



Vale of Glamorgan Council ANNUAL REPORT 2018/19

SEPTEMBER 2019



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Strong
Communities
with a Bright
Future

Contents

INTRODUCTION.....	4
1.1 PURPOSE OF THIS REPORT	4
1.2 PERFORMANCE OVERVIEW.....	7
1.3 OVERALL STATUES OF CORPORATE PLAN.....	11
1.4 OUTCOME PERFORMANCE SNAPSHOT IN DETAIL.....	12
2. OUR CORPORATE PLAN COTRIBUTION TO THE NATIONAL GOALS.....	14
WELBEING OUTCOME 1	16
3.0 POSITION STATEMENT.....	16
3.1.1 OBJECTIVE 1: ACHIEVEMENTS.....	20
3.1.2 OBJECTIVE 2: ACHIEVEMENTS.....	21
3.1.3 OBJECTIVE 1: CASE STUDY.....	22
3.1.4 OBJECTIVE 2: CASE STUDY.....	23
3.2.1 OBJECTIVE 1: CHALLENGES.....	24
3.2.2 OBJECTIVE 2: CHALLENGES.....	24
WELBEING OUTCOME 2.....	26
4.0 POISITION STATEMENT.....	26
4.1.1 OBJECTIVE 3: ACHIEVEMENTS.....	30
4.1.2 OBJECTIVE 4: ACHIEVEMENTS.....	31
4.1.3 OBJECTIVE 3: CASE STUDY.....	32
4.1.4 OBJECTIVE 4: CASE STUDY	33
4.2.1 OBJECTIVE 3: CHALLENGES	34
4.2.2 OBJECTIVE 4: CHALLENGES	35
WELBING OUTCOME 3.....	37
5.0 POSITION STATEMENT	37
5.1.1 OBJECTIVE 5: ACHIEVEMENTS.....	41
5.1.2 OBJECTIVE 6: ACHIEVEMENTS	43
5.1.3 OBJECTIVE 5: CASE STUDY	43
5.1.4 OBJECTIVE 6: CASE STUDY	44
5.2.1 OBJECTIVE 5: CHALLENGES.....	46
5.2.2 OBJECTIVE 6: CHALLENGES.....	47
WELBEING OUTCOME 4.....	48
6.0 POSITION STATEMENT	48
6.1.1 OBJECTIVE 7: ACHIEVEMENTS	49
6.1.2 OBJECTIVE 8: ACHIEVEMENTS.....	50
6.1.3 OBJECTIVE 7: CASE STUDY.....	52
6.1.4 OBJECTIVE 8: CASE STUDY	53
6.2.1 OBJECTIVE 7: CHALLENGES.....	53
6.2.2 OBJECTIVE 8 CHALLENGES.....	54
CORPORATE HEALTH.....	57
7.0 POSITION STATEMENT	57
7.1 WHAT HAVE WE ACHIEVED	60
7.1.1 PEOPLE.....	60
7.1.2 CUSTOMER	61
7.1.3 FINANCIAL	61
7.1.4 ASSETS.....	62
7.1.5 DIGITAL VALE	63
7.1.6 WORKING IN COLLABORATION.....	64
7.2 OUR CHALLENGES	65
7.2.1 PEOPLE	65
7.2.2 CUSTOMER	66
7.2.3 FINANCIAL	67
7.2.4 ASSESTS.....	69
7.2.5 DIGITAL VALE	69
7.2.6 WORKING IN COLLABORATION.....	69
7.3 WHAT OUT ADITORS SAID ABOUT US	70
7.3.1 INSIGHT TRACKER.....	74

PERFORMANCE INDICATORS	75
8.MEASURING OUR PROGRESS CORPORATE PERFORMANCE.....	75
8.1 OBJECTIVE 1.....	75
8.2 OBJECTIVE 2	76
8.3 OBJECTIVE 3.....	78
8.4 OBJECTIVE 4.....	79
8.5 OBJECTIVE 5.....	82
8.6 OBEJECTIVE 6.....	85
8.7 OBJECTIVE 7.....	87
8.8 OBJECTIVE 8.....	89
VOG END OF YEAR PERFORMANCE.....	91
9.0 END OF YEAR PERFORMANCE	91
9.1 PERFORMAMNCE RANKING BY LOCAL AUTHROITY FOR PUBLIC ACCOUNTABILITY.....	93
9.2 PERFORMANCE COMPARED WITH WALES AND SOUTH EAST WALES REGION	95
9.3 PAM INDICATOR PERFORMANCE OVERVIEW	96
9.4 COMMENTARY ON BOTTOM QUARTILE PERFORMANCE INDICATORS.....	98

1.1 PURPOSE OF THIS REPORT

The Local Government (Wales) Measure 2009 (LGM) and the Well-being of Future Generations (Wales) Act 2015 (WBFGA) both place specific duties on the Council in relation to objective setting and reporting duties. Under the WBFGA, the Council is required to publish its annual Well-being Objectives by 31st March and review these annually to ensure they remain relevant. Under the LGM, we are also required to publish two documents each year: the first is a forward-looking Improvement Plan setting out our improvement priorities (known as Improvement Objectives) for the financial year ahead; and the second is an annual report to reflect back on the performance of that Plan.

