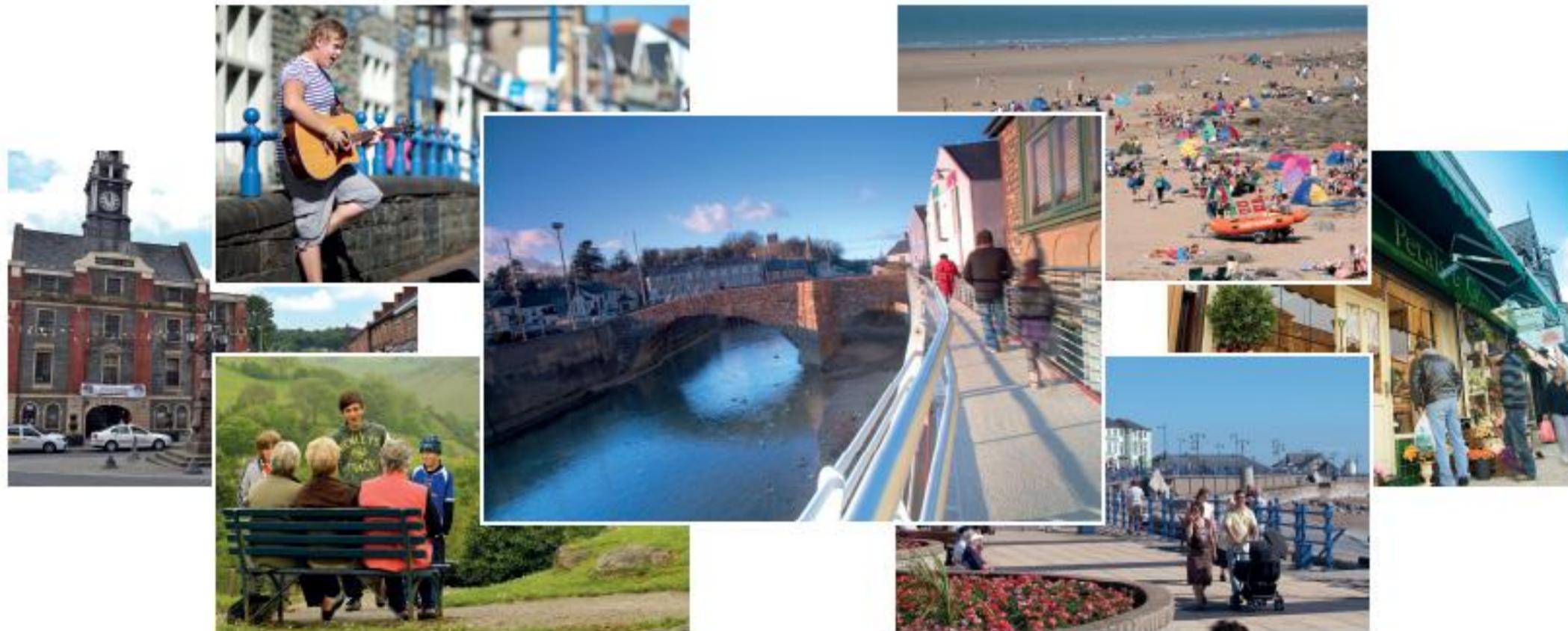


Corporate Performance Dashboard

Quarter 3 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



Cyngor Bwrdeistref Sirol
Cwmni Bwrdeistref Sirol
**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 position 25-26 & RYAG	Q3 25-26 RYAG vs Target		Q3 24-25 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CED57 CP WBO1.1	Levels of nitrogen dioxide (NO2) pollution in the air (micrograms per m3) (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 kwh	20,000,000 kwh						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 kwh	14,000,000 kwh						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)	GREEN (Excellent)	Quarter 3: 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. The Energy Manager has an ongoing programme of work in relation to monitoring and responding to key opportunities. The Decarbonisation Programme team is writing a business case for an invest to save programme of energy efficiency works via Salix loan finance. This will consider Refit as a potential contracting mechanism. BCBC has been awarded £109k of grant funding to purchase electric vans (as replacements for diesel vehicles) and to install more electric vehicle charging infrastructure at Waterton and Bryncethin Depots.	
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 3: Action Plan has been implemented with Measure 18 still retained and will be reviewed in 2026, dependent on 2025 results. We are continuing to monitor the air quality in Park Street but still awaiting results for November and December to assess full results for 2025. Shared Regulatory Services successfully obtained Welsh Government (WG) Funding for two indicative Realtime monitors which were installed as of November 2025. Data will be reviewed accordingly following stabilisation and QA assurances. The Air Quality Annual Progress Report was approved by Cabinet in November 2025.	

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 position 25-26 & RYAG	Q3 25-26 RYAG vs Target		Q3 24-25 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
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 3: Following the success of Bridgend's Nature Fest in 2025, planning has started for the 2026 Nature Fest, with an internal workshop held to discuss lessons learnt and improve the event. The One Common Connection Project is up and running; landowner agreements have been signed and submitted, and approval in place for works to be undertaken. A successful community engagement event was held for residents to find out more about the project. There continues to be challenges with some landowner agreements, and other sites are also being considered for mitigation activities to support the project. The Duty plan is being reviewed and contract awarded for the 2025-2028 plan which is due for completion before year-end. Internal review meetings have been held to ensure departments recognise their contribution, and a larger internal stakeholder group was facilitated by Nature Positive. The Climate Change Response Team has continued with increasing tree cover across the County Borough with new tree planting scheme due for completion by the end of March 2026. Discussion have taken place to explore funding options to improve pathways at Craig y Parcau.	

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 position 25-26 & RYAG	Q3 25-26 RYAG vs Target		Q3 24-25 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DCO23.03 CP WBO1.3	Number of businesses receiving support through Shared Prosperity Funding (COMM) Higher Preferred	37	15	25	11	28	33	↓	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: The annual target has already been achieved in Q3 but is lower than the same period last year as 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)	GREEN (Excellent)	Quarter 3: Following announcement of Local Growth Fund, work has been completed to strategically align current UKSPF activity to LGF activity, where suitable. A working estimate of funding allocation is £5,979,651 (70% capital and 30% revenue). In addition, work has been completed on proposed delivery of the DWP Connect to Work project, with Cardiff Council proposed as the regional lead. A working estimate of funding allocation is £4,055,200. All deadlines have been met to date in preparation for delivery in April 2026. Liaison with Industrial Communities Alliance, UK Government, WG and WLGA was undertaken to lobby the proposed way forward for the Local Growth Fund. An alignment exercise, led by RCT as regional lead, was undertaken and Bridgend County information was supplied within the deadlines set.	A response from UK Government and WG is expected in Q4.
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)	GREEN (Excellent)	Quarter 3: By the end of Q3 a total of 38 start up grants have been awarded, and the team had delivered a total of 27 business development grants and 3 business feasibility grants. The pop-up shop operating in Maesteg Market has now ended. The initiative attracted 86 expressions of interest and has accommodated twelve start-ups, bringing vibrancy and footfall to Maesteg Market. We have procured a further update to the Social Enterprise work carried out in the last financial year. An additional pop-up space has been developed in partnership with the Ospreys in Bridgend Town centre.	
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)	GREEN (Excellent)	Quarter 3: As at the end of quarter 3, all projects are reporting full projected spend for the year. The team has delivered total of 27 business development grants and 3 business feasibility grants.	
WBO1.3.4	Improve sustainable and active travel choices, to increase connectivity and	YELLOW (Good)	Quarter 3: Work has commenced on the A48 Active Travel scheme, due for completion March 2026. Develop funding Bids submitted to Cardiff Capital Region (CCR) for progression to WG in December 2025. Funding bids	A report will be brought to Cabinet early in the

