



The Vale of Glamorgan Council
Improvement Plan
Summary 2013



Improvement Objectives 2012/13	Corporate Plan Outcome Areas (2010-14)
1. To improve the quality and standard of private sector housing in the Castleland area.	Regeneration Encouraging development of sustainable communities
2. To reduce the time taken to deliver disabled facilities grants to children and young people and to adults to achieve the Welsh average performance of 2010/11 as a minimum.	Health, Social Care and Wellbeing Enabling people to live independently in the community
3. To increase energy efficiency by promoting sustainable practices in our business in order to reduce the Council's carbon footprint.	Corporate Resources Making best use of our assets
4. To increase recycling rates in order to achieve the Welsh Government target for 2012-2013.	Regeneration Protecting and enhancing the Vale's natural and built environment
5. To increase the proportion of the Council's housing stock that meet the Wales Housing Quality Standard (WHQS) by 31 March 2014.	Regeneration Encouraging development of sustainable communities
6. To increase attendance at secondary schools to achieve the Welsh top quartile performance of 2011/12.	Lifelong Learning and Skills Raising levels of pupil attainment
7. To maximise use of our property resources.	Corporate Resources Making best use of our assets
8. To develop effective and sustainable workforce planning arrangements for the Council.	Corporate Resources Delivering council services to the highest possible standard



King Square, Barry

Knap Lake, Barry

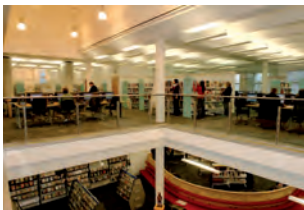
Sunset, Penarth

Overview Report 2013

1. To improve the quality and standard of private sector housing in the Castleland area.

This objective has been partially met; the improvement work is continuing, and there are achievable project plans in place to fully meet this objective within the timescale established for the project.

Overall, the renewal scheme has contributed to improving the standard of housing for the people in the area. A five year programme of 'face-lifting' which involves improvements to the front of properties has enhanced the street scene in Castleland; 353 properties were included in the facelift scheme in 2013. In the previous year, 346 properties were improved. In both years resident participation in the scheme has been over 90%. A further 260 homes are set to benefit from improvement by March 2014.



County Library, Barry

Old Limeworks, Aberthaw

Skate Park, Cowbridge

2. To reduce the time taken to deliver disabled facilities grants to children and young people and to adults to achieve the Welsh average performance of 2010/11 (386 days) as a minimum.

The council's performance of 346 days (2012/13) to deliver a disabled facilities grant (DFG) means that it has achieved overall its improvement objective of reducing the time taken to deliver disabled facilities grants to children and young people and to adults to 386 days.

The process for delivery of DFGs has become more streamlined as a result of regular detailed reviews of the whole framework. Electronic tendering is now standard practice. An occupational therapist (OT), funded by the council, is based within the team. This has cut down on the time taken for responses and has provided improved continuity for customers. New guidelines have been established and widely communicated to staff, ensuring a consistent approach to the handling of DFGs.

Waiting times for DFGs have continually reduced over the past 4 years. The Welsh Government's Local Authority Service Performance report (2011/12) identified the Vale of Glamorgan as the most improved authority in Wales for delivery of DFGs.

3. To increase energy efficiency by promoting sustainable practices in our business in order to reduce the Council's carbon footprint.

This objective has been fully achieved, although work will continue to take place to reduce energy use even further.

There was a considerable amount of activity across the council during 2012/13 to reduce energy use and carbon emissions. As a result, there has been a reduction of 11.05% in building related carbon emissions for 2012/13 compared to the 2011/12 performance.

4. To increase recycling rates in order to achieve the Welsh Government target for 2012-2013.

This objective has been fully achieved, although work will continue to recycle and reuse more of our waste.

In order to increase participation, there has been an increased focus on making it easier for households to recycle. The launch of weekly co-mingled household kerbside recycling collections since September 2011 has shown an increase of between 30 - 40% in recycling tonnage.

Through proactive initiatives such as 'what's in your bin' campaigns, road shows, door knocking and media campaigns targeting these areas, the service has seen an increase in participation and recycling capture rates in previously poor performing areas of the Vale.

5. To increase the proportion of the Council's housing stock that meet the Wales Housing Quality Standard (WHQS) by 31 March 2014.

This objective is being achieved, although work will continue to take place to ensure that all the council's housing stock reaches the quality standard.

In total £82m will be spent over a 4.5 year period to meet the WHQS. A housing asset management strategy and action plan are in place to fully meet the standard by April 2017.

Internal work has been the initial focus so far: 426 new heating systems have been installed and 140 new roofs and 71 windows and doors have been installed ensuring that homes are more weatherproof.



High Street, Cowbridge

Alexandra Park, Penarth

Llantwit Major Town Hall

6. To increase attendance at secondary schools to achieve the Welsh top quartile performance of 2011/12.

Overall, attendance at secondary schools in the Vale is an improving picture, although the target of being in the top quartile hasn't been achieved.

In 2011/12 attendance improved by 1.44% to 92.81% in secondary schools. This placed the Vale 7th in rank order in the 2nd quartile of performance when compared with Welsh councils. To be in the top quartile, the Vale needs to be ranked 5th or higher.

In order to continue to improve performance, a monthly Attendance Forum has been established which monitors individual schools attendance targets. Schools identified as having lower attendance rates and/or higher levels of unauthorised absence have been targeted for intervention. The attendance of vulnerable pupils including those who are looked after or at risk of offending are carefully monitored.

7. To maximise use of our property resources.

This objective has been fully achieved, although work is continuing to maximise property resources.

The Corporate Asset Management Plan (CAMP) has been updated, and clearly demonstrates how assets will support the delivery of corporate objectives.

The capital investment programme has been put in place to ensure that our older buildings are accessible, more energy efficient using sustainable energy sources such as solar panels and ground source heat pumps, with improved lighting and general facilities.

We are developing the 'Space Project' which is a review of our accommodation requirements in light of staffing reductions and changes in service delivery patterns in order to reduce revenue costs. This involves developing new office accommodation and adapting existing accommodation to provide predominantly open plan, efficiently used space with more shared space areas, reducing the numbers of dedicated workstations and higher levels of hot-desking.

The Council has reduced its property portfolio and has developed a shared strategic approach to asset management with our partners (Local Service Board and other Councils). This involves working collaboratively between councils and proactively pursuing co-location opportunities.



The Waterfront, Barry

Belle Vue, Penarth

Old Llantwit Major

8. To develop effective and sustainable workforce planning arrangements for the Council.

This objective has been partially met, and work will continue to ensure that workforce planning is embedded in the culture of the organisation.

A Workforce Plan has been agreed by the council, and is in the process of being implemented.

A revised senior management structure has been implemented across the council and service directorates have been rationalised. The new single status pay structure for over 4,500 employees has been implemented.

More emphasis is being placed on self service of Human Resources (HR) services which has enabled better targeted HR support to managers. This has supported an increased use of flexible working and contract flexibility, enabling the council to deliver services to better suit the needs of customers. There has been an increased number of local apprenticeships in the council.

Key skills for the future have been identified by staff and managers through annual performance and development reviews. A programme of skills development has commenced.

More details about all these improvement objectives can be found in the Improvement Plan on the Council's website www.valeofglamorgan.gov.uk