning
SSWB85 CP WBO2.4	Number of children and young adults supported during school holidays (SSWB) Higher Preferred	New 25-26	950	Annual Indicator - To be reported at Q4				

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO2.4.1	Develop a new regional agreement for working with frail older people between health boards and councils (SSWB)	GREEN (Excellent)	Quarter 2: Section 33 agreement for Integrated Community Care System approved by Cabinet in July 2025.	Signing and sealing of Section 33 agreement
WBO2.4.2	Complete the town and community council arrangements review (CEX)	RED (Unsatisfactory)	Quarter 2: The final draft report of the Review of Community Arrangements was completed and presented to Council on 24 th October 2025 but was not approved.	Review the report to Boundary Commission and seek advice to amend the report.
WBO2.4.3	Work co-productively with our communities to develop their own solutions and become more resilient. (SSWB)	YELLOW (Good)	Quarter 2: Quarter 2: The Local Community Co-ordinators (LCCs) have seen 160 new referrals in Q1 and 102 new referrals in Q2. LCCs are currently supporting 180 individuals. There are currently 102 individuals on the waiting list across all 6 geographical areas. 72 new Children and Families referrals (27 Edge of Care, 24 Children disability & transition team, 5 Locality Hubs, 6 Central Safeguarding, 3 care experienced Childrens team, 1 Education Welfare, 6 External) 76 new individuals referred. Active Participants currently supported: 148. Continuous multi-agency collaboration promotes stability and positive outcomes for children and families. A significant proportion of participants have successfully moved on to community-based opportunities, reflecting effective early intervention and empowerment.	The current children and family provision is over prescribed with 57 (1 x 37hrs + 1 x 20 hrs) hour post per week not able to cope with demand of referrals. Internal and external investment needed to support family demand. Work productively with 3rd sector partners, early help and statutory services to align governance of referrals to ensure best use of resources. Ensuring the prevention referral pathway is fit for purpose.

WBO3: Enabling people to meet their potential

WBO3.1: Provide an effective Childcare and Early Years Offer

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 24-25	Target 25-26	Q2 Target 25-26	Q2 position 25-26 & RYAG	Q2 24-25 (same period last year)	Direction vs same period last year	Performance this period
DEFS160 CP WBO3.1	Number of two-year-olds accessing childcare through the Flying Start programme (EEYYP) Higher Preferred	542	620	595	624	536	↑	Quarterly Indicator Target Setting: The target reflects the positive investment made in the Phase 2A and 2B expansions of the programme. Performance: Capital works were undertaken at the Flying Start building in Sarn over summer 2025, enabling the setting to register for an additional 12 places (24 sessional places) to help meet increasing demand. Four additional childminders have expressed an interest in registering with the local authority to provide Flying Start funded places, and a further six private providers have been recruited. Over 100 applications for Flying Start childcare were made under Phase Three of the programme between April and August 2025.

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO3.1.1	Provide effective leadership and management of maintained Early Years settings ensuring that outcomes in Care Inspectorate Wales inspections are at least 'good'. (EEYYP)	GREEN (Excellent)	Quarter 2: Of the settings that have been inspected by Care Inspectorate Wales, 90% were judged to be good or excellent across all areas. The current management structure of the maintained settings requires review so that workload is more fairly distributed, and leaders are clearer about specific responsibilities, and better accountability can be secured. A review of leadership responsibilities within and across the maintained settings will take place during the autumn term. A newly developed leadership toolkit is due to be launched in the autumn half term. During a closure day on 1 September 2025, maintained settings received training on the quality framework for Early Childhood Play, Learning and Care (ECPLC) and the Developmental Pathways (0 to 3), which was well-received. Settings have since reviewed and refined their processes for assessment and planning. Learning environments will also be reviewed and improved.	
WBO3.1.2	Offer effective support and challenge to funded non-maintained Early Years settings ensuring that outcomes in joint inspections are at least 'good'. (EEYYP)	GREEN (Excellent)	Quarter 2: In their most recent joint inspections, 89% of early education settings were judged to be at least good. No settings are in a follow up category. Recently, three settings have been asked to provide good practice case studies for Estyn. Documentation has been prepared by the Early Years and Childcare Team, detailing the initial and ongoing requirements of funded childcare providers. The quality framework document is in the process of being approved by colleagues in Legal Services. Milestones for this piece of work have been agreed with the Procurement Team and the Central Grants Team. Pre-market engagement is planned for October and November 2025, with the tender opportunity going live in December 2025. A training brochure has been published incorporating a wide variety of professional development opportunities for the sector in response to self-evaluation outcomes. Following the success of the Professional Learning Community (PLC) that operated last academic year, a new PLC has been convened, with double the number of settings involved. The first two modules of the year-long Froebelian Approach project were attended by 23 practitioners from across the early years sector (settings and schools).	

WBO3.2: Provide safe, supportive schools with high quality teaching

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 24-25	Target 25-26	Q2 Target 25-26	Q2 position 25-26 & RYAG	Q2 24-25 (same period last year)	Direction vs same period last year	Performance this period
DEFS155 CP WBO3.2	Percentage of schools that have self-evaluated themselves as 'green' as part of their annual safeguarding audit (EEYYP) Higher Preferred	93%	100%					Annual Indicator - To be reported at Q4
EDU010a CP WBO3.2	Percentage of school days lost due to fixed-term exclusions during the academic year, in a) primary schools. Lower Preferred	0.031%	0.030%					Annual Indicator - To be reported at Q4
EDU010b CP WBO3.2	b) secondary schools (EEYYP) Lower Preferred	0.152%	0.150%					Annual Indicator - To be reported at Q4