greener travel choices in line with our strategic transport projects (COMM)		for active travel projects for financial year 2026-27 have been developed and submitted to CCR in December 2025 ready for agreement with WG later in the year. Strategic Transport priorities for 2026-27 are being developed in preparation for agreement with Cabinet in March 2026.	spring outlining the work on current projects and agreeing objectives
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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 position 25-26 & RYAG	Q3 25-26 RYAG vs Target		Q3 24-25 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
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 3: The Transforming Towns Placemaking Programme has been fully allocated for this financial year in order to ensure the grant is used to its full capacity. The grants encompass private developers and external partners and BCBC led projects. 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)	GREEN (Excellent)	Quarter 3: Commercial property grant is supported by the Shared Prosperity Funding (SPF) and will run until March 2026. 8 Grants have been awarded for 2025-26 and applicants are worked with on a 1:1 basis. The availability of commercial property grants continues to be marketed, with some feasibility finance available for projects in the Valley areas, each applicant and project provided with officer support to develop and deliver. A Local Member Forum has been established to ensure closer dialogue and ensure all opportunities are considered at a local level.	
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 3: 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 January 2026. A sale has been agreed for the land - sales will be completed by March 2026. 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 position 25-26 & RYAG	Q3 25-26 RYAG vs Target		Q3 24-25 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
PAM/010 CP WBO1.5	Percentage of streets that are clean (COMM) Higher Preferred	99.35%	99%	89.68%	99%	86.51%	99.35%	↓	Quarterly Indicator Target Setting: To maintain the existing targets which remain challenging to achieve Performance: A restructure of the department and significant absence of staff has resulted in incomplete surveys for several months. Some sickness within teams has also resulted in resources in some areas being reduced. These factors, along with a new team carrying out inspections of streets have resulted in lower figures, further monitoring of areas inspected to take place in coming months.
PAM/030 CP WBO1.5	Percentage of waste reused, recycled or composted (COMM) Higher Preferred	70.93%	70%	65.91%	70%	72.73%	68.33%	↑	Quarterly Indicator Target Setting: To maintain the existing targets which remain challenging to achieve Performance: Provisional data

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	
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Commitments

Code	Commitment	Status	Progress this period	Next Steps
WBO1.5.1	Bring our Waste Service in-house (COMM)	GREEN (Excellent)	Quarter 3: Good progress being made to bring the services in-house by revised transfer date of 4th July 2027. Monthly, workstream leads are providing updates to SLR who in turn along with project lead officers provide updates to the transition board. RAG status for individual task areas and milestones being monitored. Transition Board meetings underway, recent change of Chair to Communities Cabinet Member Councillor Haines.	

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 position 25-26 & RYAG		Q3 25-26 RYAG vs Target	Q3 24-25 (same period last year)	Direction vs same period last year	Performance this period
				Target	Actual				
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	1,013		1,632	New 25-26	No Trend	Quarterly Indicator Target Setting: New indicator. Baseline data to be recorded in order to set future target. Performance: The participants supported are above the target of 700, Further work to ensure accuracy of data collected will be undertaken in Q4. The higher-than-anticipated uptake suggests that the provision is accessible and meeting local need, providing a solid basis for maintaining participation.
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 3: The Grand Pavilion Project is making good progress, with a main contractor on site and delivering over the next 18 months. The construction contract commenced in September 2025. 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. Additional funding for this project continues to be sought. An Additional £650k was secured against the project from the Arts Council in January 2026.	
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)	YELLOW (Good)	Quarter 3: The children's play areas are progressing well. On site meetings are scheduled with respective ward members to ensure visibility of worked for phase 6A and 6B, which is the last two phases and the expected timeframe. Additional capital will be required to complete these phases and Cabinet have proposed to add £1.8m to the capital budget to complete this programme, subject to full Council approval.	
WBO1.6.3	Enlarge the Food and Fun Programme for summer 2025 (EEYYP)	AMBER (Adequate)	Quarter 3: The Food and Fun 10-Year Celebratory Awards were held on Thursday 6 November. Bridgend County Borough Council achieved three awards. All schools have been approached around participation in the scheme for 2026. Four schools have confirmed participation and a further eleven have expressed an interest.	The Healthy Child Co-ordinator will continue to meet with interested schools to promote the benefits of the programme. The deadline for confirming participation to run a scheme in summer 2026 will be January 2026. The Agored Cymru Food and Nutrition training course will take place in January 2026 for all schools participating in Food and Fun.