In recent years we have moved towards a more integrated planning model, where our improvement priorities are now the same priorities that are outlined within our Corporate Plan. This means that our improvement priorities no longer sit in isolation to our Corporate Plan delivery. Our focus continues to be on setting and delivering on our Well-being Outcomes and Objectives outlined in the Corporate Plan 2016-20, so that we maximise our contribution to the Well-being Goals of the WBFGA whilst dovetailing this with our corporate planning processes. This demonstrates not only our contribution to the Well-being Goals but also represents the breadth of activities we undertake as a Council as well as integrating the Act's 'five ways of working' within our planning framework. This approach is in line with guidance from the Welsh Government and the Future Generations Commissioner. In line with this integrated approach to planning and reporting, Cabinet endorsed the Corporate Plan Well-being Objectives as the Council's Improvement Objectives for 2018/19 and for the purposes of the Well-being of Future Generations (Wales) Act 2015.

In line with our duties under the WBFGA we are committed to reviewing our Well-being Objectives annually to ensure they remain relevant and reflect local priorities. In developing the Corporate Plan, we were cognisant of the emerging findings of the Well-being Assessment which was being undertaken to inform the Vale of Glamorgan Public Service (PSB) Well-being Plan. Following its adoption, we have also used the PSB's Well-being Plan as an opportunity to review the relevance of our Well-being priorities so that we can continue to reflect the most important priorities for the Vale of Glamorgan. Through this work, we are assured that our Well-being Objectives are appropriate and continue to remain relevant to the priorities outlined in the Public Services Board's (PSB) Well-being Plan 2018-2023 and will complement the work of the PSB going forward. Throughout the year we have also extensively reviewed the relevance of our Well-being Objectives via our Service Planning process and the continual monitoring of progress against Corporate Plan activities in terms of the key intended outcomes, achievements and challenges. We have also consulted with our citizens through the bi-ennial Public Opinion Survey, who agreed that these objectives continue to be relevant for Year 3 of the Corporate Plan (2018/19) which this report assesses progress against.

Our Well-being and Improvement Objectives for 2018/19 were:

- Objective 1: Reducing poverty and social exclusion
- Objective 2: Providing decent homes and safe communities
- Objective 3: Promoting regeneration, economic growth and employment
- Objective 4: Promoting sustainable development and protecting our environment
- Objective 5: Raising overall standards of achievement
- Objective 6: Valuing culture and diversity
- Objective 7: Encouraging and promoting active and healthy lifestyles
- Objective 8: Safeguarding those who are vulnerable and promoting independent living

This Annual Review of Performance 2018/19 (Improvement Plan Part 2) looks back at how we did on delivering our improvement priorities (Well-being Objectives) as set out in the Vale of Glamorgan Well-being Objectives and Improvement Plan Part 1: 2018/19 and is intended to comply with our legal duties under the WBFG Act and the LGM as well as providing an assessment of our performance for our citizens.

The report attempts to build a coherent picture of how our integrated thinking and planning processes are helping us to take the necessary steps to meet our Corporate Plan Well-being Objectives and in so doing maximise our

contribution to the national goals. Our approach to integrated planning is ensuring that where possible we are connecting our Well-being Objectives to achieve maximum impact. For example, we have set objectives to raise overall standards of achievement, alongside objectives to reduce poverty and social exclusion, safeguard those who are vulnerable, provide decent homes and safe communities, promote regeneration, economic growth and employment, value culture and diversity and encourage and promote active and health lifestyles. Given the impact these will have on raising standards of achievement and citizens' well-being overall, we are working with our key partners and residents to ensure that the steps we are taking will maximise our resources and chances of securing multiple outcomes in line with our objectives. This approach is consistent with guidance from the Future Generations Wales Commissioner's Office. However, we also recognise that there is a need to further embed this approach alongside the sustainable development principles in order to ensure success.

Due to the cross-cutting nature of our priorities and the breadth of activities being undertaken to contribute towards achieving our Well-being objectives, we have sought to minimise duplication in the annual report by focusing on outcomes for each Well-being Objectives. For example, to demonstrate our progress towards, 'raising overall standards of achievement' the report highlights performance in relation to a series of measures and planned activities, however, these are not stand alone and should be viewed within the holistically within the context of our other Well-being Objectives.

Year 3 (2018/19) of our Corporate Plan has set out big ambitions for the Vale of Glamorgan and its citizens on how we deliver our vision of 'Strong Communities with a Bright Future'. This report provides a comprehensive review of our performance during 2018/19 and incorporates our statutory reporting requirements including; outlining our overall Council contribution to the national Well-being goals; a comparison of our performance using national benchmarking data; progress against our strategic collaborations; what our auditors say about us; how we have used our resources and how we have engaged with our residents. The report also provides an opportunity to start the process to review our Well-being (Improvement) Objectives to ensure that they remain relevant in line with legislation requirements. Confirmation of our Well-being (Improvement) Objectives for 2019/20 is outlined in the Council's forward-looking Corporate Plan Annual Delivery Plan (Improvement Plan Part 1) which was published in April 2019.

