Appendix 2

Corporate Plan Deliver Plan 2026-27 Performance Indicator Targets

Section A – Corporate Plan Performance Indicators and Targets 2026-27

WBO 1 - A prosperous place with thriving communities

Aim 1.1 Moving towards decarbonisation, and improving our energy efficiency

Performance Indicator Description	2025-26 Target	Actual 2025-26 & RAYG	Actual Year-end Trend	2026-27 Target	Rationale for Target
Reduction in emissions (across our buildings, fleet & equipment, streetlighting, business travel, commuting, homeworking and waste) (COMM) *(Annual Indicator, higher preferred)*	5%	**5% YELLOW**	↓	5%	To see a reduction in emissions and progress our corporate energy efficiency

Aim 1.2 Protect landscapes and open spaces

Performance Indicator Description	2025-26 Target	Actual 2025-26 & RAYG	Trend	2026-27 Target	Rationale for Target
Number of green flag parks and green spaces (COMM) *(Annual Indicator, higher preferred)*	2	**2 YELLOW**	↔	2	Maintain the 2 current Green Flag sites (Coychurch Crematorium and Maesteg Welfare Park
Number of blue flag beaches (COMM) *(Annual Indicator, higher preferred)*	3	**3 YELLOW**	↔	3	Maintain the 3 current Blue Flag sites (Rest Bay, Trecco Bay and Porthcawl Marina)

Aim 1.3 Promote the conditions for economic growth and prosperity

Performance Indicator Description	2025-26 Target	Actual 2025-26 & RAYG	Trend	2026-27 Target	Rationale for Target
Number of business start-ups assisted (COMM) *(Annual Indicator, higher preferred)*	30	**52 YELLOW**	↓	30	Continue to assist and capitalise on the strong new business demand

Aim 1.5 Reduce, reuse or recycle as much waste as possible

Performance Indicator Description	2025-26 Target	Actual 2025-26 & RAYG	Trend	2026-27 Target	Rationale for Target
Percentage of street cleansing waste prepared for recycling (COMM) *(Annual Indicator, higher preferred)*	40%	**41.25% GREEN**	↑	40%	To maintain the existing targets which remain challenging to achieve
Percentage of streets that are clean (COMM) *(Quarterly Indicator, higher preferred)*	99%	**88.59% RED**	↓	95%	Target reviewed to more realistic level based on current service delivery model
Percentage of waste reused, recycled or composted (COMM) *(Quarterly Indicator, higher preferred)*	70%	**69.08% AMBER**	↙	70%	To maintain the existing targets which remain challenging to achieve

Aim 1.6 Provide opportunities for culture, leisure, and play

Performance Indicator Description	2025-26 Target	Actual 2025-26 & RAYG	Trend	2026-27 Target	Rationale for Target
Number of active users across target population groups via health & wellbeing leisure membership provision (SSWB) *(Quarterly Indicator, higher preferred)*	700	**2,360 YELLOW**	New 25-26	2,000	2025/26 was the first year this PI was introduced. The target for 2026/27 has been set slightly below the 2025/26 actual figure to allow for any initial issues with data collection

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Aim 1.7 Invest and improve the public realm in all our communities

Performance Indicator Description	2025-26 Target	Actual 2025-26 & RAYG	Trend	2026-27 Target	Rationale for Target
Percentage of: Principal (A) roads in overall poor condition (COMM) *(Annual Indicator, lower preferred)*	4%	**5.7 RED**	↓	5.7%	To maintain 2025-26 performance
Percentage of: Non-principal (B) roads in overall poor condition (COMM) *(Annual Indicator, lower preferred)*	4%	**2.3% GREEN**	↙	2.3%	To maintain 2025-26 performance
Percentage of: Non-principal (C) roads in overall poor condition (COMM) *(Annual Indicator, lower preferred)*	8%	**8.5% AMBER**	↙	8.5%	To maintain 2025-26 performance

WBO 2 - Creating modern, seamless public services

Aim 2.1 Improving how we engage with people, listening to views & acting on them

Performance Indicator Description	2025-26 Target	Actual 2025-26 & RAYG	Trend	2026-27 Target	Rationale for Target
Percentage of Complaints closed within timescales (CS) *(Quarterly Indicator, higher preferred)*	80%	**39.35% RED**	⬆	80%	To see improvement in performance