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 3: Play Sufficiency action plan code designed with the development of clear action points. Action Plan awaiting sign-off from Cabinet. Draft Plan shared with Welsh Government in line with requested submission date.	Play Sufficiency Plan to be approved by cabinet. Engagement with key partners and people with lived experience will commence in Q4.
WBO1.6.5	Develop active wellbeing offer for targeted groups (SSWB)	GREEN (Excellent)	Quarter 3: This quarter, the active wellbeing offer continued to engage a wide range of targeted groups across the borough. The Super Agers programme supported 206 older adults through 77 wellbeing sessions, generating 1,092 attendances, with participation remaining strong despite staffing changes and minor timetable adjustments, highlighting ongoing demand for accessible local activities for those aged 50 and over. Over-60s swimming sessions welcomed 3,632 participants, while 746 children and young people aged 16 and under attended free swimming sessions, with both showing a seasonal dip over the Christmas period. Health referral pathways remained a key focus, with 491 new Halo referrals, 241 first appointments and 86 participants completing the 16-week programme, alongside strong completion rates for pulmonary rehabilitation and joint carer support. Targeted work with foster families, care leavers, young people involved in youth justice, residential settings and those with disabilities continued, with families encouraged to access wider Halo wellbeing opportunities to support more active, healthier lifestyles together.	The next phase will focus on making parts of the active wellbeing offer more sustainable and responsive to local need. Super Agers sessions at Aberkenfig and William Trigg will be supported to become community-led, creating capacity to expand provision into the west of Bridgend from April 2026, while work continues to develop an affordable and accessible swimming offer for those aged 60 and over. Follow-up of joint carer referrals will be improved to increase uptake, with pulmonary rehabilitation maintained across all Halo venues where demand allows. Alongside this, the free and low-cost swimming offer for children and young people will be refined to better support families, those with disabilities and others facing barriers to participation.
WBO1.6.6	Develop the Healthy Living Partnership Strategy (SSWB)	AMBER (Adequate)	Quarter 3: The service is continuing to work towards developing an overarching leisure strategy for Bridgend. Draft themes have been agreed with Sport Wales and Central South Partnership focusing on Bridgend priorities which will inform the overall strategy. Feasibility finding has been applied for to support a leisure capital programme to support long-term, evidence-based investment in the Council's leisure and wellbeing estate, including indoor and outdoor facilities. The development of the strategy will continue into 2026/27.	Secure feasibility funding to support a review of current assets and the development of a long-term leisure strategy for the county borough which will drive investment priorities.
WBO1.6.7	Develop the Libraries, Culture and Community hub Strategy (SSWB)	AMBER (Adequate)	Quarter 3: The service is continuing to work towards developing an overarching strategy for Libraries, and Culture services in Bridgend as well as a Community Hub Strategy. Initial public engagement has been undertaken, and data will be used to shape draft libraries, culture and community hub strategy. The development of the strategies will continue into 2026/27.	First Community Hub Strategic Board to take place in Q4. The meeting will bring together partners and provide strategic oversight and ensure alignment with organisational and regional priorities and support partnership development across sectors.
WBO1.6.8	Maintain performance against Welsh public library standards (SSWB)	GREEN (Excellent)	Quarter 3: Bridgend Library Service is performing very well. Activities, events and formal training provisions are important strengths of the service. Bridgend meets all of the 13 core entitlements in full. Of the 5 quality indicators which have targets, Bridgend is achieving 4 in full and 1 in part. Bridgend has the highest per capita event attendance nationally and attendances have increased by 24% compared to 2023-24, and by 38% compared to 2022-23. The service is in the top quartile nationally for attendance at formal training per capita. Reported attendances have risen more than fourfold compared to 2023- 24. Bridgend performs strongly with regard to young people, being above the median for positive survey responses from this customer group.	Reprofile quarterly reporting timeline to align with corporate reporting timeline 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 position 25-26 & RYAG	Q3 25-26 RYAG vs Target		Q3 24-25 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CED70 CP WBO2.1	Percentage of Complaints closed within timescales (CEX) Higher Preferred	31.83%	80%	27.87%	80%	35.98%	25.66%	↑	Quarterly Indicator Target Setting: Baseline target. To be reviewed during the lifecycle of the Corporate Plan to reflect the corporate customer function. Performance: Target not met due to service areas not meeting deadlines. The Corporate Complaints team will continue their current process of sending reminders to service areas. A full report analysing current performance and barriers to meeting the target will be reviewed by Corporate Management Team in Q4.
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 3: During this period the focus has been on promoting the council's budget to encourage engagement when the budget survey goes live in January 2026. The team has run a multi channelled campaign that has also included a toolkit for Councillors to use at their surgeries. The media protocol has been agreed with Cabinet and has been publicised to staff and members. The members' bulletin has been established and is subject to ongoing improvement with feedback from Cabinet Members. The approach for tackling inaccurate information has been agreed by Corporate Management Team (CMT), new assets are being developed. Launch of the new approach is proposed prior to March 2026. The team restructure has been effective since October 2025. The social media platform Orla has been procured, and onboarding is underway.	
WBO2.1.2	Improve the way we gather and use resident views (CEX)	GREEN (Excellent)	Quarter 3: Following refresh of Citizens Panel, members of panel were invited to join focus groups on setting the council's budget. This is the first time we will have used the panel to help inform budget deliberations. The data from the residents' survey has been reviewed and considered by Cabinet and Corporate Management Team (CCMT). The final report from the residents' survey will be available on the website in January on the new feedback page for consultation. The team is continuing to engage with Data Cymru on approach to the second survey which is scheduled for Autumn 2026.	
WBO2.1.3	Improve the way we gather and use staff views (CEX)	GREEN (Excellent)	Quarter 3: Corporate narrative was agreed and publicised to staff and members. New approach to staff survey agreed with CMT in October 2025. Preparations are underway to run the new staff survey which will start in March 2026 and run until May 2026. Video communications for staff commenced with a message from the Chief Executive at Christmas. Further videos have been scheduled for the first quarter of 2026. We are working towards the target the preparation of the new and improved bilingual intranet. This will be in place by July 2026.	
WBO2.1.4	Improve the way we handle and learn from corporate complaints and compliments (CEX)	AMBER (Adequate)	Quarter 3: The form and process is currently being tested by the project team following the development of the training documents. ICT have completed the reporting requirements for the dashboard, and it is currently being tested. Training is scheduled for the individual services with the go-live scheduled for April 2026.	Complete user testing, with training being rolled out to individual service users ahead of go-live
WBO2.1.5	Implement the strategic equality plan action plan (CEX)	GREEN (Excellent)	Quarter 3: Implementation underway and annual progress report to be presented to Equalities Cabinet Committee in February 2026. We are continuing to attend bi-monthly Corporate Equalities focus groups. We have provided regular updates to Cabinet Committee Equalities.	Following Cabinet Committee approval in February 2026, progress report will be published on the website.

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 position 25-26 & RYAG	Q3 25-26 RYAG vs Target		Q3 24-25 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CED5 CP WBO2.2	Percentage of first call resolutions Higher Preferred	72.67%	75.92%	73.92%	75.92%	75.61%	69.40%	↑	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 again for Q3, the customer service 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 Higher Preferred	81,034	81,034	42,862	60,776	61,974	61,995	↓	Quarterly Indicator Target Setting: To increase online transactions by customers to promote channel shift Performance: There are a number of online services and different target groups across multiple council departments feeding into this value. The slight decline in performance equates to a less than 1% decrease compared to the same period last year and cannot be attributed to any particular factor or service area underperforming. We continue to promote and monitor our online services and there are currently discussions to improve the options within citizen access to increase online usage

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 3: The new online self-referral form for Adult Social Care continues to be developed. Work is also underway to explore the development of a digital front door specifically for Social Services to help provide online information, advice and assistance to customers 24/7/365. The corporate Interactive Voice Response message (IVR) has been updated and is working in line with current service set ups.	

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 position 25-26 & RYAG	Q3 25-26 RYAG vs Target		Q3 24-25 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CHR002 (PAM/001) CP WBO2.3	Number of working days/shifts lost to sickness absence per full-time equivalent (FTE) BCBC employee (ALL/CEX) Lower Preferred	13.76 days	No target	5.89 days	No target	9.82 days	10.12 days	↑	Quarterly Indicator Target Setting: To reduce sickness levels across the organisation Performance: Continued commitment to support the health and wellbeing of the workforce. Managers are encouraged to support members of staff when they are absent in line with the absence management policy and continue to promote the council's wellbeing services to all. (See page 25 for additional information by directorate and absence reason)
CORPB5 CP WBO2.3	Percentage of staff that have completed a Personal Review/Appraisal (excluding school staff) (ALL/CEX) 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 3: The public consultation was undertaken between 2nd June and 13th 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.	Once the corporate vision has been agreed, the Digital Strategy will be reviewed and plan put in place to progress and implement.
WBO2.3.2	Continue to rationalise the corporate estate (COMM)	AMBER (Adequate)	Quarter 3: All opportunities to maximise use of the current corporate estate are constantly under review and challenge, driven by service and stakeholder engagement. Focus on maximising use, co-habitation, mixed uses and community type uses now that the majority of true rationalisation and disposals complete. All portfolio's under constant review, with service engagement and close working relationships. All service areas focused on maximising asset usage. Number of underutilised assets is at a minimum with new and innovative ways of working exploring all opportunities to sweat each asset. Formal formation of the strategy set back due to Group Manager period of long-term sickness during 2025 and ongoing senior vacancies in the Corporate Landlord team. Third party consultant engaged to assist with the strategy with further resourcing issues under review. Strategy to be finalised and aligned to corporate and other strategies early in 2026/27.	The introduction of the new Integrated Works Management System (IWMS) will transform the way in which our assets managed and provide a landscape for strategic asset management planning. This IWMS is currently being procured and will embed in 2026/27.
WBO2.3.3	Invest in Community Asset Transfers and support clubs and Community Groups with equipment grants to improve and safeguard the facilities. (COMM)	GREEN (Excellent)	Quarter 3: An allocation was made in Q3 of £49.6k. The total of funding allocated to community groups undertaking CATs (as at end Q3) stands at £498k; £49.5k in committed funding was paid to community groups in Q3 2025/26 and a further £167k of grant monies received from Sport Wales. The total available CAT Capital fund at the end of Q3 stands at £310.7k.	