Overall, we have continued to make strong progress in delivering our priorities for 2018/19 as outlined to the Corporate Plan Well-being (Improvement) Objectives, which has given us an overall performance (or RAG) status of GREEN. On balance we have delivered on most of our planned activities for the year which is contributing to achieving our Corporate Well-being priorities and the well-being of Vale of Glamorgan citizens. These outcomes and objectives will continue to be long term strategic priorities for the Council and the success achieved in 2018/19 represents a step towards realising our vision of building strong communities with a bright future.

2 out of 4 Corporate Plan Well-being Outcomes (An Inclusive and Safe Vale and An Active and Healthy Vale) were attributed an overall Green performance status. Both the Environmentally Responsible and Prosperous and Aspirational and Culturally Vibrant Outcomes were attributed an Amber status. A Green performance status was attributed to 4 of the 8 Corporate Plan Well-being (Improvement) Objectives which reflects the progress that has been made with the delivery of planned activities relating to the aligned Corporate Plan priorities. The Green status objectives were in relation to Objective 1 (Reducing Poverty and Social Exclusion) Objective 6 (Valuing Culture and Diversity), Objective 7 (Encouraging and Promoting Active and Healthy Lifestyles) and Objective 8 (Safeguarding those who are Vulnerable and Promoting Independent Living). In relation to Corporate Health, we continue to make excellent progress in the context of supporting Council services in the implementation of our Corporate Plan priorities or Well-being (Improvement) Objectives and this is reflected in the Green performance status achieved at end of year.

It is important to review our progress and report to elected members and the public on improvements which have been achieved and where we can do better. Our Well-being (Improvement) Objectives are delivered through Service Plans, which detail the relevant actions and measures, resources, timescales and accountabilities for delivery. Progress in delivering our corporate priorities is formally scrutinised quarterly by elected members and our reports are published online at www.valeofglamorgan.gov.uk. In line with corporate performance monitoring arrangements, progress against our Well-being (Improvement) Objectives is reported quarterly to Corporate Management Team (CMT) and to elected members via Scrutiny Committees and the Cabinet, where areas of underperformance are challenged, and remedial actions agreed as appropriate. In addition, each of the 4 Corporate Plan Well-being Outcomes have been assigned a Sponsoring Director who is responsible for ensuring

progress is being made in delivering our planned activities as aligned to our corporate priorities for the year, contributing towards achieving each Well-being Outcome.

Like all other councils in Wales, the Vale of Glamorgan Council continues to face challenging financial times. Despite making approximately £55million of savings over the last 9 years, we still need to make further significant savings, approximately £15million, over the next three years (from 2019 to 2022) whilst delivering on an ambitious programme of improvement and the local government reform agenda. We have continued to respond proactively to these challenges through our Reshaping Services Programme which focuses on alternative models of service delivery and following a collaborative agenda with partners and other key stakeholders. Through this progressive agenda we anticipate we will be able to mitigate the impact of cuts on our services to ensure that we can continue to safeguard services that matter the most to our citizens.

Despite these challenges, we have set ourselves challenging targets for improvement, reflecting our commitment to continuously improve the services we provide to citizens of the Vale of Glamorgan. We are mindful of the significant financial and service demand pressures we are facing and the key targets and milestones for our Well-being (Improvement) Objectives have been set within this context. This means that in some areas it will be an achievement to maintain existing levels of service performance whilst absorbing reductions in funding, managing increasing service demand or both. These issues were considered during internal challenge of our Well-being (Improvement) Objectives and targets.

There are mechanisms in place for residents to influence decision making in the Council. You can get involved by joining Vale Viewpoint our citizens panel and participate in consultations being conducted by, or on behalf of, the Council and its partners, the Public Services Board. Simply complete the brief [online form](#). Our Scrutiny Committees are open to the public and provide an opportunity to become involved in the Council's activities. You can request a service area or matter to be considered by a Scrutiny Committee by completing [a consideration for review form](#). You can also propose new Well-being (Improvement) Objectives to the Council via the contact details provided above.

If you have any comments after reading this plan, please let us know by contacting us at:













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1.2 PERFORMANCE OVERVIEW

We continue to operate in the most challenging times. Despite this, over the past year, we have worked determinedly to strengthen and develop the unique characteristics of the Vale of Glamorgan and enhance its standing as a place where people are proud to live, where investors and businesses are keen to commit, where those who are vulnerable are appropriately supported and where visitors enjoy a positive and welcoming experience. We achieved all this whilst generating over £5 million of efficiencies. During this time, we also continued to deliver valued local services across the County, including waste collection and street cleaning, parks, playgrounds and leisure services, as well as delivering events, supporting tourism and promoting economic development opportunities. Highlighted below are some of our key achievements during 2018/19.