Aim 2.2 Offer more information and services online, and in local areas

Performance Indicator Description	2025-26 Target	Actual 2025-26 & RAYG	Trend	2026-27 Target	Rationale for Target
Percentage first call resolutions (via Customer Contact Centre)(F&T) *(Quarterly Indicator, higher preferred)*	75.92%	**77.58% GREEN**	⬆	77.58%	To maintain or improve on 25-26 annual actual
Number of online transactions using the digital platform (F&T) *(Quarterly Indicator, higher preferred)*	81,034	**80,893 AMBER**	↙	80,893	To maintain or improve on 25-26 annual actual

Aim 2.3 Modernise and become a more efficient council

Performance Indicator Description	2025-26 Target	Actual 2025-26 & RAYG	Trend	2026-27 Target	Rationale for Target
Number of working days/shifts lost to sickness absence per full-time equivalent (FTE) Bridgend County Borough Council employee (CS/ALL) *(Quarterly Indicator, lower preferred)*	No target	13.48 days	⬆	13.48 days	To maintain or improve on 25-26 annual actual.
Percentage of staff that have completed a Personal Review/Appraisal (excluding school staff) (CS/ALL) *(Quarterly Indicator, higher preferred)*	80%	**67.05% RED**	↙	80%	Target set to ensure all eligible staff have an annual review
Number of services digitally transformed to enable service users to transact online (F&T) *(Annual Indicator, higher preferred)*	New 26-27	awaiting data	n/a	5% increase	To increase in online delivery options for customers

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WBO 3 - Enabling people to meet their potential

Aim 3.2 Provide safe, supportive schools with high quality teaching

Performance Indicator Description	2025-26 Target	Actual 2025-26 & RAYG	Trend	2026-27 Target	Rationale for Target
Percentage of schools that have self-evaluated themselves as ‘green’ as part of their annual safeguarding audit (EEYYP) *(Annual Indicator, higher preferred)*	100%	**93% AMBER**	↔	100%	Target set line with guidance, to ensure schools are exercising their legal safeguarding obligations.
Percentage pupil attendance in primary schools (EEYYP) *(Annual Indicator, higher preferred)*	94%	**93.1% AMBER**	↑	92%	Targets have reduced as the vulnerability profile of children has become more pronounced, with increasing numbers presenting multiple and overlapping indicators of vulnerability and complexity that affect their participation in and engagement with learning.
Percentage pupil attendance in secondary schools (EEYYP) *(Annual Indicator, higher preferred)*	92%	**87.6% AMBER**	↑	91%	
Average ‘Capped 9’ score for pupils in Year 11 (EEYYP) *(Annual Indicator, higher preferred)*	360	**358.80 AMBER**	↑	360	Target maintained
Number of permanent exclusions during the academic year, per 1,000 pupils, from primary schools (EEYYP) *(Annual Indicator, lower preferred)*	New 2026-27	0.6	n/a	0.45	25% reduction on 2025-26 performance
Number of permanent exclusions during the academic year per 1,000 pupils from secondary schools (EEYYP) *(Annual Indicator, lower preferred)*	New 2026-27	3.1	n/a	2.3	25% reduction on 2025/26 performance
Percentage of pupils achieving 5+ A-A* at GCSE (EEYYP) *(Annual Indicator, higher preferred)*	New 2026-27	19.7%	n/a	18.5%	2025/26 results were above previous trend. Target set to see 0.5% improvement on all Wales average results

Percentage of pupils achieving A-A* at A Level (EEYYP) *(Annual Indicator, higher preferred)*	New 2026-27	22.4%	n/a	23.9%	Improve on 2025/26 results
Percentage attendance for pupils eligible for free school meals (eFSM) in mainstream and special schools (EEYYP) *(Annual Indicator, higher preferred)*	New 2026-27	85.91%	n/a	85%	To continue to narrow the gap between eFSM and non-eFSM learners at a time when complexity of learner's needs are intensified.

