

Corporate Performance Dashboard

2026-27



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



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 decarbonisation and improvement of our energy efficiency

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Target 26-27	Reporting Frequency
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	5% reduction	Annual Indicator

Commitments

Code	Commitment
WBO1.1.1	Invest in energy efficiency improvements to the Council’s estate and assets. (COMM)
WBO1.1.2	Initiate work on a climate adaptation plan for the Council using the Climate Change Risk Assessment undertaken by the Cwm Taf Morgannwg Public Services Board (COMM)

WBO1.2: Protect landscapes and open spaces

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Target 26-27	Reporting Frequency
DCO23.06 CP WBO1.2	Number of blue flag beaches (COMM) Higher Preferred	3	Annual Indicator Comment: Maintain the 3 Current Blue Flag Sites (Rest Bay, Trecco Bay & Porthcawl Marina)
DCO23.07 CP WBO1.2	Number of green flag parks and green spaces (COMM) Higher Preferred	3	Annual Indicator Comment: Maintain the 3 Current Green Flag Sites (Bryngarw, Coychurch Crematorium & Maesteg Welfare Park)

Commitments

Code	Commitment
WBO1.2.1	Progress our Biodiversity Plan by delivering projects such as woodland enhancement, develop and protect our natural environment in partnership with our communities and key stakeholders. (COMM)

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

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Target 26-27	Reporting Frequency
DCO23.04 CP WBO1.3	Number of business start-ups assisted Higher Preferred	30	Annual Indicator

Commitments

Code	Commitment
WBO1.3.1	Develop an annual Strategic Transport Plan which outlines the key priorities including improving sustainable and active travel choices, increasing connectivity and greener travel choices (COMM)

WBO1.4: Regenerate our town centres and Valleys

Commitments

Code	Commitment
WBO1.4.1	Review the Bridgend Town Centre Masterplan. To ensure that it accounts for policy changes and completed development, whilst ensuring an up-to-date framework is there to support new and future development across the town. (COMM)
WBO1.4.2	Ensure that the Porthcawl Waterfront Masterplan is progressed by submitting an outline planning application for determination by the Local Planning Authority (LPA), to provide a framework and support development and regeneration across the waterfront. (COMM)
WBO1.4.3	Redevelop the Ewenny Road site, including new and affordable homes, small business units, open space and green infrastructure, in partnership with the adjoining landowner. (COMM)

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

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Target 26-27	Reporting Frequency
DCO20.05 CP WBO1.5	Percentage of Street cleansing waste prepared for recycling (COMM) Higher Preferred	40%	Annual Indicator
PAM/010 CP WBO1.5	Percentage of streets that are clean (COMM) Higher Preferred	95%	Quarterly Indicator
PAM/030 CP WBO1.5	Percentage of waste reused, recycled or composted (COMM) Higher Preferred	70%	Quarterly Indicator

Commitments

Code	Commitment
WBO1.5.1	Ensure the successful transition of the Waste & Recycling Services in house by July 2027, including a maintenance facility for vehicles and all supply chain arrangements. (COMM)

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

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Target 26-27	Reporting Frequency
SSWB83 CP WBO1.6	Number of active users across target population groups via health & wellbeing leisure membership provision (SSWB) Higher Preferred	2000	Quarterly Indicator

Commitments

Code	Commitment
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)
WBO1.6.2	Complete the children’s play areas refurbishment programme and make sure inclusive play equipment is provided to allow opportunities for all. (COMM)
WBO1.6.3	Develop a Libraries and Cultural Capital Strategy (SSWB)
WBO1.6.4	Delivery of a strategy to develop community hubs with partners in Bridgend communities so people’s wellbeing needs can be met in their own communities (SSWB)
WBO1.6.5	Improve access to wellbeing and leisure services in communities with high levels of health need and inequalities (SSWB)