 <p>Top performing Council in Wales for the 5th year running. We achieved top quartile performance in relation to 9 areas including secondary school attendance, preventing homelessness, rent lost due to empty accommodation during the year, empty private sector properties brought back into use, participation in leisure activities at leisure centres, cleanliness of our highways, young people not in education, training or employment, average capped score for pupils in year 11.</p>	<p>Over 98% of residents were very or fairly satisfied with the Vale of Glamorgan as a place to live mirroring satisfaction levels from the previous survey in 2016/17.</p> 	 <p>Over £118K has been awarded to 12 Community Groups in the Vale of Glamorgan as part of the Stronger Communities Grant Fund including St Athan, Dinas Powys, Barry and Aberthyn Village. In St. Athan, a new Luncheon Club at the Gathering Place was launched using the grant to help tackle social isolation.</p>	<p>Our Money Advisors have undertaken 1,306 home visits during the year and secured £308,678 in tenant savings/financial benefits on their behalf. This has helped to improve people's financial security and sustaining their tenancies.</p> 
<p>87% of customers were very or fairly satisfied with the services provided by the Council during 2018/19. This is positive when seen within the context of significantly reduced funding and rising demand for Council services.</p> 	 <p>Nearly 95% of people who received a Disabled Facilities Grant felt that the assistance made them feel safer and more independent in their own home.</p>	 <p>78% of customer enquiries to C1V were resolved at first contact. This relates to 104,593 out of 134,243 queries received during the year which is an improvement on last year's performance of 77%.</p>	<p>1,331 hours of volunteering has been generated through our time-banking scheme with 80% of tenants reporting that they feel valued by their local community because of participating in the time-banking scheme.</p> 
 <p>Our new Domestic Abuse Referral service was shortlisted as a finalist for the UK Housing Awards for Innovation. Between June 2018 and March 2019, this service received 1,658 notices/referrals that were assessed by the Domestic Abuse Assessment and Referral Co-ordinator for the provision of advice and signposting to other appropriate support services. This bespoke service has contributed to reducing the number of repeat incidences of domestic abuse/violence.</p>	 <p>39% of adults reported that they participate in physical activity three or more times a week. The Vale ranked 3rd in Wales for pupil participation in sport and physical activity. During 2018/19 there were 11,643 visits to local authority sports and leisure facilities during the year per 1,000 population, the 3rd highest in Wales.</p>	 <p>Worked in collaboration with Get the Vale Online (GTVO) partnership to address issues of digital inclusion and increase employment opportunities. During the year, 763 tenants have engaged in digital inclusion initiatives with 707 of these aged over 55+.</p>	<p>We are a top quartile performing authority in relation to bringing empty homes back into use. During 2018/19, 14.07% of empty private sector properties were brought back into use during the year through direct action by the Council. This performance is almost double that of last year's performance (7.56%).</p> 

Successfully worked with partners to deliver an additional 98 affordable homes in the Vale.



This year has seen the greatest proportion of affordable housing units approved as a proportion of all housing and exceeds the original Local Development Plan target.



We have gained national

recognition for our work on preventing homelessness. During 2018/19 we were shortlisted for a UK

'Homelessness Project of the Year' Award. This collaborative project between the Council and Llamau offers support to young people to help them to reconnect with their parents and schools and enable them to make a positive transition to adulthood.

Top performing authority in Wales



(academic year 2017/18) in relation to GCSE results. Over a quarter (27.65%) of Year 11 pupils achieved 5 or more GCSEs grades A* to A (a 3% increase on the previous year). Cowbridge Comprehensive School secured its best set of results with 48% of pupils achieving 5 or more A*-A grades.

Highest performing authority in relation to Level 2 threshold attainment. 66.33% of Year 11 pupils achieved the level 2 threshold including GCSE grades A*-C in English, Mathematics and Welsh first language. This represents a 5.9% improvement on the previous year (60.40% in 2016/17).



The Award winning 'Your Choice' Project has been pivotal in transforming

how we provide care and support our citizens to enable them to live independently for longer in their own homes.

During 2018/19, Your Choice supported 64 service users to manage their care and support needs that resulted in approximately 900 hours of outcome focused care in the home per week.



99% of eligible Flying Start

Children took up their

childcare offer which aims to give children the 'Best Start in life' by improving a child's development, health, well-being and educational outcomes.

73.7% of children were supported to remain living with family and 6.29% of



children looked after were returned home from care.

Our continual focus is on supporting children at risk to remain with or return to families where it is safe and appropriate to do so.

31 tenants have been supported into employment by the Community Investment Team.

Over half of these individuals have maintained their employment status after 6 months.



We continue to focus our efforts on delivering a vibrant and diverse library

service for our citizens. During 2018/19, there were 4,638 visits per 1,000 population.

Our libraries continue to offer an extensive range of activities to the public including regular groups such as knitting groups coffee mornings, quiz and film nights, Lego and Code clubs' meetings as well drop ins and workshops. These are in addition to book groups and story times that are a regular feature of our libraries.

We have secured more than



£1.8million of Welsh

Government funding for transport schemes in the Vale of Glamorgan for road safety improvements at Cardiff Road, Dinas Powys and Floodgate roundabout to Nash Corner in Llandow.



Good progress has been made in creating an inclusive workplace for all lesbian, gay, bi, and trans staff. During 2018/19, our ranking of 215 (from 293 in 2017/18) places us in the top half of the performance table when benchmarked against over 500 organisations in the UK.