Aim 3.3 Provide Welsh medium education opportunities

Performance Indicator Description	2025-26 Target	Actual 2025-26 & RAYG	Trend	2026-27 Target	Rationale for Target
Percentage of Year 1 pupils taught through the medium of Welsh (EEYYP) *(Annual Indicator, higher preferred)*	8.85%	**8.2% AMBER**	↙	10%	Target to increase learners studying through the medium of Welsh as per Welsh in Education Strategic Plans (Wales) Regulations 2019. To achieve 14% target by 2032

Aim 3.5 Be good parents to our care experienced children

Performance Indicator Description	2025-26 Target	Actual 2025-26 & RAYG	Trend	2026-27 Target	Rationale for Target
Percentage of care leavers who have experienced homelessness during the year (SSWB) *(Quarterly Indicator, lower preferred)*	10%	**7.69% GREEN**	↑	0%	To Improve performance. No care leavers to have experienced homelessness
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) *(Quarterly Indicator, higher preferred)*	65%	**70.42% GREEN**	↑	75%	To continue to improve performance
Percentage of children looked after who have experienced three or more placements (SSWB) *(Quarterly Indicator, lower preferred)*	New 26-27	New 26-27	n/a	10%	To improve placement stability

Timeliness of visits to children who are care experienced (SSWB)*(Quarterly Indicator, higher preferred)*	87%	**90.54% GREEN**	⬆	100%	To improve performance
Number of care experienced children (SSWB) *(Quarterly Indicator, lower preferred)*	325	**316 GREEN**	⬆	315	Continue to safely reduce the number of care experienced children

Aim 3.6 Help people get the skills they need for work

Performance Indicator Description	2025-26 Target	Actual 2025-26 & RAYG	Trend	2026-27 Target	Rationale for Target
Number of participants in the Employability Bridgend programme going into employment (COMM) *(Quarterly Indicator, higher preferred)*	290	**241 RED**	Trend not applicable	230	Funding arrangements can vary from year to year therefore target set to maximise use of funding secured for the year.
Percentage of Year 11 leavers not in education, training, or employment (NEET) in the Careers Wales annual destination statistics (EEYYP) *(Annual Indicator, lower preferred)*	2%	**1.8% GREEN**	⬆	2%	Previous target retained in recognition of the increasing needs that young people are currently presenting with. The increase is in line with a national rise in numbers of pupils presenting as NEET.

WBO 4 - Supporting our most vulnerable

Aim 4.1 Provide high-quality children's & adults social services / early help services

Performance Indicator Description	2025-26 Target	Actual 2025-26 & RAYG	Trend	2026-27 Target	Rationale for Target
Percentage of reablement packages implemented with a positive outcome (SSWB) *(Quarterly Indicator, higher preferred)*	69%	**68.66%** **AMBER**	↙	68%	Maintain performance given that more older and frailer people require rebablement services
Reduction in number of children residing in external residential care (SSWB) *(Quarterly Indicator, lower preferred)*	New 26-27	New 26-27	n/a	19	Target set in line with safer reduction strategy
Number of hours of domiciliary care to be in the lower quartile in Wales relative to other authorities (quarterly snapshot) (SSWB) *(Quarterly Indicator, lower preferred)*	New 26-27	New 26-27	n/a	Lower Quartile	Based quarterly snapshot, our position relative to the other authorities in Wales is to be in the lower quartile of providers of Domiciliary care (measured by hours)
Number of adults per 100,000 population receiving support in long-term care home accommodation (SSWB) *(Quarterly Indicator, lower preferred)*	New 26-27	New 26-27	n/a	Lower Quartile	Based quarterly snapshot, our position relative to the other authorities in Wales is to be in the lower quartile

Aim 4.2 Support people in poverty

Performance Indicator Description	2025-26 Target	Actual 2025-26 & RAYG	Trend	2026-27 Target	Rationale for Target
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) *(Quarterly Indicator, higher preferred)*	85%	**96%** **YELLOW**	↔	85%	Target retained

Percentage of people supported through FASS who have received advice and support in managing or reducing household debt (F&T) *(Quarterly Indicator, higher preferred)*	85%	**98% GREEN**	↑	85%	Target retained