WBO1.7: Invest and improve the public realm in all our communities

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Target 26-27	Reporting Frequency
PAM/020 CP WBO1.7	Percentage of: Principal (A) roads in overall poor condition Lower Preferred	5.7%	Annual Indicator
PAM/021 CP WBO1.7	Percentage of: Non-principal (B) roads in overall poor condition Lower Preferred	2.3%	Annual Indicator
PAM/022 CP WBO1.7	Percentage of: Non-principal (B) roads in overall poor condition Lower Preferred	8.5%	Annual Indicator

Commitments

Code	Commitment
WBO1.7.1	Ensure the County has a safe and effective highway network by investing £4.6 million in our highway infrastructure in 2026/27, including on carriageway and footway resurfacing. (COMM)
WBO1.7.2	Complete the design & carry out major repair and replacement work on the A4061 river bridge at Blackmill, part funded by Welsh Government. (COMM)
WBO1.7.3	Complete the establishment of the Bridgend Works Initiative and start to mobilise resources to provide a visible, responsive and proactive service focused on improving the cleanliness, appearance and day-to-day condition of neighbourhoods, town centres and community spaces across the county borough, including preventative road patching, rights-of way improvements. (COMM)

WBO1.8: Mitigating the impact of extreme weather events

Commitments

Code	Commitment
WBO1.8.1	Invest in flood protection measures to protect our communities against extreme weather events (COMM)
WBO1.8.2	Develop an emergency private household Flood Compensation Fund Policy (COMM)

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	Target 26-27	Reporting Frequency
CED70 CP WBO2.1	Percentage of Complaints closed within timescales (CS) Higher Preferred	80%	Quarterly Indicator

Commitments

Code	Commitment
WBO2.1.1	Complete and secure Council approval of Bridgend 2040 (Transformation Strategy) by 31 December 2026. (F&T)
WBO2.1.2	All School Councils and the Youth Forum contribute to Corporate and Directorate Strategic Plans and receive formal feedback. (EEYYP)
WBO2.1.3	Improve how we communicate and engage with residents to help us become more customer focused and responsive (CS)
WBO2.1.4	Improve the way we gather and use resident views (CS)
WBO2.1.5	Improve the way we communicate with staff and how we gather and use staff views. (CS)
WBO2.1.6	Improve our complaints handling process and the way we learn from corporate complaints and compliments (CS)
WBO2.1.7	Renew Welsh language strategy. (CS)

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

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Target 26-27	Reporting Frequency
CED5 CP WBO2.2	Percentage of first call resolutions (F&T) Higher Preferred	77.58%	Quarterly Indicator Comment: Maintained or increase from 25.26 actual
CED51 CP WBO2.2	Number of online transactions using the digital platform (F&T) Higher Preferred	80893	Quarterly Indicator Comment: Maintained or increase from 25.26 actual

Commitments

Code	Commitment
WBO2.2.1	Complete a review of the corporate front door to streamline, standardise, and enhance entry points into the council, create a prioritised list of services for digital transformation and improve the resolution at the first point of contact. (F&T)

WBO2.3: Modernise and become a more efficient council

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Target 26-27	Reporting Frequency
CHR002 (PAM/001) CP WBO2.3	Number of working days/shifts lost to sickness absence per full-time equivalent (FTE) BCBC employee (CS/ALL) Lower Preferred	13.48%	Quarterly Indicator Comment: To maintain/improve on 25.26 figure
CORPB5 CP WBO2.3	Percentage of staff that have completed a Personal Review/Appraisal (excluding school staff) (CS/ALL) Higher Preferred	80%	Quarterly Indicator
NEW REF CP WBO2.3	Number of services digitally transformed to enable service users to transact online (F&T) Higher Preferred	5% increase (awaiting data)	Annual Indicator