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 position 25-26 & RYAG	Q3 25-26 RYAG vs Target		Q3 24-25 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
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%	100%	98%	↑	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, 1156 service user responses recorded Q1 to Q3
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%	100%	↔	Quarterly Indicator Target Setting: Contact within 48 hours is identified best practice (in line with Leading Lights accreditation) Performance: On target – 655 received during Q1 to Q3.
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%	100%	↔	Quarterly Indicator Target Setting: Contact within 72 hours is identified best practice (in line with Leading Lights accreditation) Performance: On target - 485 received during Q1 to Q3.
SSWB84 CP WBO2.4	Number of active referrals supported by Local Community Coordinators (SSWB) Higher Preferred	New 25-26	600	571	450	726	New 25-26	No Trend	Quarterly Indicator Target Setting: New indicator. Baseline data to be recorded in order to set future target. Performance: On target. Q1 values have now been verified improving the Q2 accumulative value previously reported.
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)	BLUE (Completed)	Quarter 3: Agreement sealed by BCBC and returned to Regional Partnership Board in December 2025.	
WBO2.4.2	Complete the town and community council arrangements review (CEX)	BLUE (Completed)	Quarter 3: The Community Review was completed and submitted to Full Council. The recommendations were not approved by Full Council and therefore the Local Boundary Commission will now undertake a review when their timetable allows.	
WBO2.4.3	Work co-productively with our communities to develop their own solutions and become more resilient. (SSWB)	AMBER (Adequate)	Quarter 3: 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. Closer partnership working with Early Help within Children & Families Services and local community organisations to step up and step down to reduce/curtail the child and families waiting list (which is currently 1-3 months). Recruitment of additional Local Community Co-ordinator's to support the volume of demand in turn reducing the adults waiting list (which is 3-6 months depending on geographical area).	Exploring additional grant funding from the Central Grant team to support investment needed into local community coordination. Work productively with BAVO (community navigators), third sector partners, statutory services to align governance of referrals to ensure best use of resources. Ensuring the community 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 2024-2025	Target 2025-2026	Q2 position 2025-2026 & RYAG	Q3 2025-2026 RYAG vs Target		Q3 2024-2025 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DEFS160 CP WBO3.1	Number of two-year-olds accessing childcare through the Flying Start programme (EEYYP) Higher Preferred	542	620	624	610	624	555	↑	Quarterly Indicator Target Setting: The target reflects the positive investment made in the Phase 2A and 2B expansions of the programme. Performance: The first capital project team meeting relating to the three proposed new early years settings was held in December 2025 and will take place monthly going forward. Feasibility work on the three projects is now underway. The expansion has already taken in Lower Super Output Areas that weren't intended to be reached until 2026-2027, and further expansion is planned for January 2026. By April 2026, we expect to be a year ahead of schedule on our Flying Start Expansion delivery plan. It is hoped that childminders in underserved areas of Bridgend will tender to provide Flying Start funded places and, after onboarding, this may allow up to expand into some areas where there is currently insufficient childcare. An analysis of low uptake of Flying Start places will take place, along with a renewed awareness campaign to ensure that parents in eligible areas know of their child's entitlement.

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 3: A five-phase plan has been written and agreed, with the aim to re-establish consistent, sector-leading practice across all settings, over a two-year period. Implementation of this plan started on 19 December 2025. A partnership with Early Years Wales is currently being developed to support all maintained settings to achieve the Welsh Promise. Three of the maintained settings are working towards Llwybr Iaitth with the aim of offering a bilingual service. The leadership toolkit was used in all maintained early years settings in the autumn term. This exercise confirmed all settings are compliant with the National Minimum Standards and helped to identify training needs. A range of professional learning has taken place including leadership sessions for senior staff. Every setting benefitted from a joint support visit from their link Childcare Development Officer and Advisory Teacher, and individual feedback was provided outlining strengths and areas for development. The visits also informed a five-phase service improvement strategy, due to begin in January 2026.	
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 3: One additional setting received a joint inspection during this period and received judgements of 'good' across all areas. Pre-market engagement took place in October and November 2025, with the tender opportunity going live on 31 December 2025, and is due to close on 9 January 2026. The 23 practitioners studying the year-long Froebelian Approach project have completed their third module. Many professional learning opportunities have been delivered, including sessions delivered by sector-leading consultant Kym Scott.	The quality framework will be published as part of the tender process.

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 position 25-26 & RYAG	Q3 25-26 RYAG vs Target	Q3 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	The percentage of school days lost due to fixed-term exclusions during the academic year, in primary schools (EEYYP) Lower Preferred	0.031%	0.030%					Annual Indicator - To be reported at Q4

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 24-25	Target 25-26	Q2 position 25-26 & RYAG	Q3 25-26 RYAG vs Target	Q3 24-25 (same period last year)	Direction vs same period last year	Performance this period
EDU010b CP WBO3.2	The percentage of school days lost due to fixed-term exclusions during the academic year, in 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 primary schools (EEYYP) Higher Preferred	92.49%	94.0%					Annual Indicator - To be reported at Q4
EDU016b (PAM/008) CP WBO3.2	Percentage of pupil attendance in 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)	YELLOW (Good)	Quarter 3: Following the national middle tier review there has been significant changes to the professional learning provision for schools. The national professional learning and leadership body, Dysgu has the remit for providing professional learning for national priorities. As this national body is being established, there have been no programmes of professional learning shared currently. Central South Consortium continue to offer an extensive programme of professional learning and bespoke support according to their revised remit for schools. Educate Against Islamophobia (EAI) provided an online professional learning session to schools on November 28, 2025. The session provided startling statistics and common Islamophobic narratives that permeate through society and concluded with an overview of practical strategies for addressing Islamophobia through both the formal and hidden curriculum within Welsh settings. Bryntirion Comprehensive School and Pencoed Comprehensive School presented a good practice session at Team Bridgend on December 15, 2025. A total of 83 governors attended the topical training sessions that were provided by the local authority on mandatory training modules.	It is hoped to receive a timeline for professional learning and support from the new national body, Dysgu in the near future confirming their support and professional learning for leadership and self-evaluation. The organisation is currently going through a transition year. Once a professional learning programme has been devised by Dysgu it will be shared with schools. Further mandatory professional learning for governors is scheduled for the spring and summer terms.
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 3: The Lead Officer for Digital Learning has actively supported Pencoed Primary School in the trial integration of Artificial Intelligence (AI) tools to support staff professional development. This initiative is looking into specifically leveraging AI in supporting the school's implementation of the new professional standards. School digital readiness information was presented to Welsh Government on November 13, 2025, to aid in the planning and preparedness for the start of the digital examination rollout in summer 2026. Following an initial visit by the Lead Officer for Digital Learning to Mary Immaculate High School, Cardiff, to see their pilot gaming room (a Welsh Government-Esports-local authority pilot), subsequent positive discussions were held with Pencoed Comprehensive School and Yoyotech to scope out the first stages of an appropriate path for Esports development in secondary schools. A comprehensive report reviewing 'Digital Learning and Online Safety' was presented to the Education and Youth Services Overview and Scrutiny Committee on November 24, 2025. The report outlined the current challenges surrounding online safety and detailed the collaborative mechanisms schools and the local authority use to support children and young people to navigate the digital world. The report was well received by the Committee, who showed particular interest in the strategic landscape of digital learning across Bridgend County Borough Council.	The Lead Officer for Digital Learning will be running a dedicated Artificial Intelligence (AI) INSET day for Pencoed Comprehensive School. The training will cover essential aspects of AI policy and promote safe, responsible use of the technology. Briefings will be held with all secondary and special schools to finalise arrangements for the Safer Internet Day (SID) 2026 at the Principality Stadium, Cardiff in February 2026. The event will feature professional learning sessions delivered by partners including Internet Matters, UK Safer Internet Centre, Common Sense Media, and Estyn.
WBO3.2.3	Improve the digital offer to young people, including youth led interactive website (EEYYP)	BLUE (Completed)	Quarter 3: We are continuing to use TikTok to promote our services, highlight what's available to young people, and share success stories from across the community. We are currently supporting the promotion of Brackla Skatepark, which has recently opened, have showcased our centres, and are encouraging friendly challenges with other Youth Services in Cardiff and RCT. We have developed and launched an online interactive bulletin board (that is, a 'Padlet') with the inclusion of an interactive map showcasing all statutory and third sector provision, and a meet the team page.	Moving forward, we will continue creating engaging content with young people and staff, ensuring our platform remains youth-led, creative, and inclusive.