EDU016a (PAM/007) CP WBO3.2	Percentage of pupil attendance in a) primary schools Higher Preferred	92.49%	94.0%	Annual Indicator - To be reported at Q4
EDU016b (PAM/008) CP WBO3.2	b) secondary schools (EEYYP) Higher Preferred	87.31%	92.0%	Annual Indicator - To be reported at Q4
PAM032 CP WBO3.2	Average Capped 9 Score for pupils in Year 11 (EEYYP) Higher Preferred	357.40	360.00	Annual Indicator - To be reported at Q4

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO3.2.1	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)	GREEN (Excellent)	Quarter 2: During the summer term 2025, 99 school governors attended topical training sessions delivered by the local authority. The governor skills audit tool was circulated to schools in June 2025 and 109 responses were received. This audit supports the development of appropriate support for governors. An analysis of the results has been completed, and the local authority's analysis will be shared with schools after the autumn half term. Surveys have been provided to headteachers to gather thoughts on potential items for future professional development workshops. One school remains in 'special measures' categorisation, but the school is making expected progress against recommendations. Each member of staff has been provided with significant professional learning opportunities; all staff have leadership responsibilities and are now actively involved in school improvement.	Following the WG middle tier review, there has been a remodelling of the professional learning offer for schools at a regional and national level. Central South Consortium will continue to provide professional learning, resources and bespoke support according to their revised remit. The new national professional learning and leadership body, Dysgu, will also provide professional learning and support for curriculum, teaching and leadership.
WBO3.2.2	Make additional digital learning training available to all school staff to improve teaching and learning in our schools (EEYYP)	GREEN (Excellent)	Quarter 2: The Bridgend Schools' Digital Learning Strategy 2025-26 has been published to schools following commendation from WG on its governance, forward thinking and detailed overview of the digital landscape across Bridgend schools. During the school year 2024-25 and in 2025-26 to date, 32 schools (29 primary, 3 secondary) have participated in local authority-led skills training for Generative Artificial Intelligence. The training has been delivered as all-day learning events or via in-school staff training, with a focus on concepts, risks, prompting and using Microsoft Copilot. Currently six schools are involved in the WG pilot programme to assist schools with developing a consistent pupil progression tool. Meetings have been held between the schools and WG to review the new free software available to schools. This software should save teachers time and, in turn, reduce workload and provide consistency among teachers in the school.	
WBO3.2.3	Improve the digital offer to young people, including youth led interactive website (EEYYP)	GREEN (Excellent)	Quarter 2: Our TikTok account officially launched on 19 September 2025. We are using this platform to promote our services, highlight what is available to young people, and share success stories from across the community. Website pages continue to be remodelled, with support from our Young Editors group, and include representation of our third sector group, Bridgend Youth Matters. The interactive bulletin board (that is, a 'Padlet') has been completed within the planned timescales. It will be launched when updates to our official website are live, which is expected to be in November 2025.	The Young Editors group will continue to work with young people and staff to create engaging content, ensuring our platform remains youth-led, creative, and inclusive. The interactive bulletin board (that is, a 'Padlet') will be launched in November 2025. Once website updates are live, we will carry out a young person consultation to gather broader feedback on the setup, design, and future development plans.

WBO3.3: Provide Welsh medium education opportunities

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 24-25	Target 25-26	Q2 Target 25-26	Q2 position 25-26 & RYAG	Q2 24-25 (same period last year)	Direction vs same period last year	Performance this period
DEFS138 CP WBO3.3	Percentage of Year 1 learners taught through the medium of Welsh (EEYYP) Higher Preferred	8.83%	8.85%					Annual Indicator - To be reported at Q4

DEFS157 CP WBO3.3	Percentage of learners studying for assessed qualifications through the medium of Welsh at the end of Key Stage 4 (EEYYP) Higher Preferred	7.23%	7.20%	Annual Indicator - To be reported at Q4
DEFS158 CP WBO3.3	Number of learners studying for Welsh as a second language at AS Level and A Level (EEYYP) Higher Preferred	21	17	Annual Indicator - To be reported at Q4

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO3.3.1	Deliver the actions in the Welsh in Education Strategic Plan (WESP) (EEYYP)	YELLOW (Good)	Quarter 2: A late immersion provision, 'Pont Iait'h', for pupils up to Year 7 has been established at Ysgol y Ferch o'r Sgêr. Development will be ongoing. Seven pupils are currently receiving this provision. A Leader of Late Immersion provision has been recruited from an agency on a secondment basis. A budget pressure bid has been presented to cover transport costs, for which the outcome is currently outstanding. Out of all Reception applications, those for Welsh-medium schools increased from 7.85% in September 2024 to 10.67% in September 2025. A new Cylch Ti a Fi (parent and toddler group) has opened in Porthcawl and Mudiad Meithrin are planning on opening a Cylch Meithrin (playgroup) in the area to feed the future Welsh-medium seedling school. Due to a lack of Geographical Information System (GIS) support, we are unable to review historic data to support the development of the most suitable boundary in the valleys gateway area for Welsh-medium catchment areas. This has delayed the completion timeframe for this work.	We will engage with the private sector to progress an independent review of Welsh-medium catchment areas.