Commitments

Code	Commitment
WBO2.3.1	Complete and secure Council approval of a refreshed Digital and Data Strategy and agree a prioritised first-year delivery roadmap by 31 March 2027, aligned with Bridgend 2040, the Medium Term Financial Strategy and the Council's transformation priorities. (F&T)
WBO2.3.2	Approve and operationalise the Council's corporate transformation governance structure and establish the initial corporate transformation portfolio by end of October 2026. (F&T)
WBO2.3.3	Build the capability and capacity required to support Council-wide transformation by 31 December 2026, including approval of the proposed Transformation Portfolio Office structure, recruitment to the agreed priority roles and deployment of the initial team against the corporate transformation portfolio. (F&T)
WBO2.3.4	Develop and begin embedding version 1 of the managing change and transformation section of The Bridgend Way by 31 March 2027, providing a consistent end-to-end operating model for assessing, prioritising, designing, governing, delivering and realising benefits from transformation activity. (F&T)
WBO2.3.5	Develop, approve and begin embedding a Council-wide Risk Appetite Framework by 31 March 2027 to strengthen strategic decision-making, risk management, horizon scanning, delegation and assurance. (F&T)
WBO2.3.6	We will improve the member referral service by clarifying its purpose, standards and expectations, ensuring a more responsive, consistent and accountable approach, improved digital functionality and management information. (F&T)
WBO2.3.7	Meet major milestones for critical Education, SSWB and Finance system transitions, including BCBC's local milestones for Connecting Care. (F&T)
WBO2.3.8	Corporate Performance Framework 2027: <i>From reporting to Insights and Intelligence</i> . To develop and embed a modern outcome-focused BCBC Corporate Performance Framework, co-designed with key stakeholders, that provides a clear line of sight between the council's priorities, resources, delivery and outcomes, enabling timely insight, constructive challenge and continuous improvement. Supporting training materials and accessible guidance will also be produced. (CS)
WBO2.3.9	To develop a new five year Corporate Plan 2027-2032 aligned to the new Transformation Strategy 2040 and vision (CS)
WBO2.3.10	BCBC Workforce Strategy 2027: To develop and embed a forward-looking, organisational-wide Workforce Strategy that ensures BCBC has the people, skills, leadership, culture and organisational capacity required to deliver its ambitions and respond effectively to the challenges and opportunities ahead. (CS)
WBO2.3.11	Respond to recommendations of Panel Performance Assessment (2025) To ensure progress and delivery against the eight PPA recommendations (whilst noting that much of the work will be embedded within, and across, other specific pieces of work e.g. development of a leadership programme will be addressed as part of the Workforce Strategy development project). (CS)
WBO2.3.12	Continue to make the most effective use of the Corporate Estate, including working with partners and property disposals as appropriate (COMM)

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

Commitments

Code	Commitment
WBO2.4.1	Review the partnership framework operating across the Council identifying key partnerships, TOR, and key milestones (F&T)

WBO3: Enabling people to meet their potential

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

Commitments

Code	Commitment
WBO3.1.1	All (100%) non-maintained funded settings are judged at least Good by external regulators; and are supported by local authority officers to achieve their outcomes. (EEYYP)

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

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Target 26-27	Reporting Frequency
EDU016a (PAM/007) CP WBO3.2	Percentage of pupil attendance in a) primary schools (EEYYP) Higher Preferred	92%	Annual Indicator
EDU016b (PAM/008) CP WBO3.2	b) secondary schools (EEYYP) Higher Preferred	91%	Annual Indicator
PAM032 CP WBO3.2	Average Capped 9 Score for pupils in Year 11 (EEYYP) Higher Preferred	360	Annual Indicator
EDU008a CP WBO3.2	The number of permanent exclusions during the academic year, per 1,000 pupils, from primary schools. (EEYYP) Lower Preferred	Reduce by 25%	Annual Indicator
EDU008b CP WBO3.2	The number of permanent exclusions during the academic year per 1,000 pupils from secondary schools. (EEYYP) Lower Preferred	Reduce by 25%	Annual Indicator
DEFS2 CP WBO3.2	The percentage of pupils achieving 5+ A-A* at GCSE. (EEYYP) Higher Preferred	Improve on 25/26 results	Annual Indicator
NEW REF CP WBO3.2	The percentage of pupils achieving A-A* at A Level. (EEYYP) Higher Preferred	Improve on 25/26 results	Annual Indicator
NEW REF CP WBO3.2	100% service areas judged Good or above in safeguarding audits (EEYYP) Higher Preferred	100%	Annual Indicator
NEW REF CP WBO3.2	Percentage of pupil attendance across vulnerable groups (mainstream and special schools) (EEYYP) Higher Preferred	90.50%	Annual Indicator