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 position 25-26 & RYAG	Q3 25-26 RYAG vs Target	Q3 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 3: The new late immersion provision at Ysgol y Ferch o'r Sger, named Pont laith, has been established. As at January 2026, nine pupils are in the late immersion provision and three pupils are transitioning to their registered school and are progressing well. An experienced teacher is on secondment as Leader of Pont laith. Pont laith's location at Ysgol y Ferch o'r Sgêr brings implications to school transport and costs as most pupils attend Ysgol Calon y Cymoedd. A Capital Grant application to Welsh Government has been made to re-locate Pont laith to Ysgol Calon y Cymoedd. There has been an increase in the number of pupils studying Welsh AS and A Level from 16 in 2024-2025 to 29 in 2025-2026. An increase in part-time Nursery applications has been seen for Ysgol Cynwyd Sant with 16 applications refused as the Nursery was at capacity with full-time. An options paper is being presented to CMT to look at options to ensure that that children stay within Welsh-medium provisions. Three practitioners are on the two-term primary sabbatical course with the National Centre for Learning Welsh. The five teachers that attended the sabbatical course in 2024-2025 are receiving post-sabbatical support. Due to lack of Geographical Information System (GIS) support and current staffing constraints, there has been no further progress on reviewing 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 3: An active travel route around the perimeter of the Ffordd Cadfan site has now been agreed with the adjacent developer (that is, Aldi) and Highways Department. The site layout drawings have been amended to reflect the change. Work is continuing finalising the technical assessments to inform the planning process. Delays on the pre-application consultation process have had a significant impact on the project timeline.	Informal consultation with Planning Department will be undertaken. Site clearance of vegetation under the supervision of the ecologist will begin in January 2026, and site investigation is planned for February 2026. Technical assessments will be completed, and we will begin pre-application consultation (PAC) ahead of submitting the planning application.
WBO3.4.2	Provide a new-build for Mynydd Cynffig Primary School (EEYYP)	AMBER (Adequate)	Quarter 3: A tender process to appoint a quantity surveyor has concluded. A quantity surveyor will now be appointed and will begin work on the Bill of Quantities. The detailed design development has continued, and site clearance has been undertaken of the former Pwllgath allotment site. A further bat survey has been undertaken and a dormouse mitigation strategy developed.	The Development Control Committee will determine the outcome of the planning application. Ecology works will be undertaken once the necessary approvals are in place, and at the appropriate time.
WBO3.4.3	Enlarge Ysgol Ferch o'r Sgêr to a two form-entry new-build school. (EEYYP)	RED (Unsatisfactory)	Quarter 3: Valleys to Coast's Board agreed to proceed with the land swap agreement. However, the formal agreement is not yet in place. This is having a detrimental impact on the contract award and programme.	Corporate Landlord Department is working on this aspect of the scheme and understand the urgency. They are aiming to resolve this issue by the end of January 2026, so that the construction contract can be awarded.

Code	Commitment	Status	Progress this period	Next Steps
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)	Quarter 3: Valleys to Coast's Board agreed to proceed with the land swap agreement. However, the formal agreement is not yet in place. This is having a detrimental impact of the contract award and programme.	Corporate Landlord Department is working on this aspect of the scheme and understand the urgency. They are aiming to resolve this issue by the end of January 2026, so that the construction contract can be awarded.
WBO3.4.5	Relocate Heronsbridge School to a new-build 300-place school (EEYYP)	AMBER (Adequate)	Quarter 3: Access to the Island Farm site to undertake a ground investigation has impacted on the design development programme. The design has been developed in consultation with key stakeholders. The layout of the school building has been finalised. Ecology surveys have concluded, and a scoping meeting has been held with Planning Department. Due to prior delays on the project, the request to Cabinet to modify the school opening date is now scheduled for January 2026.	The ground investigation will begin in January 2026. Informal consultation will be undertaken with Planning Department and the School Transport Advisory Group. The pre-application consultation ahead of submitting a planning application will begin. Cabinet approval will be sought to modify the school opening date to the beginning of the autumn term 2028, and subject to Cabinet's approval stakeholders will be advised accordingly.

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 position 25-26 & RYAG	Q3 25-26 RYAG vs Target		Q3 24-25 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CH/052 CP WBO3.5	Percentage of care leavers who have experienced Homelessness during the year (SSWB) Lower Preferred	9.96%	10%	7.94%	7.5%	10.69%	6.44%	↓	Quarterly Indicator Target Setting: To maintain performance Performance: The work in Q3 has focussed on workshops between Housing and Children and Family Services to develop common understanding of roles and responsibilities. This work will continue for the foreseeable future as the Joint Protocol between the two services is embedded with the intention of reducing the number of homeless presentations by care leavers. The WG guidance has been revised to exclude those not engaged and over the age of 21. Therefore, the number of care leavers has decreased when we compare this to previous years, as we were previously including care leavers up to the age of 25.
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%	65.71%	65%	67.86%	68.75%	↓	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. Even though performance is very slightly reduced in comparison to last year, we continue to be on track to hit our target at year end.

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)	GREEN (Excellent)	Quarter 3: The Summit took place in Q3 with a children and young people aged 12+ joining us for some time to talk about their voice, education, future and wellbeing. The outcome of this will be shared with corporate parenting board in Q4. The aim of this will be to help shape 2026/27 work plan and service priorities for the LA and its partners. The authority continues to work with Tros Gynnal Plant to meet the advocacy needs of our care experienced young people and to promote their right to access advocacy services. Corporate parenting board will continue to meet Bi-monthly with a focus on aligning priorities with the voice of care experienced individuals. Work continues on improving our offer to care experienced young people and whether this fits in with the local authority strategy and we are offering what we espouse.	Finalise baseline data for Corporate Parenting board partners - agree workplan for 2026/27.
WBO3.5.2	Support the implementation of the Corporate Parenting Strategy in schools. (EFEYYP)	YELLOW (Good)	Quarter 3: Welsh Government have commissioned Estyn to undertake a thematic review into the effectiveness of education provision for care-experienced learners in 2026. The findings will be used to identify and share effective practice across the sector. In order to review the effectiveness of the Pupil Development Grant (PDG), an evaluation has been sent to schools for response by the end of February 2026. Welsh Government have worked with the National Delivery Group for care experienced children and also a PDG for Children Looked After (CLA)	A response to the consultation will be published ahead of a final version of the guidance being published. Welsh Government are funding Adoption UK Cymru in this