WBO3.4: Modernise school buildings

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO3.4.1	Enlarge Ysgol Gymraeg Bro Ogwr to a 2.5 form-entry new-build school. (EEYYP)	RED (Unsatisfactory)	Quarter 2: The school opening date has been modified to September 2027. The pre-commencement consultation process is yet to begin as further technical assessments and information such as the transport assessment, ecology, and archaeology reports are not finalised. Ecology issues at the Fordd Cadfan site have prevented commencement of the site investigation work. A translocated site has now been identified, which the ecologist has agreed is suitable.	Officers are working with the specialist consultants to ensure the reports are finalised so that the pre-application consultation (PAC) process can begin as soon as possible. The translocation work will begin, subject to the ecologist's approval.
WBO3.4.2	Provide a new-build for Mynydd Cynffig Primary School (EEYYP)	AMBER (Adequate)	Quarter 2: The school opening date has been modified to September 2027. Cabinet approval to tender the scheme has been received. The local authority is currently awaiting the outcome of the planning application. Ecological surveys have been completed but the translocation of slow worms has been delayed.	Translocation will begin, subject to ecologist's approval. Development Control Committee will determine the outcome of the planning application. The tender process will follow, once the Bill of Quantities has been finalised.
WBO3.4.3	Enlarge Ysgol Ferch o'r Sgêr to a two form-entry new-build school. (EEYYP)	RED (Unsatisfactory)	Quarter 2: WG has approved the Full Business Case and the tender process has concluded, with a successful contractor identified. The land swap agreement with Valleys to Coast is not yet enacted, and this is having a detrimental impact on the contract award and programme. Corporate Landlord Department is working on this aspect of the scheme, understands the urgency, and is aiming to resolve this issue as soon as possible.	The construction contract will be awarded once the land swap agreement is in place.
WBO3.4.4	Provide a new two-form entry English-medium school to replace the existing Afon Y Felin and Corneli Primary Schools. (EEYYP)	RED (Unsatisfactory)		
WBO3.4.5	Relocate Heronsbridge School to a new-build 300-place school (EEYYP)	GREEN (Excellent)	Quarter 2: Following conclusion of a tender process, Kier Construction has been appointed under a professional services contract to undertake the design of the school. The company is making excellent progress and is consulting with key stakeholders regarding the design development.	A report requesting Cabinet approval to modify the opening date of the school will be presented in December 2025.

WBO3.5: Be good parents to our care experienced children**Performance Indicators**

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 24-25	Target 25-26	Q2 Target 25-26	Q2 position 25-26 & RYAG	Q2 24-25 (same period last year)	Direction vs same period last year	Performance this period
CH/052 CP WBO3.5	Percentage of care leavers who have experienced Homelessness during the year (SSWB) Lower Preferred	9.96%	10%	5%	7.94%	4%	↓	Quarterly Indicator Target Setting: To maintain performance Performance: Amended WG guidance excluding those not engaged and over the age of 21 has decreased the number of care leavers compared to previous years, as we were previously including care leavers up to the age of 25. The current Unaccompanied Asylum-Seeking Children (UASC) process to access housing has and will continue to have an impact on our target along with a change in how the overall number of individuals are measured. Multiagency reflective sessions have now commenced alongside housing to identify any learning or changes needed to prevent further homelessness. Planning is also underway for implementation of the joint homelessness protocol. Due to revised guidance this target will need to be reconsidered in 2026/27.
SSWB86 CP WBO3.5	Percentage of care leavers who have completed at least 3 consecutive months of employment, education or training in the 24 months since leaving care (SSWB) Higher Preferred	70%	65%	65%	65.71%	63.33%	↑	Quarterly Indicator Target Setting: To continue to improve performance Performance: Performance has been sustained and continues to be above target. There has however been a decrease as compared to Q1. Work remains ongoing to target support as part of Pathway Planning and supporting young people with their career/education goals.

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO3.5.1	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 2: The Corporate Parenting Board continues to take place bimonthly. The Board have a set of priorities and have been developing baseline data to understand the needs and demands of the care experienced children within their service. In Q2 we have been planning for the young people's summit that is taking place at the end of October 2025.	Young People's summit to take place October 2025. This will feed into the strategic direction of the board and consideration around how the feedback aligns with our Corporate Parenting priorities and commitments. Continue to promote opportunities for care experienced young people's voices to be heard and actioned across child and family services. Review Corporate Parenting board priorities and workplan for Q3-4. Finalise baseline data for Corporate Parenting board partners
WBO3.5.2	Support the implementation of the Corporate Parenting Strategy in schools. (EEYYP)	YELLOW (Good)	Quarter 2: The Corporate Parenting Strategy is a key part of our vulnerable group surgeries, which were completed in the spring and summer terms. These surgeries are carried out with all 59 schools, examining any attendance, exclusion and behaviour concerns and the number of pupils on roll who would be identified as vulnerable by Estyn. Corporate parenting is also incorporated into the care-experienced children governor training, which was delivered in the summer term. The Education Engagement Team lead co-ordinators hold 'drop-in' sessions bi-monthly for education queries from the Care-Experienced Children Team. The Pupil Development Grant is used positively to fund play therapy, additional curriculum support and emotional literacy support assistants, to help children and young people with emotional and social difficulties.	An evaluation form will be sent to all schools in January 2026 to review the effectiveness of Pupil Development Grant. An analysis can then be carried out on the findings. Personal education plans will be quality assured once the WG final guidance is released (consultation is closing in December 2025). The earliest this guidance will be available is the first quarter of 2026.

WBO3.6: Help people get the skills they need for work**Performance Indicators**

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 24-25	Target 25-26	Q2 Target 25-26	Q2 position 25-26 & RYAG	Q2 24-25 (same period last year)	Direction vs same period last year	Performance this period
DEFS80 CP WBO3.6	Number of participants in the Employability Bridgend programme supported into education or training (COMM) Higher Preferred	678	219	109	41	339	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 and there has been a significant change in funding for 25/26 Performance: During Q1 we moved to a new case management system and were embedding a new staff structure in the team therefore no claims for outcomes were made, and the number reported is for Q2 only. We are confident that with pipeline performance (that is outcomes we know we have achieved but, as the participant is still receiving support, they are not counted in claim) that we are able to meet the annual target by end of Q4.
DEFS82 CP WBO3.6	Number of participants in the Employability Bridgend programme going into employment (COMM) Higher Preferred	453	290	144	70	203	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 and there has been a significant change in funding for 25/26 Performance: See DEFS80 comment above. This is a challenging target, and we have regular meetings to monitor performance and put in place mitigations to ensure that we will be able to meet the target by end of Q4.
PAM/046 CP WBO3.6	Percentage of Year 11 leavers identified as not being in education, employment or training (NEET) (EEYYP) Lower Preferred	1.9%	2.0%	Annual Indicator - To be reported at Q4				