Commitments

Code	Commitment
WBO3.2.1	No Bridgend school or Pupil Referral Units will be placed in an Estyn follow-up category. (EEYYP)

WBO3.3: Provide Welsh medium education opportunities

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Target 26-27	Reporting Frequency
DEFS138 CP WBO3.3	Percentage of Year 1 learners taught through the medium of Welsh (EEYYP) Higher Preferred	10%	Annual Indicator Comment: (WESP target 2032 is 14%)

Commitments

Code	Commitment
WBO3.3.1	Deliver the actions in the Welsh in Education Strategic Plan (WESP) (EEYYP)

WBO3.4: Modernise school buildings

Commitments

Code	Commitment
WBO3.4.1	Deliver Band B School Modernisation Projects throughout 2026-2027 working towards final completion by September 2028. o Enlarge Ysgol Gymraeg Bro Ogwr to a 2.5 form-entry new-build school. o Provide a new-build for Mynydd Cynffig Primary School. o Enlarge Ysgol y Ferch o'r Sgêr to a two form-entry new-build school. o Provide a new two-form entry English-medium school to replace the existing Afon Y Felin and Corneli Primary Schools. o Relocate Heronsbridge School to a new-build 300-place school. (EEYYP)

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

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Target 26-27	Reporting Frequency
CH/052 CP WBO3.5	Percentage of care leavers who have experienced Homelessness during the year (SSWB) Lower Preferred	10%	Quarterly Indicator
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	75%	Quarterly Indicator
NEW REF CP WBO3.5	Placement stability - number of moves (SSWB) Lower Preferred	10%	Quarterly Indicator
SSWB78a CP WBO3.5	Timeliness of visits to children who are care experienced (SSWB) Higher Preferred	100%	Quarterly Indicator

SSWB39 (CH/039) CP WBO3.5	Number of Care Experienced Children (SSWB) Lower Preferred	315	Quarterly Indicator
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Commitments

Code	Commitment
WBO3.5.1	To ensure care-experienced children have access to stable, long-term living arrangements, access good quality education, training and employment opportunities and opportunities to enhance their social and emotional development. (SSWB)

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

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Target 26-27	Reporting Frequency
DEFS82 CP WBO3.6	Number of participants in the Employability Bridgend programme going into employment (COMM) Higher Preferred	230	Annual Indicator
PAM046 CP WBO3.6	Percentage of Year 11 leavers not in education, training, or employment (NEET) (EEYYP) Lower Preferred	2%	Annual Indicator

Commitments

Code	Commitment
WBO3.6.1	Support young people into education, employment or training through targeted school-based and post-16 youth work, and tailored support for those at risk of disengagement and NEET (EEYYP)
WBO3.6.2	Employability Bridgend will support participants and deliver a comprehensive employability and skills programme (COMM)

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	Target 26-27	Performance this period
SSWB87 CP WBO4.1	Percentage of reablement packages implemented with a positive outcome (SSWB) Higher Preferred	68%	Quarterly Indicator
New CP WBO4.1	Reduction in number of children residing in external residential care (SSWB) Lower Preferred	19	Quarterly Indicator
New CP WBO4.1	Based on as a snapshot at every quarter, our position relative to the other authorities in Wales is to be in the lower quartile of providers of Domiciliary care (measured by hours) (SSWB) Lower Preferred	Lower quartile	Quarterly Indicator
New CP WBO4.1	Number of adults per 100,000 population receiving support in long-term care home accommodation (SSWB) Lower Preferred	Lower quartile	Quarterly Indicator