			Task and Finish Group to develop guidance specifically for the PDG CLA. The guidance went out for informal consultation to our National Delivery Group and has been updated. We anticipate a final draft of the guidance will be completed early 2026. Welsh Government are producing guidance to support local authorities to maximise the PDG CLA funding. The formal consultation for the Personal Education Plan guidance has now closed and we are analysing the responses before making any appropriate changes to the guidance.	financial year to provide training for education practitioners to help them respond effectively to the social and emotional needs of care experienced learners.
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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 position 25-26 & RYAG	Q3 25-26 RYAG vs Target		Q3 24-25 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DEFS80 CP WBO3.6	Number of participants in the Employability Bridgend programme supported into education or training (COMM) Higher Preferred	678	219	41	164	96	554	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 and Q3 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	70	217	135	334	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 from schools in the authority identified as not being in education, employment or training (NEET) in the Careers Wales Annual Destination Survey Statistics (EEYYP) Lower Preferred	1.9%	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 3: Residents have continued to access basic skills, essential skills and vocational training as appropriate to the individual.	
WBO3.6.2	Employability Bridgend will work with funders and partners to deliver a comprehensive employability and skills programme (COMM)	GREEN (Excellent)	Quarter 3: We have enrolled 235 residents of the county borough on to our programme this quarter and provided mentoring, training and support to both find work and sustain employment.	

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 position 25-26 & RYAG	Q3 25-26 RYAG vs Target		Q3 24-25 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CH/026 WBO4.1	Number of children on the child protection register (SSWB) Lower Preferred	75	120	77	120	81	94	↑	Quarterly Indicator Target Setting: Sustain safe reduction in the Child Protection Register Performance: Child Protection registrations between 70 and 90 are considered safe and appropriate, any fluctuation outside of the range, audit activity will be undertaken to ensure threshold and decision making.
DEFS29 WBO4.1	Percentage of completed TAF (Team Around the Family) support plans that close with a successful outcome (SSWB) Higher Preferred	82%	87%	88%	87%	83%	80%	↑	Quarterly Indicator Target Setting: To continue to improve performance. Performance: Performance continues to be of a satisfactory standard and the slight dip in performance impacted upon by a small number of more complex cases. Ongoing management oversight will continue to be in place to prevent any further reductions.
SSWB39 (CH/039) WBO4.1	Number of Care Experienced Children (SSWB) Lower Preferred	333	325	337	332	320	340	↑	Quarterly Indicator Target Setting: Continue to safely reduce the number of Care Experienced Children Performance: The number of children care-experienced continues to reduce in line with our reduction strategy. This is linked to better preventative support, improved use of S.76 and reduced applications for care orders. We anticipate that this trajectory will continue for the foreseeable future.
SSWB57 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%	82.51%	83%	79.66%	85.19%	↙	Quarterly Indicator Target Setting: The model is being embedded and we will seek to continue to improve performance. Performance: During Q3 a new Service Manager and Consultant Social Worker have commenced in post. They have begun undertaking a review of practice at the Front Door which will seek to improve performance against this measure in Q4.
SSWB75 WBO4.1	Number of people recorded as delayed on the national pathway of care (SSWB) Lower Preferred	70	90	68	90	79	74	↙	Quarterly Indicator Target Setting: This reflects the current population needs, taking in to account seasonal fluctuations in people's health. Performance: Performance in this area whilst below target continues to fluctuate, reflecting that there is only 48 hours from the point that a person is 'clinically optimised' to arrange discharges which are often complex in nature. There continues to be a strong focus on performance in this area with an improvement board in place.
SSWB78a WBO4.1	Timeliness of visits to a) children who are care experienced Higher Preferred	88.28%	87%	90.17%	87%	90.16%	87.99%	↑	Quarterly Indicator Target Setting: To continue to maintain performance Performance: Continued strong performance. This is positive as there have been some staffing challenges within the care-experienced children's team during this quarter.
SSWB78b WBO4.1	b) children on the child protection register (SSWB) Higher Preferred	89.27%	87%	91.63%	87%	90.91%	88.95%	↑	Quarterly Indicator Target Setting: To continue to maintain performance Performance: Excellent performance continues in this area.
SSWB87 WBO4.1	Percentage of reablement packages implemented with a positive outcome (SSWB) Higher Preferred	73.48%	69%	71.53%	69%	68.14%	71.97%	↓	Quarterly Indicator Target Setting: This reflects the current population needs, taking in to account seasonal fluctuations in people's health. Performance: The service is seeking to maximise the number of people who benefit from reablement which means there are more people with a complexity of need which reduces the percentage who benefit from a positive outcome in terms of reduction of hours or mitigation entirely of the need for support. The service will continue to be reviewed to ensure that it is operating as efficiently and effectively as possible and that staff have the right learning and development.

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)	GREEN (Excellent)	Quarter 3: The strategic group supporting unpaid carers held three successful meetings and continues to strengthen wellbeing support across the Social Services Directorate. Tuvida has assisted 376 new adult carers, providing 4,458 with advice, signposting, and access to assessments. Young carers have also benefited, with 757 issued ID cards, Halo Memberships provided to 357 young carers and 847 family members, and engagement in schools and community initiatives. Partner organisations and Young Carer Ambassadors have worked together to provide volunteering, events, and opportunities that enhance support, helping carers and their families maintain wellbeing and access the services they need.	Three Listening Events across the borough in February will gather feedback to shape and ensure BCBC has fit for purpose support in place for unpaid carers. Improve the governance and oversight of the TuVida contract. Promotion of Young Carer ID Cards will continue in schools, alongside the Bear Who Cares book launch, Young Carers Action Day, and network events for secondary schools.
WBO4.1.2	Improve Children's Services by delivering the actions in our three-year strategic plan. (SSWB)	GREEN (Excellent)	Quarter 3: Continued progress has been made in relation to the 3-year plan these include investment into internal residential provision, recruitment and retention, preventative services and our care experienced children for example.	As we move into a new business cycle. A new 3-year plan will be developed for launch in September.
WBO4.1.3	Improve adult social care by delivering the actions in our three-year strategic plan (SSWB)	GREEN (Excellent)	Quarter 3: We continue to monitor performance against the key objectives within our 3-year plan. We have commissioned an independent evaluation of our operating model for Adult Social Care. We have developed a focussed improvement plan for Learning Disability and in relation to delayed pathways of care. Placement Tracker is live and operational enabling Adult Social Care to forecast, project spend, and accurately monitor current spend. The programme for remodelling our day opportunities is established with four key workstreams.	Independent evaluation of the operating model to be undertaken. Focussed work to improve learning disability and delayed pathways of care to be concluded.
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)	GREEN (Excellent)	Quarter 3: In Q3 Children's teams gathered a number of individual stories from families and children in the service. A panel will be held January 2026 with leaders and decision makers to hear these stories and in turn reflect on our service delivery. In Q3 Adult Social Care QA activity continued across the service, with learning and themes cascaded within the Continuous Improvement Group. Group Managers reported on QA compliance within quarterly performance meetings. Alongside this Q4 will begin the Adult Social Care journey of Most Significant Change (MSC). Looking at implementing a framework and work towards holding an adult services MSC panel. First MSC panel will be held in Q4. Session for managers in relation to unpaid carers held in Q3 MSC stories will also be triangulated with casefile QAs to evidence a holistic view of cases and individual experiences.	MSC panel Q4. Begin implementing the MSC framework in ASC. Sharing outcome of the MSC panel with wider workforce and those who shared their stories. Continue with the oversight of the implementation model of the Signs Of Safety (SoS) model in Children and Family Services (CFS). Request further Regional Integrated Fund funding to support the Consultant Social Worker for SOS post in CFS. Hold series of Listening Events for Unpaid Carers and review QA programme for Adult Social Care
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 3: Planning Groups meet bi-monthly to oversee the progress against the priority areas identified in the relevant strategic plans. Following the development of an Accommodation-Based Service delivery plan, an independent consultant has been commissioned to undertake a sufficiency assessment and provide a direction of travel and 15-year capital programme for our internal and commissioned care home services.	Report going to Cabinet in February 2026, seeking approval to start consultation on proposed changes to the Shared Lives service, to grow and expand the service. Care home analysis and feasibility work being undertaken in Q4 with an independent specialist consultancy. Care at Home tender to be finalised, with a report to go to Cabinet in March 2026
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)	YELLOW (Good)	Quarter 3: Financial modelling has concluded and will form part of a Placement Commissioning Strategy to be considered by Cabinet in Q4. A business case to secure an additional residential home is in development. The Placements Commissioning Strategy is due to go to Cabinet March 2026, after which a Market Position Statement will be developed to engage the external market on gaps identified in the strategy and support further inhouse developments.	Present financial modelling to CMT for review and endorsement. Progress business case for additional residential home. Seek Cabinet approval of the Placements Commissioning Strategy. Develop and publish the Market Position Statement to engage the external market on identified gaps.
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)	YELLOW (Good)	Quarter 3: Work has been undertaken to explore an IT platform that would assist and improve access into Children and Family Services and Adult services. A proposal has been developed to secure funding for this platform and will need to be agreed corporately as an Invest to Save approach.	To submit invest to save proposal on IT portal to improve access to information and advice in Bridgend.