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO3.6.1	Increase employment and training opportunities in the County Borough. (COMM)	GREEN (Excellent)	Quarter 2: During Q1 and Q2 the programme has signed up 427 participants against an annual target of 660 (175 in Q1 and 252 in Q2). Employability Bridgend is supporting with training, volunteering and employment. We signpost as appropriate to or collaborate with other services and projects as appropriate. We have worked with other BCBC departments, such as Social Services, to organise a further Pathways to Care course to encourage recruitment into Social Care roles. We are also supporting the BEST project, which focusses on sustainability of jobs in businesses of the county borough.	
WBO3.6.2	Employability Bridgend will work with funders and partners to deliver a comprehensive employability and skills programme (COMM)	GREEN (Excellent)	Quarter 2: We hold monthly meetings of the Bridgend Employability Network (BEN) which has more than 100 people on the mailing list, representing organisations from across the spectrum that operate in Bridgend to inform and develop referral pathways and collaborative opportunities. Our current focus is creating a booklet/online directory of support available in the county borough. Our marketing and engagement team are developing our online presence with Facebook and Instagram accounts in English and Welsh. We currently advertise in print media, on local radio and through networking with partners and stakeholders. We are part of the BCBC SPF Comms Plan and regularly liaise with the Communications Team. We regularly hold large events such as the Bridgend Jobs Fair, with over 650 visitors and over 60 employers, as well as community events to engage with residents of the county borough.	

WBO4: Supporting our most vulnerable

WBO4.1: Provide high-quality children's & adults social services / early help services

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 24-25	Target 25-26	Q2 Target 25-26	Q2 position 25-26 & RYAG	Q2 24-25 (same period last year)	Direction vs same period last year	Performance this period
CH/026 CP WBO4.1	Number of children on the child protection register (SSWB) Lower Preferred	75	120	120	77	125	↑	Quarterly Indicator Target Setting: Sustain safe reduction in the Child Protection Register Performance: We are exceeding our prediction in this area. Audit activity has evidenced consistent application of thresholds and safe and appropriate decision making.
DEFS29 CP WBO4.1	Percentage of completed TAF (Team Around the Family) support plans that close with a successful outcome (SSWB) Higher Preferred	82%	87%	87%	88%	81%	↑	Quarterly Indicator Target Setting: To continue to improve performance. Performance: Significantly improved performance which relates to more targeted and timely interventions and management oversight.
SSWB39 (CH/039) CP, SSWBPM WBO4.1	Number of Care Experienced Children (SSWB) Lower Preferred	333	325	338	337	359	↑	Quarterly Indicator Target Setting: Continue to safely reduce the number of Care Experienced Children Performance: An audit is underway to identify any learning and opportunities for further prevention. Actions within the safe reduction strategy remain a priority with continued senior management oversight and monthly meetings to review any barriers to care order discharge or progressing with Special Guardianship Orders. Signs of Stability will also be the focus of training over the coming weeks to support a better understanding around reunification and the development of trajectories for return home. In addition, complex case panel provides further scrutiny on our out county and internal residential placements.
SSWB57 CP WBO4.1	Percentage of enquiries to the Adult Social Care front door which result in information and advice only (SSWB) Higher Preferred	84.58%	83%	83%	82.51%	85.17%	↙	Quarterly Indicator Target Setting: The model is being embedded and we will seek to continue to improve performance. Performance: Slightly below target, but improved on Q1 performance. Identified that aspects of the Duty Desk responses need to be reviewed more closely to confirm training and development needs in this area that will improve performance. This review will be completed by the service and is planned for Q3 when Consultant Social Worker in post.
SSWB75 CP WBO4.1	Number of people recorded as delayed on the national pathway of care (SSWB) Lower Preferred	70	90	90	68	86	↑	Quarterly Indicator Target Setting: This reflects the current population needs, taking in to account seasonal fluctuations in people's health. Performance: Improved performance acknowledged. Ongoing work with partners and stakeholders to improve accuracy of codes on e-whiteboards, also continuing to streamline paperwork and process, with the aim of maximising use of trusted assessors.
SSWB78a CP WBO4.1	Timeliness of visits to a) children who are care experienced Higher Preferred	88.28%	87%	87%	90.17%	87.86%	↑	Quarterly Indicator Target Setting: To continue to maintain performance Performance: Performance has been sustained and continues to be above target.
SSWB78b CP WBO4.1	b) children on the child protection register (SSWB) Higher Preferred	89.27%	87%	87%	91.63%	87.80%	↑	Quarterly Indicator Target Setting: To continue to maintain performance Performance: Excellent performance continues in this area.
SSWB87 CP WBO4.1	Percentage of reablement packages implemented with a positive outcome (SSWB) Higher Preferred	73.48%	69%	69%	71.53%	73.68%	↙	Quarterly Indicator Target Setting: This reflects the current population needs, taking in to account seasonal fluctuations in people's health. Performance: Performance above target, the service continues to review its processes and ways of working to improve performance in this area.