Aim 4.3 Support people with housing needs

Performance Indicator Description	2025-26 Target	Actual 2025-26 & RAYG	Trend	2026-27 Target	Rationale for Target
Number of additional affordable homes provided by Registered Social Landlords (RSLs) across the County Borough (SSWB) *(Annual Indicator, higher preferred)*	110	**177 GREEN**	↑	96	Working with RSL's to utilise capital income streams, such as the Social Housing Grant (SHG) – to develop 500 units over a 5-year programme.
Percentage of people presenting as homeless or potentially homeless for whom the Local Authority has a final legal duty to secure suitable accommodation (SSWB) *(Quarterly Indicator, lower preferred)*	20%	**26.6% RED**	↙	25%	Target set to see reduction in the number who fall into the final legal duty category. This is where the Authority has not been able to relieve homelessness within 56 days.
Percentage of households successfully prevented from becoming homeless (SSWB) *(Quarterly Indicator, higher preferred)*	20%	**43.3% GREEN**	↑	40%	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
Average (median) number of calendar days taken to deliver a Disabled Facilities Grant (DFG) (SSWB) *(Quarterly Indicator, lower preferred)*	542 days	Awaiting data	n/a	542 days	The target reflects increased demand for DFGs and limited annual capital funding

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Aim 4.4 Support children with additional learning needs

Performance Indicator Description	2025-26 Target	Actual 2025-26 & RAYG	Trend	2026-27 Target	Rationale for Target
Number of Additional Learning Needs (ALN) tribunals (EEYYP) *(Quarterly Indicator, lower preferred)*	New 26-27	0	n/a	5	Target set at 5 or fewer to allow for cases outside the Council's control while maintaining strong performance in preventing tribunals through early resolution
Number of learners placed in non-maintained settings out of county (EEYYP) *(Quarterly Indicator, lower preferred)*	New 26-27	5	n/a	10	Due to a higher demand on specialist services and increased permanent exclusions it is anticipated that out of county placement may increase.
Average (median) waiting time (from referral date) for specialist placement through Access to Education. (EEYYP) *(Annual Indicator, lower preferred)*	New 26-27	New 26-27	n/a	No target Baseline to be established	No target set as we need to establish a baseline. This measure will demonstrate how quickly a child/young person with identified ALN can access specialist provision.

Aim 4.5 Safeguard and protect people at risk of harm

Performance Indicator Description	2025-26 Target	Actual 2025-26 & RAYG	Trend	2026-27 Target	Rationale for Target
Percentage of Childrens safeguarding referrals where decision is made within 24 hours (SSWB) *(Quarterly Indicator, higher preferred)*	99.5%	**99.86% YELLOW**	↙	100%	To sustain high performance and ensure children are protected from harm and

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					target takes account of occasional system glitches.
Percentage of child protection investigations completed within required timescales (SSWB) *(Quarterly Indicator, higher preferred)*	80%	**82.47% YELLOW**	↙	100%	To continue to improve performance
Number of children on the child protection register (SSWB) *(Quarterly Indicator, lower preferred)*	120	**91 YELLOW**	↓	91	Sustain safe reduction in the Child Protection Register
Percentage of enquiries to the Adult Social Care front door which result in information and advice only (SSWB) *(Quarterly Indicator, higher preferred)*	83%	**77.73% AMBER**	↙	80%	To improve on 2025-26 performance
Timeliness of visits to children on the child protection register (SSWB) *(Quarterly Indicator, higher preferred)*	87%	**90.49% GREEN**	↑	100%	To improve performance
Percentage of Adult safeguarding enquiries which receive initial response within 7 working days (SSWB) *(Quarterly Indicator, higher preferred)*	85%	**88.62% GREEN**	↑	85%	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.

Section B – This section provides clarity on the previously reported Performance Indicators as rationalised for 2026-27. Where appropriate, service-level monitoring and reporting of these PIs will be in place.

WBO 1 - A prosperous place with thriving communities

Aim 1.1 Moving towards decarbonisation, and improving our energy efficiency

Performance Indicator Description
Levels of nitrogen dioxide (NO_2) pollution in the air (micrograms per m^3) (CS/SRS) *(Annual Indicator, lower preferred)*
Annual Gas Consumption across the Authority (kWh) (COMM) *(Annual Indicator, lower preferred)*
Annual Electricity Consumption across the Authority (kWh) (COMM) *(Annual Indicator, lower preferred)*

Aim 1.3 Promote the conditions for economic growth and prosperity

Performance Indicator Description
Number of businesses receiving support through Local Growth Fund (previously SPF) (COMM) *(Quarterly Indicator, higher preferred)*