The Family Information Service successfully promoted the Welsh Government's Childcare Offer to parents and providers. During 2018/19, over 400 eligible parents applied for the offer since its launch in March with over 150 childcare providers signing up to participate in the scheme.



During the year, we maximised our investment of

£106 monies by developing and upgrading five outdoor spaces in the Vale of Glamorgan including Badgers Brook (Ystradowen), Lougher Place (St Athan), Paget Road (Penarth), Cogan Pill (Llandough) and Fferm Goch (Llangan).



We are committed to enhancing the Welsh

Language experience for both Welsh speakers and learners.

During 2018/19 there were nearly 400 new adult Welsh learners in the Vale of Glamorgan. Learning opportunities and Welsh Language events continue to be promoted by Menter Bro Morgannwg who provide an extensive range of social, recreational and learning activities for Welsh speakers, learners and bilingual families with over 9000 participating.

Our Adult community Learning achieved a 91% success rate in relation to completion of accredited courses for priority learners. This performance is significantly higher than the average success rate of 85% quoted by the Department for Employment and Skills.



Work commenced on a £3.5million project at the former Brecon Court (Sheltered Accommodation site) to construct 28 'care

ready' social housing homes with assistive technology to enable people with low to moderate needs to live more independently.



Successfully completed our WHQS Programme, which upgraded 3,800 council-owned homes and significantly enhanced levels of tenant satisfaction. A recent Wales Audit Office report highlighted that the majority of housing tenants (83%) are satisfied with the quality of their homes and a further 81% content with the service they receive from the Council.

Piloted the delivery of the 'Buy with Confidence' Scheme across the region to provide residents with peace of mind when shopping/choosing a tradesperson with the Trading Standards endorsement.



A Digital Marketing Summit was attended by 58 people from the local business community, which has led to a greater take up of the Superfast Business Wales Service. This free business support service helps small and medium businesses maximise their use of online technology.



We have exempted care leavers from paying council tax. This positive move forward has removed some of the financial barriers faced by care leavers and has enabled them to better sustain their tenancies giving them the best possible start in adult life.

Funding for the next stage of the 21st Century Schools Programme has increased to nearly £135M in capital. This cash boost has meant three schools previously earmarked for



refurbishment (St Nicholas, Whitmore and Pencoedre High schools) will now benefit from a full rebuild. As part of this programme, plans to build a new Welsh Medium Primary School at the Waterfront area of Barry were approved along with plans to rebuild Colwinston Primary.

The Creative Rural Communities (CRC) Team has supported a range of rural groups to flourish by delivering new and innovative community projects. During 2018/19, CRC supported the St Hilary Forum to establish a Community Newsletter and SAINTS (St Athan Parks Group) to establish a children's football team.



67% of our household waste collected in 2018/19 was recycled or re-used, exceeding our target of 64% and last year's performance of 63%.



When compared with other local authorities, the Vale has the **4th lowest cost per household in Wales for delivering a waste management service.**

A 'Friends Against Scams' Campaign was launched to raise awareness of the scale of the problem and to prevent people falling victim to scams in the future. The campaign also sought to bring together people and communities to further enhance our capacity to tackle the issue in a more collaborative way.



During 2018/19, £2,226,161 of Section 106 contributions were spent on enhancements to public transport, walking and cycling network, new school places and on open space improvements.



In addition, a total of 26 legal agreements have been signed that will secure a further £3,538,708 in financial contributions from developments.

Launched a Death Registration Service at Llandough Hospital. The co-location of our Registrars Service with the University Hospital Llandough's Bereavement Service allows bereaved families to register the death of a loved one at the UHL once they have collected the death certificate as well as access bereavement services at the same time.



The Dewis information and resource directory has been populated with over 1,700 resources for the provision of advice and information and access to preventative services. During 2018/19 the number of registered users increased to 1,291.



63 of Vale Sports Clubs offer inclusive or specific disability sports opportunities. Sully Bowls Club was the first in the County to be awarded the Inspirt Ribbon for its commitment to providing inclusive opportunities in sport.



The percentage of Year 11s who are Not in Education, Employment or Training (NEET) has reduced for the 11th consecutive year to 0.51% in the 2017/18 academic year (compared to 0.95% in 2016/17) and we are **ranked 1st** in Wales. Similarly, Year 12 NEETs have reduced from 1.3% to 0.39% and Year 13 NEETs reduced from 2.85% in 2016/17 to 1.56% in 2017/18. This success demonstrates the effectiveness of the range targeted initiatives that are in place to reduce NEETs in the Vale of Glamorgan.



There were over 4 million visitors to Vale of Glamorgan according to the 2018 STEAM (Scarborough Tourism Economic Activity Model). This has supported almost **3,000 jobs** and generated an estimated **£250.071m** for the economy. This equates to a **2.4% growth in tourism** on the previous year. The Barry Weekenders programme alone attracted 55,000 visitors during the year.



84% of residents were very or fairly satisfied with overall communication from the Council during 2018/19. This performance reflects our proactive approach in ensuring residents are informed about the Council and remains a priority.