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO4.1.1	Support the wellbeing of unpaid carers, including young carers, to have a life beyond caring through delivery of the carer's action plan. (SSWB)	YELLOW (Good)	Quarter 2: Tuvida continue to support unpaid adult carers. 140 new referrals supported during Q1 and Q2. 3042 carers provided with signposting opportunities. We have received 87 requests for full carers assessment and 2,079 requests for information, advice and assistance. 300 young carers have benefited from Halo memberships, supported by the Healthy Living Partnership. This provides access to facilities that promote physical activity and wellbeing. 713 family members or households of young carers are also accessing free Halo memberships. 549 young carers have been issued with Young Carer ID cards, helping them to identify themselves and access support. 20 active Young Carer Ambassadors continue to represent their peers and contribute to shaping young carer services. 179 primary school pupils and 448 young people from comprehensive schools are currently engaged with the network. Two young carers have requested a statutory assessment to ensure they receive appropriate help for their individual circumstances. 23 partner organisations are working collaboratively to provide a co-ordinated network of support for young carers across the area. The "We Are Valued" Days provided meaningful support for 136 young carers, offering them the chance to connect with others who share similar experiences. 21 carers accessed support via the Carers respite project, which adds value to the health and care system by proactively addressing the wellbeing of unpaid carers, and reported improvements in their ability to manage their own wellbeing.	Increased knowledge and understanding of community support for all carers. Ensuring there is always a family approach where possible. Continue co production with partners of choice to develop wellbeing opportunities for unpaid carers across Bridgend.
WBO4.1.2	Improve Children's Services by delivering the actions in our three-year strategic plan. (SSWB)	GREEN (Excellent)	Quarter 2: CIW inspection concluded with significant improvement noted, reflecting the actions in the 3-year plan being met. Further details are available in the reports that went to Corporate Parenting Committee in October 2025.	Continue to monitor the actions via the Social Services Improvement Board
WBO4.1.3	Improve adult social care by delivering the actions in our three-year strategic plan (SSWB)	YELLOW (Good)	Quarter 2: A review is being commissioned of the adult social care operating model introduced in February 2024 to ensure it is meeting the aims to improve outcomes for people from all population groups. There is a specific focus on improving services for people with a learning disability overseen by an improvement board.	Review Terms of Reference and develop a work plan for the Learning Disability Programme Board.
WBO4.1.4	Change the way our social workers work to build on people's strengths and reflect what matters to our most vulnerable citizens, the relationships they have and help them achieve their potential. (SSWB)	YELLOW (Good)	Quarter 2: Within Child and Family Services the Most Significant Change (MSC) framework has been piloted and developed with the framework implementation underway during Q2. Within adults, the PERCCI (Person-Centred Community Care Inventory) form continues to be utilised and the MSC framework is being piloted. Across directorate Adult's and Children's Services continue to implement their strength-based model of practice. Within Children's the implementation plan for the signs of safety model continues to be closely monitored and reviewed through the improving outcomes board.	Moving into Q3-Q4 MSC stories will be shared and heard during a MSC panel with leaders and management to support citizen voice in service development.
WBO4.1.5	Address the gaps in Adult Social Care provider services by implementing the priority commissioning areas identified in our commissioning strategies and detailed service reviews (SSWB)	YELLOW (Good)	Quarter 2: Work is ongoing in this area, where Planning Groups have been established to oversee the progress against the priority areas identified in the relevant strategic plans. Progress to date has included developing an Accommodation-Based Service Delivery Plan, and an upcoming review of Shared Lives Services, and the recommissioning of Care at Home Services.	Carry out review of Shared Lives Service, to increase numbers and broaden the scope of the service, including review of payment/charging arrangements. Care Home tender to commence in October 2025.
WBO4.1.6	Address the gaps in Childrens and Family Services provider services and respond to the Eliminating Profit/Health & Social Care Bill by implementing the priority commissioning areas identified in the Placement Commissioning strategy (SSWB)	AMBER (Adequate)	Quarter 2: To further strengthen the Placements Commissioning Strategy and achieve the ambition set out in the Health and Social Care Act 2025, there has been a piece of work undertaken by both IPC and Practice Solutions in relation to demand and financial modelling as a result of the legislative changes. The Placements Commissioning Strategy is due to go Cabinet and a market position statement will follow where we will engage with the external market on the gaps identified in the placement commissioning strategy.	Receive final draft of demand and financial modelling. Business justification capital and revenue cases to be submitted for property two and three. PCS to go to Cabinet Market Position Statement to be drafted
WBO4.1.7	Ensure that children and families can access support from the right service at the right time with the aim of preventing their needs from escalating. (SSWB)	AMBER (Adequate)	Quarter 2: Work has been undertaken to develop a single point of access for children and families. The restructure of Early help into Social Services and Wellbeing is assisting in ensuring children and families are diverted to the right part of the system, however, there is more work to do to align services available in Education, Early Years and Young People.	To consider single point of access within the Family Support Commissioning Board.
WBO4.1.8	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)	YELLOW (Good)	Quarter 2: There has been a significant and sustained reduction in the use of agency workers in Children's Services due to the work led by the Directorate Workforce Board. As previously reported, we have successfully grown our own social workers, implemented international recruitment and supported workers via the social services qualification route.	Strengthening of short-, medium- and longer-term actions in adult social care to ensure a robust plan to reduce agency usage in social work and direct services.