Code	Commitment	Status	Progress this period	Next Steps
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 3: There is robust leadership of workforce in social care through the Social Services and Wellbeing (SSWB) Workforce Board. There is a significantly improved position in children's social work, however, agency numbers are higher than is optimal for social workers in adult services. An adult services workforce task and finish group has therefore been established, and a number of actions progressed including improving adult access to grow your own and review of skill mix.	The focus in Q4 will be to address high vacancy levels in the community learning disabilities service through reviewing the structure and reviewing skill mix.

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 position 25-26 & RYAG	Q3 25-26 RYAG vs Target		Q3 24-25 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
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%	100%	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: The service held an open day during the period, where partner organisations attended to give clients the opportunity to meet all local support networks. Although this did not directly impact the increase of income, it did ensure clients were aware of all the support available to them.
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%	100%	85%	100%	90%	↑	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: 3 new team members who are also energy providers who will be able to strengthen support offered to clients facing fuel poverty. The service is expecting an increase in clients presenting with Council Tax debt and debt relating to the Christmas period in the coming weeks but are prepared to support these clients.

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 3: Various take-up campaigns are being undertaken. Pension credit: out of 107 households contacted in October 2025, 16 have now claimed (15%), with a combined award of over £61k per annum. Free School Meals (FSM): a small campaign was undertaken in November 2025 and targeted 143 household with comprehensive age children. From this campaign, 20 children are now receiving FSM bringing the total number of FSM awards from the 3 campaigns to 171. All campaigns also promoted the School Essentials Grant. It is still early for an evaluation of the NEST campaign, however, they have to date provided 193 households with either advice or signposting to other services, for example Care and Repair.	

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 position 25-26 & RYAG	Q3 25-26 RYAG vs Target		Q3 24-25 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
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%	23%	20%	23.6%	25.9%	↑	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: We are still seeing the impact of legislative changes to the Housing (Wales) Act and impact of Renting Homes Act. The demands on the service are not reducing, the numbers in temporary accommodation are the highest in recent times. There isn't enough housing to meet the demands of the service via social housing, and the private sector provides very limited options for our customers. The service is seeing more complex individuals present requiring specialist accommodation which is also in short supply. We're also seeing more people being made homeless from hospital requiring specially adapted accommodation which is in high demand and limited supply. Exit outcomes from Q1 to Q3 are 852 applications received for homelessness 201 final duties accepted.
PAM/012 (DOPS15) CP WBO4.3	Percentage of households threatened with homelessness successfully prevented from becoming homeless (CEX) Higher Preferred	31.2%	20%	42.9%	20%	36.3%	24.7%	↑	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: Homeless prevention remains a challenge as there isn't enough available social housing or affordable privately rented accommodation to be able to prevent homelessness. The highest presenting need is being asked to leave by family/friends. These are most likely on the day emergency homeless presentations which have little chance of being prevented or, the timescale in which they are being asked to leave is very short. Complex support needs impact on the ability to prevent homelessness as this accommodation is in high demand. Exit outcomes from Q1 to Q3 are 182 threatened with homelessness 66 prevented.
PAM/015 (PSR002) CP WBO4.3	Average number of calendar days taken to deliver a Disabled Facilities Grant (DFG)(CEX) Lower Preferred	799 days	542 days	1,336 days	542 days	1,121 days	794 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: A further 57 cases have been certified in Q3 with the oldest referral being from 2022/23. Average days have increased compared to same period last year, however legacy cases have come down significantly. Total cases certified during Q1 to Q3 is 167.
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%	100%	98%	98%	97%	↑	Quarterly Indicator Target Setting: Target retained. To continue to achieve a positive outcome for grant recipients in living more independently. Performance: 1 client reported dissatisfaction. Upon investigation, this was due to communication with the contractors. The service is making further enquiries.
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 3: Progress continues to be made towards the actions set out in our current Housing Support Programme Strategy. A key action is to finalise an updated Social Housing Allocation Policy, work on which is nearly complete. A final version will be brought before Cabinet in March 2026. Progress also continues to be made in relation to further additions to our own stock of accommodation – a fourth House in Multiple Occupation (HMO) purchase is currently being progressed, whilst a fifth and sixth are being explored. In coming months work will commence on developing a new Housing Support Programme Strategy, which will set out strategic priorities and key actions for the next four years.	
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 3: Q3: We are continuing to target long term empty properties, focusing on the top 20. A further property has become occupied, making this two properties in the 20 properties now occupied this financial year. Four properties are being advertised for sale (two of these are now sold STC). Six properties remain under renovation. We are continuing with one enforced sale and one compulsory purchase order. 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 Q3, BCBC submitted its 1st Compulsory Purchase Order under the Empty Homes Strategy to WG and is awaiting confirmation of the Order. The two WG funding applications submitted to WG in Q2 have been approved and received. These will support work in default and other enforcement action. The Bridgend CBC Empty Homes Strategy 2025-2030 was approved by Cabinet in Q3. The empty homes working group continues to meet on a quarterly basis to discuss long term empty properties and agree a coordinated approach to address priority empty properties.	

WBO4.4: Support children with additional learning needs

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Year End 2024-2025	Target 2025-2026	Q2 position 2025-2026 & RYAG	Q3 2025-2026 RYAG vs Target		Q3 2024-2025 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
DEFS170 CP WBO4.4	Percentage of new local authority individual development plans (IDPs) delivered using the online IDP system (EEYYP) Higher Preferred	0%	100%	3%	75%	18%	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: This is a non-statutory requirement and due to ongoing staffing pressures, we are unlikely to achieve the 100% target in the short term and will work towards a more structured approach to delivery over the next year. There are now 114 school maintained IDPs on the online system and 45 local authority maintained IDPs. However, while 8% of all local authority IDPs (most pre-date the online system) are using the online system, in Q3, 6 of 32 new local authority IDPs are online (18%) and all new local authority IDPs for early years children use the online system (100%).
DEFS171 CP WBO4.4	Number of pupils on the waiting lists for specialist provision (EEYYP) Lower Preferred	55	10	27	20	51	30	↓	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 is the end-of-year target. Performance: Following a reduction in Q2, with provisions at capacity at the start of the new academic year, waiting lists have increased with 23 pupils awaiting placement at Ysgol Bryn Castell and 28 learners waiting to access the portfolio provision at The Bridge. This includes 12 learners waiting for a revolving door pupil referral unit (PRU) placement and 7 for the specialist Mental and Physical Health Recovery provision. Proposals have been submitted for consideration through an 'Invest to Save' model to build capacity within all Bridgend secondary schools to develop provision and intervention to maintain their learners with emotional, behaviour and social development difficulties.