We are reducing our carbon outputs and energy costs by converting nearly 6000 street lights in residential areas and in main roads to LED through SALIX a funded project. It is anticipated that this will reduce the Council's CO2 emissions by approximately **493 tonnes** per year. In addition, savings will be achieved through reduced energy costs.



Successfully achieved/maintained Green Flag status for 10 of

our parks in recognition of the good quality parks and green spaces available to Vale residents to enjoy all year round. This is three more awards that were achieved in 2017.

Successfully commissioned an Independent Advocacy Service for Adults for the region. The new service was launched by Promo Cymru in July 2018 to provide a single point of access/gateway to advocacy support services.



7 of our Coastal Spaces have been recognised for

their quality. Whitmore Bay, Southerndown and Penarth Marina have received Blue Flags and Jackson's Bay and Cold Knap receiving Seaside awards.

We have further enhanced the stability of placements for children looked after. Fewer (7.45%) children looked after experienced three or more placements during



the year and 11.26% experienced one or more changes in their school (not related to transition arrangements).



More residents are subscribing to Vale Connect, a quick and simple service

designed to provide up to date information on Council services that residents are interested in directly to their email inbox. There are currently 53,345 residents subscribed to 'Vale Connect' in 2018/19, a 6% improvement on our performance last year.

68% of residents are accessing the Council's website and undertaking transactions, an increase from 40% in 2016/17.






100% of schools (7 school inspections)

were judged either good or better by Estyn in all five judgement categories during 2018/19.



















1.3 OVERALL STATUS OF CORPORATE PLAN (WELL-BEING OBJECTIVES)

Our overall RAG status for the Corporate Plan for 2018/19 is GREEN

Presented below is a summary of our performance in relation to each of the Well-being Outcomes outlined in our Corporate Plan. Against each of the Well-being Objectives an overall RAG Status and Direction of Travel is given, as well as an overall RAG status and Direction of Travel for the Outcome as a whole. The Direction of Travel provides an indication of the direction of performance when compared with the previous quarter. For instance, where our RAG status (performance) has improved it is indicated by , where our RAG status has remained the same compared with previous quarter it is shown by  and where our RAG Status has declined it is represented with .

At end of year, 2 out of 4 Corporate Plan Well-being Outcomes were attributed an overall RAG status of GREEN reflecting the strong progress made in delivering our Corporate Plan priorities for 2018/19 in relation to Well-being Outcome 1 (An Inclusive and Safe Vale) and Outcome 4 (An Active and Healthy Vale). An Amber Status was allocated in relation to Outcome 2 (Environmentally Responsible and Prosperous Vale) and Outcome 3 (Aspirational and Culturally Vibrant Vale).

	Overall Objective	RAG	Direction of Travel ¹		Overall Objective	RAG	Direction of Travel
	Objective 1	G			Objective 3	A	
	Objective 2	A			Objective 4	A	
	Overall Outcome	G			Overall Outcome	A	
	Overall Objective	RAG	Direction of Travel		Overall Objective	RAG	Direction of Travel
	Objective 5	A			Objective 7	G	
	Objective 6	G			Objective 8	G	
	Overall Outcome	A			Overall Outcome	G	

Our integrated planning activities focus on corporate planning, procurement, workforce planning, financial planning, performance management, risk management and asset management which act as enablers for delivering the Corporate Plan. Through enhancing our integrated planning processes, we have strengthened our approach to corporate governance. Depicted below is a snap shot of how we are performing in relation to key aspects of our Integrated Planning activities.


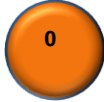


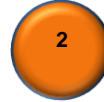
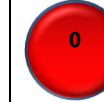

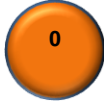



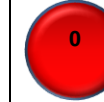

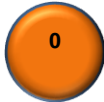



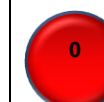


Overall Outcome	RAG	Direction of Travel
	G	


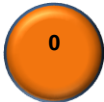



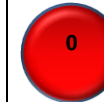

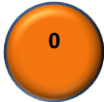



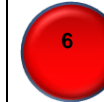

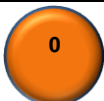
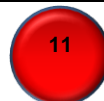
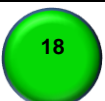

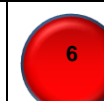
¹ Direction of travel compares our end of year RAG status position for each Objective and Outcome with the RAG status position for the previous quarter (quarter 3). It is not possible to compare our RAG status performance for 2017/18 with the previous end of year performance (2016/17) as this new performance reporting style was not introduced until 2017/18.