Aim 1.4 Regenerate our town centres and Valleys

Performance Indicator Description
Number of commercial properties assisted through the enhancement grant scheme (COMM) *(Annual Indicator, higher preferred)*

Aim 1.6 Provide opportunities for culture, leisure, and play

Performance Indicator Description
Number of play areas that have been refurbished (COMM) *(Annual Indicator, higher preferred)*
Participation in the national free swimming initiative for 16 and under (SSWB) *(Annual Indicator, higher preferred)*

WBO 2 - Creating modern, seamless public services

Aim 2.1 Improving how we engage with people, listening to views & acting on them

Performance Indicator Description
Level of engagement (Welsh / English) across consultations (CS) *(Annual Indicator, higher preferred)*
Level of engagement (Welsh / English) with corporate communications to residents using the digital communications platform (CS) *(Annual Indicator, higher preferred)*

Aim 2.3 Modernise and become a more efficient council

Performance Indicator Description
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) *(Annual Indicator, higher preferred)*

Aim 2.4 Improve partnership working with partners, the third sector and Town and Community Councils

Performance Indicator Description
Percentage of Assia service users reporting increased feelings of safety at their exit evaluation (F&T) *(Quarterly Indicator, higher preferred)*
Percentage of high-risk domestic abuse victims / public protection notices received by the service contacted within 48 hours (F&T) *(Quarterly Indicator, higher preferred)*
Percentage of medium risk domestic abuse victims / public protection notices received by the service contacted within 72 hours (F&T) *(Quarterly Indicator, higher preferred)*
Number of active referrals supported by Local Community Coordinators (SSWB) *(Quarterly Indicator, higher preferred)*
Number of children and young adults supported during school holidays (SSWB) *(Annual Indicator, higher preferred)*

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WBO 3 - Enabling people to meet their potential

Aim 3.1 Provide an effective Childcare and Early Years Offer

Performance Indicator Description
Number of two-year-olds accessing childcare through the Flying Start programme (EEYYP) *(Quarterly Indicator, higher preferred)*

Aim 3.2 Provide safe, supportive schools with high quality teaching

Performance Indicator Description
Percentage of school days lost due to fixed-term exclusions during the school year in primary schools (EEYYP) *(Annual Indicator, lower preferred)*
Percentage of school days lost due to fixed-term exclusions during the school year in secondary schools (EEYYP) *(Annual Indicator, lower preferred)*

Aim 3.3 Provide Welsh medium education opportunities

Performance Indicator Description
Percentage of learners studying for assessed qualifications through the medium of Welsh at the end of Key Stage 4 (EEYYP) *(Annual Indicator, higher preferred)*
Number of learners studying for Welsh as a second language at AS Level and A Level (EEYYP) *(Annual Indicator, higher preferred)*

Aim 3.6 Help people get the skills they need for work

Performance Indicator Description
Number of participants in the Employability Bridgend programme supported into education or training (COMM) *(Quarterly Indicator, higher preferred)*

WBO 4 - Supporting our most vulnerable

Aim 4.1 Provide high-quality children's & adults social services / early help services

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Performance Indicator Description
Percentage of completed TAF (Team Around the Family) support plans that close with a successful outcome (SSWB) (Quarterly Indicator, higher preferred)
Number of people recorded as delayed on the national pathway of care (SSWB) *(Quarterly Indicator, lower preferred)*

Aim 4.3 Support people with housing needs

Performance Indicator Description
Percentage of people who feel they can live more independently as a result of receiving a Disabled Facility Grant in their home (SSWB) *(Quarterly Indicator, higher preferred)*

Aim 4.4 Support children with additional learning needs

Performance Indicator Description
Percentage of new local authority individual development plans (IDPs) delivered using the online IDP system (EEYYP) *(Quarterly Indicator, higher preferred)*
Number of pupils on the waiting lists for specialist provision (EEYYP) *(Quarterly Indicator, lower preferred)*
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) *(Annual Indicator, higher preferred)*

Aim 4.5 Safeguard and protect people at risk of harm

Performance Indicator Description
Average waiting time on the Deprivation of Liberty Safeguards (DoLS) waiting list (SSWB) *(Quarterly Indicator, lower preferred)*