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			
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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 3: Schools are slowly implementing the IDP system with a small number now using it fully. All local authority IDPs created by local authority officers will be in the IDP system. There are currently 45 local authority IDPs and 114 school IDPs delivered via the online IDP system. The system is only accessible to officers, schools and some settings, but currently not parents.	We will continue working alongside Gwynedd to resolve issues within the system.
WBO4.4.2	Develop a five-year plan to meet increasing demand on support services, specialist provision and schools (EEYYP)	AMBER (Adequate)	Quarter 3: There is still no clarity on Post-16 funding going forward. We are continuing with current processes until we receive confirmation from Welsh Government. Two further schools have offered capacity to host additional Communication Autism Resource Education (CARE) provisions to meet capacity needs, and this is being considered through senior management via a proposal. 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.	Welsh Government to provide an update on future responsibilities for Post-16 funding.

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 position 25-26 & RYAG	Q3 25-26 RYAG vs Target		Q3 24-25 (same period last year)	Direction vs same period last year	Performance this period
					Target	Actual			
CH/003 CP WBO4.5	Children's safeguarding referrals – decision making in 24 hours (SSWB) Higher Preferred	99.97%	99.5%	99.92%	99.5%	99.93%	99.95%	↙	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 and we continue to meet our statutory safeguarding responsibilities.
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	26 days	24 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 a further increase in wait times due to a number of independent Best Interest Assessors not taking on work over Christmas and also some putting a hold on allocations. We have secured some further independent BIAs and allocations have now been made. The wait times will be monitored closely. We have also had a new starter in the team this week which will support allocations.
SSWB77 CP WBO4.5	Percentage of Adult safeguarding inquiries which receive initial response within 7 working days (SSWB) Higher Preferred	83.08%	85%	92.39%	85%	89.85%	77.09%	↑	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: There has been a slight decrease in the performance compared to Q2 due to sickness in the team and having to absorb the additional work. We will be looking for agency support due to a leaver in the team.
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)	SSWB Quarter 3: New corporate safeguarding policy approved by Cabinet in October 2025. Task and Finish Group established to review the North Wales Child Practice Review and report on Bridgend position to Regional Safeguarding Board. EEYYP Quarter 3: The safeguarding audits have been completed, and an analysis will be completed by Q4. A review of the current core accountability and governance arrangements for safeguarding in Wales has commenced. There is an ongoing safeguarding in education review. This will serve as the second phase of the of the Safeguarding Governance Review, focusing specifically on education. Welsh Government has commissioned two stakeholder engagement projects to consider the policy and practice regarding children who go missing to consider whether any changes to the current Missing Children Practice Guide (a part of the Wales Safeguarding Procedures) would be beneficial. Delivery of training on the exploitation strategy and toolkit will take place in the January 2026 Designated Safeguarding Person Forum.	Report from Task and Finish Group into North Wales Child Practice Review to be Corporate Management Team.
WBO4.5.2	Identify children who are more likely to offend and provide them with support to reduce offending behaviour. (EEYYP)	YELLOW (Good)	Quarter 3: The referral pathway via MASH or Early Help is established and proving successful at bringing representatives from various departments, including Children's Services, the EEYYP Directorate, ASB Team, Exploitation Team and the Trauma Service, so that staff can discuss referrals from other sectors and provide support at the earliest opportunity. Our Q2 position remains with regard to establishing an early notification process to identify those children at risk of harm related or offending behaviour at the earliest point. Police restructure has delayed commencement of this work, but it is expected to resume in early 2026. The service submitted the three-year growth proposal earlier this year and is still awaiting feedback from the Cabinet Member for Education and Youth Services.	

Performance against MTFS Targets

PI Ref & Type	PI Description	Annual target 25-26 £'000	Performance at Q3				Performance this period			
			Achieved Q3		Likely to be achieved by year end				Variance year end	
			£'000	%	£'000	%			£'000	%
DRE6.1.1	Percentage budget reductions achieved (Overall BCBC budget) Higher Preferred	8,379	6,468	77%	7,473	89%	906	11%	<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 (£121,000 shortfall). The consultation with staff on the restructure has now concluded with the new structure being implemented from the 5 January 2026. 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), as referenced in paragraph 3.3.1, the reduced budgets have resulted in total projected deficit balances for schools at year end of £5.593 million. Officers are working with schools to bring this overall deficit down. • SSW8 – Reduction in the provision of number of Supported Living Accommodation units (£190,000 shortfall). It has been determined that this savings proposal is no longer deliverable, and work is underway by the service to identify alternative budgets for this to be offset against. 	

Additional Sickness Information

Directorate	FTE 31.12.2025	QTR3 2024/25			QTR3 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	415.69	1555.08	125	3.77	1488.88	126	3.58	8.48	10.64
Communities Directorate	470.19	2167.33	180	4.46	1526.33	185	3.25	12.62	10.36
Education, Early Years and Young People Directorate	456.36	1643.83	316	3.52	1751.21	308	3.84	9.00	9.23
Schools	2131.84	7733.70	1475	3.59	8132.09	1355	3.81	8.73	8.50
Social Services and Wellbeing Directorate	1023.48	4548.16	422	4.49	4781.30	486	4.67	13.08	12.23
BCBC TOTAL	4497.55	17648.10	2518	3.89	17679.82	2460	3.93	10.12	9.82

Sickness Absence by Reason

Absence Reason	Number of FTE days lost				
	Q1	Q2	Q3	Total	% of Cumulative days lost
Bereavement Related	1154.75	845.28	1057.88	3057.91	6.90%
Cancer	433.44	369.14	421.99	1224.57	2.77%
Chest & Respiratory	577.15	474.25	1352.00	2403.40	5.43%
Eye/Ear/Throat/Nose/Mouth/Dental	656.39	538.63	1162.50	2357.52	5.32%
Genitourinary / Gynaecological	257.35	249.24	668.09	1174.68	2.65%
Heart / Blood Pressure / Circulation	461.68	556.56	422.49	1440.72	3.25%
Infections	1006.44	711.25	1653.37	3371.06	7.61%
MSD including Back & Neck	2289.36	2462.66	2310.53	7062.54	15.95%
Neurological	720.16	543.61	577.84	1841.61	4.16%
Other Mental illness	62.38	94.96	166.35	323.69	0.73%
Pregnancy related	113.10	124.30	306.96	544.36	1.23%
Stomach / Liver / Kidney / Digestion	1317.15	1023.00	2036.45	4376.60	9.88%
Stress/Anxiety/Depression not work related	3163.10	2928.12	3685.07	9776.29	22.08%
Stress/Anxiety/Depression work related	1723.23	1749.42	1858.31	5330.97	12.04%
TOTALS	13935.67	12670.44	17679.82	44285.93	