1.4 OUTCOME PERFORMANCE SNAPSHOT IN DETAIL


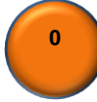


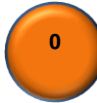




1.4.1 WELL-BEING OUTCOME 1: AN INCLUSIVE AND SAFE VALE










ACTIONS Our performance against the Corporate Plan actions is on track for delivery, giving us an overall GREEN RAG status for this outcome.					PERFORMANCE MEASURES Our performance against performance measures is on track, giving us on overall AMBER RAG Status against this outcome.				
Service Plan Actions Objective 1: Reducing poverty and social exclusion					Performance Measures Objective 1: Reducing poverty and social exclusion				
			N/A	Total				N/A	Total
			0	20				3	13
Objective 2: Providing decent homes and safe communities					Objective 2: Providing decent homes and safe communities				
			N/A	Total				N/A	Total
			0	40				7	19
Total for the Outcome					Total for the Outcome				
			N/A	Total				N/A	Total
			0	60				10	32

1.4.2 WELL-BEING OUTCOME 2: AN ENVIRONMENTALLY RESPONSIBLE AND PROSPEROUS VALE


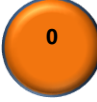


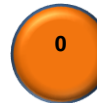


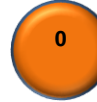

ACTIONS Our performance against the Service Plan actions is on track for delivery, giving us an overall AMBER RAG status for this outcome.					PERFORMANCE MEASURES Our performance against performance measures is on track, giving us on overall AMBER RAG Status against this outcome.				
Service Plan Actions Objective 3: Promoting regeneration, economic growth and employment					Performance Measures Objective 3: Promoting regeneration, economic growth and employment				
			N/A	Total				N/A	Total
			0	21				11	16
Objective 4: Promoting sustainable development and protecting our environment					Objective 4: Promoting sustainable development and protecting our environment				
			N/A	Total				N/A	Total
			1	50				8	30
Total for the Outcome					Total for the Outcome				
			N/A	Total				N/A	Total
			1	71				19	46










1.4.3 WELL-BEING OUTCOME 3: AN ASPIRATIONAL AND CULTURALLY VIBRANT VALE

ACTIONS Our performance against the Corporate Plan actions is on track for delivery, giving us an overall GREEN RAG status for this outcome.				
Service Plan Actions Objective 5: Raising overall standards of achievement				
			N/A	Total
			0	19
Objective 6: Valuing culture and diversity				
			N/A	Total
			0	49
Total for the Outcome				
			N/A	Total
			0	68

PERFORMANCE MEASURES Our performance against performance measures is on track, giving us an overall AMBER RAG Status against this outcome.				
Performance Measures Objective 5: Raising overall standards of achievement				
			N/A	Total
			1	30
Objective 6: Valuing culture and diversity				
			N/A	Total
			6	12
Total for the Outcome				
			N/A	Total
			7	42

1.4.4 WELL-BEING OUTCOME 4: AN ACTIVE AND HEALTHY VALE

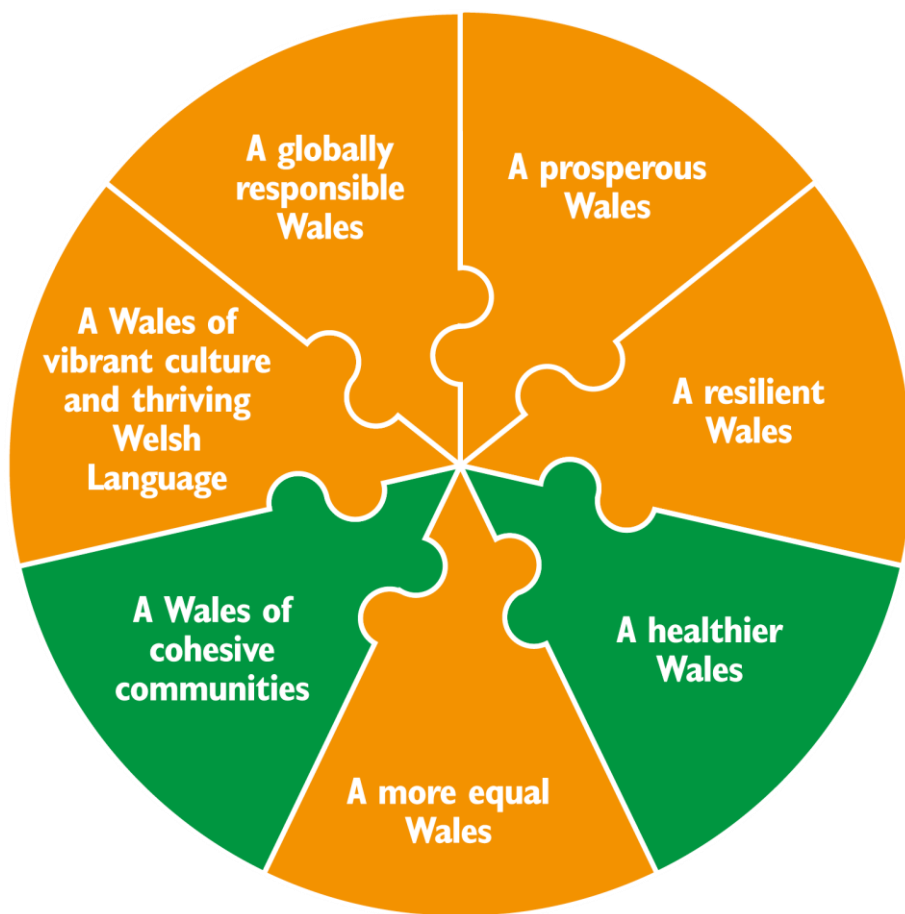
ACTIONS Our performance against the Corporate Plan actions is on track for delivery, giving us an overall GREEN RAG status for this outcome				
Service Plan Actions Objective 7: Encouraging and promoting active and healthy lifestyles				
			N/A	Total
			0	15
Objective 8: Safeguarding those who are vulnerable and promoting independent living				
			N/A	Total
			0	39
Total for the Outcome				
			N/A	Total
			0	54