WBO4.2: Support people in poverty

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 24-25	Target 25-26	Q2 Target 25-26	Q2 position 25-26 & RYAG	Q2 24-25 (same period last year)	Direction vs same period last year	Performance this period
CED43 CP WBO4.2	Percentage of people supported through FASS (Financial Assistance and Support Service) where support has resulted in increased income through claims for additional/increased benefits and allowances (CEX) Higher Preferred	96%	85%	85%	100%	96%	↑	Quarterly Indicator Target Setting: Target retained. The 2024/25 target was increased in line with the re-commissioning of the service to improve outcomes for recipients of the service. The service will maintain these outcomes throughout the next year. Performance: Target achieved - 300 people were supported during Q1 and Q2
CED44 CP WBO4.2	Percentage of people supported through FASS who have received advice and support in managing or reducing household debt (CEX) Higher Preferred	94%	85%	85%	100%	88%	↑	Quarterly Indicator Target Setting: Target retained. The 2024/25 target was increased in line with the re-commissioning of the service to improve outcomes for recipients of the service. The service will maintain these outcomes throughout the next year. Performance: Target achieved - 150 people were supported during Q1 and Q2

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO4.2.1	Support eligible residents to receive the financial help available to them. (CEX)	GREEN (Excellent)	Quarter 2: A plan for 2025-26 has been completed and benefit take up campaigns are underway, including Pension Credit and Free School Meals. 20 households have now claimed pension credit out of 85 contacted (23.5%), with a combined award of over £66k per annum. Two Free School Meals (FSM) campaigns have been undertaken, the first targeting households with comprehensive age children, which has resulted in 25 children are now receiving FSM (17% take-up), and second targeting households with children due to starter reception in September, with 124 now receiving FSM (31% take-up). The campaigns included promotion of the Employability Team and school essentials grant. The Benefits Service, in partnership with NEST, sent awareness raising letters to 2,837 households in September who might benefit from WG's NEST scheme. The scheme provides free, impartial advice and home energy efficiency improvements for eligible households, helping them become more energy-efficient and reducing energy bills.	To coincide with the Department for Work and Pensions' pension credit week, the Benefits Service will contact everyone that may qualify for Pension Credit again. Further FSM campaigns are also planned.

WBO4.3: Support people with housing needs

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 24-25	Target 25-26	Q2 Target 25-26	Q2 position 25-26 & RYAG	Q2 24-25 (same period last year)	Direction vs same period last year	Performance this period
DOPS39 CP WBO4.3	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	26.4%	20%	20%	23%	21.9%	↙	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 impact of legislative changes since covid has continued to impact on homelessness and housing. More households are presenting as homeless than have done in previous years. Private rented accommodation was once an alternative tenure that could be relied upon for homeless prevention/relief for many of our clients but is no longer a viable solution due to the increase in market rents and the disparity to housing benefit/universal credit housing costs. The demand on social housing far outweighs supply which impacts on the ability to prevent/relief homelessness as the accommodation is not there to discharge duties into. We also have the highest number registered on the common housing register in recent times, we have to ensure accommodation is also allocated to those in housing need not just those that are homeless.
PAM/012 (DOPS15) CP WBO4.3	Percentage of households threatened with homelessness successfully prevented	31.2%	20%	20%	29.6%	22.1%	↑	Quarterly Indicator Target Setting: Target set at realistic level considering the legislative changes in terms of priority need which has a significant impact on number of households included in this measure Performance: Improvement in performance is likely to be because we are seeing more private landlords

	from becoming homeless (CEX) Higher Preferred							working with us, but this is at a cost as they are requesting significantly more upfront funding in advance e.g. 6 months rent in advance and bond. This is however funded from homeless prevention funding/housing support grant. We have also embedded the WG Leasing Scheme which we can only discharge homeless duties into. RSLs continue to support housing homeless households from our housing register.
DOPS41 CP WBO4.3	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	99.3%	98%	98%	100%	100%	↔	Quarterly Indicator Target Setting: Target retained. To continue to achieve a positive outcome for grant recipients in living more independently. Performance: On target – 77 service users surveyed in Q1 and Q2.
PAM/015 (PSR002) CP WBO4.3	Average number of calendar days taken to deliver a Disabled Facilities Grant (CEX) Lower Preferred	798.91 days	542 days	542 days	928.25 days	768.92 days	↓	Quarterly Indicator Target Setting: Target includes six months to approve grant award and a further twelve months to complete the DFG, this is based on the exponential demand on the service which has significantly increased the waiting time against the available capital to deliver the adaptations on an annual basis. Performance: Focus has again been spent on certifying legacy cases. During Q2, we successfully certified two cases from 2019/2020 along with a further 2 cases from 2020/2021. Given that these 4 cases are historic, our average days has been impacted. However, we are confident that our average days will improve with each passing month/quarter as we continue to close cases from previous years.
CED60 CP WBO4.3	Number of additional affordable homes provided by Registered Social Landlords (RSLs) across the County Borough (CEX) Higher Preferred	77	110	Annual Indicator - To be reported at Q4				

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO4.3.1	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 2: The agreed action plan was to plan the homelessness strategy. We are nearing the end of the process and majority of the actions have been completed. The main part of this was the review of the Social Housing Allocation Policy. The review of the policy is well underway. The draft for the Social Housing Allocation Policy is out to public consultation and will close in October 2025. We have completed the purchase of three properties, delivering 16 units of temporary accommodation. This is in addition to Mapletree House, which was already a BCBC owned building but has now been repurposed to deliver nine units of temporary accommodation. Further properties to purchase are in the pipeline to achieve the purchase of six properties as approved by Cabinet.	Consultation responses will need to be considered to determine if any further amendments are required. If the amendments are minor, the policy will be taken to cabinet for approval and should be implemented in December/January. If major amendments are required, it may need to go back out to public consultation
WBO4.3.2	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 2: Targeted work on the top 20 empty has continued. During Q1 and Q2 one of the top 20 properties has become occupied. A further seven properties are under renovation and four properties are up for sale. Five properties are subject to enforcement action (one Compulsory Purchase Order (CPO), one enforced sale; two planning prosecutions pending and one enforcement notice served). The remainder are subject to ongoing informal action in line with our Strategy. Work also continues on properties outside the top 20 utilising the 5-stage escalation letter process and enforcement provisions. In Q2, BCBC made its first CPO under the Empty Homes Strategy. We have successfully obtained WG funding to support the work of our empty homes enforcement in relation to two long term empty homes (£250k and £22k). This will be used for our CPO and for an enforced sale procedure. A further two funding applications have been submitted to WG to support work in default and other enforcement action (£100k and £75k). We are continuing attend the Empty Homes Working Group Meetings chaired by Shared Regulatory Services, where we discuss long term empty properties and agree to co-ordinate our approach to address these.	