Commitments

Code	Commitment
WBO4.1.1	Build a resilient, skilled and sustainable Adult Social Care workforce. (SSWB)
WBO4.1.2	Improve the quality, consistency and impact of social work practice. (SSWB)
WBO4.1.3	Strengthen prevention, early intervention and support for carers. (SSWB)
WBO4.1.4	Deliver sustainable and sufficient care and support services through effective commissioning and partnerships (SSWB)
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)
WBO4.1.6	Grow the number of Houses in Multiple Occupation (HMO’s) that are used to temporarily support homeless households and reduce reliance on bed and breakfast and Airbnb accommodation. (SSWB)

WBO4.2: Support people in poverty

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Target 26-27	Performance this period
CED43 CP WBO4.2	Percentage of people supported through FASS (Financial Assistance and Support Service) where support has resulted in increased income through claims for additional/increased benefits and allowances (F&T) Higher Preferred	85%	Quarterly Indicator
CED44 CP WBO4.2	Percentage of people supported through FASS who have received advice and support in managing or reducing household debt (F&T) Higher Preferred	85%	Quarterly Indicator

Commitments

Code	Commitment
WBO4.2.1	Support eligible residents to receive the financial help available to them. (F&T)

WBO4.3: Support people with housing needs

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Target 26-27	Performance this period
CED60 CP WBO4.3	Number of additional affordable homes provided by Registered Social Landlords (RSLs) across the County Borough (SSWB) Higher Preferred	96	Annual Indicator
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 (SSWB) Lower Preferred	25%	Quarterly Indicator
PAM/012 (DOPS15) CP WBO4.3	Percentage of households successfully prevented from becoming homeless (SSWB) Higher Preferred	40%	Quarterly Indicator
PAM/015 (PSR002) CP WBO4.3	Average (MEDIAN) number of calendar days taken to deliver a Disabled Facilities Grant (SSWB) Lower Preferred	542 days	Quarterly Indicator

Commitments

Code	Commitment
WBO4.3.1	Continue to improve our housing and homelessness service to reduce homelessness across the borough through implementation of the agreed action plan (SSWB)
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. (CS/SRS)

WBO4.4: Support children with additional learning needs

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Target 26-27	Performance this period
NEW REF CP WBO4.4	Number of ALN tribunals (EEYYP) Lower Preferred	5	Quarterly Indicator Performance:
NEW REF CP WBO4.4	Number of placements that are non-maintained providers out of county (EEYYP) Lower Preferred	10	Quarterly Indicator Performance:
NEW REF CP WBO4.4	Average (median) waiting time (from referral date) for specialist placement through Access to Education. (EEYYP) Lower Preferred	No target Baseline to be established	Annual Indicator Performance:

Commitments

Code	Commitment
WBO4.4.1	Promote inclusive education by enabling more learners with ALN to learn, participate and succeed within Bridgend's mainstream schools (EEYYP)

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

Performance Indicators

PI Ref, Type & Aim	PI Description and Preferred Outcome	Target 26-27	Performance this period
CH/003 CP WBO4.5	Percentage of Children’s safeguarding referrals where a decision is made within 24 hours (SSWB) Higher Preferred	100%	Quarterly Indicator
SSWB62 CP WBO4.5	Percentage of child protection investigations completed within required timescales (SSWB) Higher Preferred	100%	Quarterly Indicator
CH/026 CP WBO4.1	Number of children on the child protection register (SSWB) Lower Preferred	91	Quarterly Indicator
SSWB57 CP WBO4.1	Percentage of enquiries to the Adult Social Care front door which result in information and advice only (SSWB) Higher Preferred	80%	Quarterly Indicator
SSWB78b CP WBO4.1	Timeliness of visits to children on the child protection register (SSWB) Higher Preferred	100%	Quarterly Indicator
SSWB77 CP WBO4.5	Percentage of adult safeguarding inquiries which receive initial response within 7 working days (SSWB) Higher Preferred	85%	Quarterly Indicator

Commitments

Code	Commitment
WBO4.5.1	Work as One Council to effectively safeguard children and adults at risk (SSWB)
WBO4.5.2	All youth provision including Youth Justice and Youth Support is judged at least Good by external regulators. (EEYYP)