WBO4.4: Support children with additional learning needs**Performance Indicators**

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 24-25	Target 25-26	Q2 Target 25-26	Q2 position 25-26 & RYAG	Q2 24-25 (same period last year)	Direction vs same period last year	Performance this period
DEFS170 CP WBO4.4	Percentage of new local authority individual development plans (IDPs) delivered using the online IDP system (EEYYP) Higher Preferred	0%	100%	50%	3%	0%	↑	Quarterly Indicator Target Setting: While there have been some issues getting the online IDP system operating we are committed to transferring all IDPs to the new online system as soon as possible to comply with the Additional Learning Needs and Education Tribunal (Wales) Act. Performance: We currently have 601 local authority IDPs. To date, 18 have been delivered via the online IDP system but this will incrementally increase over time. Schools have been able to use the system to develop school-based IDPs and there are now 38 school-based IDPs in the online system.
DEFS171 CP WBO4.4	Number of pupils on the waiting lists for specialist provision (EEYYP) Lower Preferred	55	10	30	27	13	↓	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 waiting lists may fluctuate as pupils can be added at any time. We aim to see a trend of decreasing numbers on the waiting list over time. This target is the end-of-year target. Performance: Waiting lists have decreased significantly since June 2025 due to suitable places being identified from September 2025. Some of the additional £1m funding will be used to support the development of in-house 'educated other than at school' (EOTAS) provision through Youth Services and the utilisation of currently under-used buildings for additional classes as satellite bases. A pressure bid has been submitted to support staffing and additional longer-term running costs. An ALN Grant bid has been accepted, to install a mobile classroom in Ysgol Bryn Castell, increasing school capacity by two extra classes. The planning and procurement process for this has commenced.
DEFS172 CP WBO4.4	Percentage of year 9 pupils with Additional Learning Needs (ALN) with a transition plan in place, that have had an annual review by 31 March of each current school year.(EEYYP) Higher Preferred	74.3%	100%	Annual Indicator - To be reported at Q4				

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO4.4.1	Implement the online IDP (Individual Development Plan) system for local authority and school-based IDPs. (EEYYP)	YELLOW (Good)	Quarter 2: An overview of the IDP system was presented at the ALNCo Forum on 20 May 2025. There have been a number of meetings over the summer and autumn term to address issues with the system and we are now starting to launch the IDP system with schools. The data sharing agreement has now been finalised. The system has been introduced to some settings to develop one-page profiles on the system and some local authority IDPs are now being completed on it. To date, 18 local authority IDPs and 38 school IDPs have been delivered via the online IDP system but this will incrementally increase over time.	
WBO4.4.2	Develop a five-year plan to meet increasing demand on support services, specialist provision and schools (EEYYP)	AMBER (Adequate)	Quarter 2: The ALN Provision Plan 2025-2030 has been shared and approved by the directorate's Corporate Director and Head of Learning. A Post-16 transition process has been developed and shared with schools, and all pupils with an IDP have transition plans developed from Year 9 onwards. However, the process will not be complete until we better understand the funding element. We are awaiting clarity from WG on Post-16 funding. We do not yet know whether local authorities will be responsible for a budget or managing claims for Post-16 courses going forward. We are awaiting feedback on pressure bids for additional provision to meet demand and reduce waiting lists. Where we have not had capacity to place pupils in a learning resource centre, three schools have agreed to take additional pupils utilise available empty classrooms to provide additional teaching areas when required. This reduces staffing costs and provides more appropriate settings to meet pupil needs while working through the statutory process of establishing new learning resource centres.	We will receive confirmation from WG on the budget responsibilities for Post-16 courses and receive outcomes on pressure bids submitted for additional specialist provision.

WBO4.5: Safeguard and protect people at risk of harm**Performance Indicators**

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 24-25	Target 25-26	Q2 Target 25-26	Q2 position 25-26 & RYAG	Q2 24-25 (same period last year)	Direction vs same period last year	Performance this period
CH/003 CP WBO4.5	Children's safeguarding referrals – decision making in 24 hours (SSWB) Higher Preferred	99.97%	99.5%	99.5%	99.92%	99.93%	↙	Quarterly Indicator Target Setting: To sustain high performance and ensure children are protected from harm and target takes account of occasional system glitches. Performance: Positive performance which is being sustained.
SSWB63 CP WBO4.5	Average waiting time (in days) on the Deprivation of Liberty Safeguards (DoLS) waiting list (SSWB) Lower Preferred	10 days	24 days	24 days	24 days	30 days	↑	Quarterly Indicator Target Setting: 2023/24 was not a typical year due to additional commissioned resources to reduce the backlog. Current performance stands at 24 days- so we would recommend that for this year. Performance: There has been an increase in the days waiting for allocation during this quarter but we remain on target. This was due to the BCBC DoLS teams and independent BIA's taking time off over the summer as well as an increase in referrals. We do continue to manage the numbers and monitor the waiting times weekly.
SSWB77 CP WBO4.5	Percentage of Adult safeguarding inquiries which receive initial response within 7 working days (SSWB) Higher Preferred	83.08%	85%	85%	92.39%	76.47%	↑	Quarterly Indicator Target Setting: The 7 days response relates to the Local Authority and other key partners. We will continue to improve our own performance and those of our partners. Performance: Positive performance which is being sustained.
SSWB62 CP WBO4.5	Percentage of child protection investigations completed within required timescales (SSWB) Higher Preferred	84.40%	80%	Annual Indicator - To be reported at Q4				

Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO4.5.1	Work as One Council to effectively safeguard children and adults at risk (SSWB)	YELLOW (Good)	Quarter 2: (SSWB) Corporate Safeguarding Board continues to lead safeguarding in BCBC bringing together representatives of all directorates. A revised Corporate Safeguarding Policy has been developed and approved by Cabinet. (EEYYP) The Cwm Taf Morgannwg Exploitation Strategy 2025-2028 is now live for the Cwm Taf Morgannwg region, but schools have not yet completed training in the toolkit. Training will be delivered in the Designated Safeguarding Person (DSP) Forum that is expected to take place in January 2026. Education Engagement Team Co-ordinators and Education Welfare Officers have received the training. We are awaiting the updated WG guidance for on safeguarding children in education: handling allegations of abuse against teachers and other staff. School safeguarding audits will be completed in the autumn term 2025-26 and an audit analysis will be completed in early 2026.	Each directorate needs to progress self-evaluation of their safeguarding performance.
WBO4.5.2	Identify children who are more likely to offend and provide them with support to reduce offending behaviour. (EEYYP)	YELLOW (Good)	Quarter 2: We have successfully linked with the Youth Support Service outreach workers to ensure that children who are engaging in anti-social behaviour and are on the Bridgend Youth Justice Service (BYJS) prevention waiting list, are receiving intervention. There is a police notification to BYJS of all children who have had involvement with them, allowing for timely intervention and early support for those at risk and further strengthening the service's preventative measures. A South Wales Police restructure has caused a delay in establishing an early notification process to identify those children at risk of harm related to offending behaviour at the earliest point. This work is still planned to go ahead in early 2026. The referral pathway for children referred via the Multi-agency Safeguarding Hub (MASH) and Early Help Team has been established. This pathway brings together representatives from various departments, including Children's Services, the EEYYP Directorate, the Anti-Social Behaviour Team, Exploitation Team and the Trauma Service for discussions on referrals from other sectors. This collaborative approach ensures that cases are reviewed holistically and that appropriate interventions are implemented. A three -year growth proposal for youth support services has been developed, costed and submitted to Cabinet Member for consideration. The service is awaiting feedback.	

Performance against MTFS Targets

PI Ref & Type	PI Description	Annual target 25-26 £'000	Performance at Q2						Performance this period
			Achieved Q2		Likely to be achieved by year end		Variance year end		
			£'000	%	£'000	%	£'000	%	
DRE6.1.1 WOW	Percentage budget reductions achieved (Overall BCBC budget) Higher Preferred	8,379	5,593	67%	7,522	90%	857	10%	<p>Target Setting: To achieve all reductions outlined in the MTFS</p> <p>Performance: The most significant budget reduction proposals unlikely to be achieved in full are (> £100,000 shortfall):-</p> <ul style="list-style-type: none"> • EEYYP5 – Reduction in Strategy, Performance and Support Group (£109,000 shortfall). The staff consultation process is due to commence in quarter 3 of 2025-26. Saving will be made in full in 2026-27. • SCH1 – Efficiency saving against School Delegated Budgets – 1% in 2025-26 (£1.186 million). Whilst the saving is referenced as having been achieved due to the overall reduction in the Individual Schools Budget (ISB), the reduced budgets have resulted in total projected deficit balances for schools at year end of £5.087 million. Officers are working with schools to bring this overall deficit down. • SSW8 – Reduction in provision of number of Supported Living Accommodation units (£190,000 shortfall). The service area is actively seeking means to achieve this budget reduction proposal.

Additional Sickness Information

Directorate	FTE 30.09.2025	QTR2 2024/25			QTR2 2025/26			Cumulative Days per FTE 2024/25	Cumulative Days per FTE 2025/26
		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	416.70	1052.31	91	2.50	1673.81	101	4.02	4.71	7.06
Communities Directorate	480.26	2186.44	153	4.41	1690.26	139	3.52	8.16	7.12
Education, Early Years and Young People Directorate	464.70	1128.76	180	2.42	1152.67	208	2.48	5.49	5.40
Schools	2134.34	4091.73	739	1.90	3704.13	629	1.74	5.13	4.69
Social Services and Wellbeing Directorate	1020.48	4650.28	416	4.57	4449.56	346	4.36	8.59	7.56
BCBC TOTAL	4516.48	13109.52	1579	2.88	12670.44	1423	2.81	6.22	5.89

Sickness Absence by Reason

BCBC Overall	Number of FTE days lost			
Absence Reason	Q1	Q2	Total	% of Cumulative days lost
Bereavement Related	1154.75	845.28	2000.03	7.52%
Cancer	433.44	369.14	802.58	3.02%
Chest & Respiratory	577.15	474.25	1051.40	3.95%
Eye/Ear/Throat/Nose/Mouth/Dental	656.39	538.63	1195.02	4.49%
Genitourinary / Gynaecological	257.35	249.24	506.59	1.90%
Heart / Blood Pressure / Circulation	461.68	556.56	1018.24	3.83%
Infections	1006.44	711.25	1717.69	6.46%
MSD including Back & Neck	2289.36	2462.66	4752.01	17.86%
Neurological	720.16	543.61	1263.77	4.75%
Other / Medical Certificate	0.00	0.00	0.00	0.00%
Other Mental illness	62.38	94.96	157.34	0.59%
Pregnancy related	113.10	124.30	237.40	0.89%
Stomach / Liver / Kidney / Digestion	1317.15	1023.00	2340.15	8.80%
Stress/Anxiety/Depression not work related	3163.10	2928.12	6091.22	22.89%
Stress/Anxiety/Depression work related	1723.23	1749.42	3472.65	13.05%
TOTALS	13935.67	12670.44	26606.11	