PERFORMANCE MEASURES Our performance against performance measures is on track, giving us on overall AMBER RAG Status against this outcome				
Performance Measures Objective 7: Encouraging and promoting active and healthy lifestyles				
			N/A	Total
			9	16
Objective 8: Safeguarding those who are vulnerable and promoting independent living				
			N/A	Total
			3	15
Total for the Outcome				
			N/A	Total
			12	31

2. OUR CORPORATE PLAN (WELL-BEING OBJECTIVES) CONTRIBUTION TO THE NATIONAL GOALS²

Our Corporate Plan embeds the Well-being of Future Generations (Wales) Act 2015 through the development of four Well-being Outcomes and eight Well-being Objectives. This forms the framework of the Corporate Plan which can be aligned in a cross-cutting way to the seven Well-being Goals of the Act. Our Well-being Objectives reflect what the Council is trying to achieve and addresses immediate issues as well as having longer term benefits. In delivering these objectives we are contributing to the seven Well-being Goals whilst ensuring that the needs of Vale citizens of all ages and future generations are at the forefront of service delivery. Illustrated below is an overview of how our performance in relation to our Corporate Plan Well-being Outcomes and Objectives are contributing to the achievement of the national Well-being goals associated with the Act.

Overall, we have concluded that the strong progress made in delivering our year 3 priorities as outlined in the Corporate Plan 2016-20, has contributed positively to the national Well-being Goals for Wales. Our achievements to date demonstrate our commitment to improving social, economic, environmental and cultural well-being of our citizens and promoting the principles of sustainable development in all our activities. However, these remain long term strategic priorities for the Council and the success achieved in 2018/19 represents the start of what will be a long programme of initiatives aimed at working towards building strong communities with a bright future, the long-term vision of the Council.



² The chart above provides an illustrative assessment of how we are contributing to the well-being goals. The RAG status of each goal has been based on our overall RAG status against the Corporate Plan.

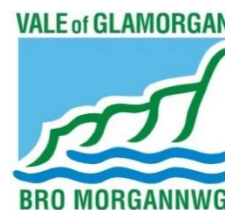
	 AN INCLUSIVE AND SAFE WALE		 ENVIRONMENTALLY RESPONSIBLE & PROSPEROUS		 ASPIRATIONAL & CULTURALLY VIBRANT		 ACTIVE & HEALTHY		Overall RAG Status for Wellbeing Goal
	Objective 1: Reduce poverty & social exclusion	Objective 2: Decent homes & safe communities	Objective 3: Promoting regeneration, economic growth & employment	Objective 4: Promoting sustainable development & protecting our environment	Objective 5: Raising standards of achievement	Objective 6: Valuing culture & diversity	Objective 7: Encouraging & promoting active & healthy lifestyles	Objective 8: Safeguarding those who are vulnerable and promoting independent living	
Prosperous Wales	G	A	A	A	A				A
Resilient Wales				A					A
Healthier Wales	G	A	A	A		G	G	G	G
More equal Wales	G	A	A		A	G	G	G	A
Wales of Cohesive communities	G	A	A	A		G	G	G	G
Vibrant culture and thriving Welsh Language			A		A	G	G		A
Globally responsible Wales		A	A	A					A
Overall objective RAG Status	G	A	A	A	A	G	G	G	
Direction of Travel	↑	↔	↔	↔	↔	↔	↔	↑	
Overall Outcome RAG	Green		Amber		Amber		Green		
Overall Corporate Plan	Green								



VALE OF GLAMORGAN COUNCIL

Inclusive and Safe Vale Performance Report

ANNUAL REVIEW OF PERFORMANCE
(APRIL 2018- MARCH 2019)



Our overall RAG status for 'An inclusive and safe Vale is GREEN

3.0 POSITION STATEMENT

The Vale of Glamorgan Council continues to work towards ensuring that its citizens have a good quality of life and feel part of the local community despite unprecedented challenges and continuing year on year reductions in funding.

During 2018/19, year three of our four-year Corporate Plan, we made good progress in delivering our Corporate Plan priorities in relation to Well-being Outcome 1, 'An Inclusive and Safe Vale' and the objectives that are aligned to it; 'Reducing poverty and social exclusion' and 'Providing decent homes and safe communities'. The key activities undertaken by the Council to support the achievement of this Outcome has contributed to an overall green status for the Outcome for the year meaning that over 85% of combined actions and performance indicators have been assigned a Green RAG status.

The majority, 90% (54/60) Corporate Plan service actions aligned to this Outcome were completed during 2018/19 ensuring our overall performance remains on track for delivery by 2020. Overall, performance for the corporate actions aligned to Outcome 1 has been categorised as Green in recognition of the progress and work which has been undertaken throughout the year.

100% of actions attributed to Objective 1 and 85% (34/40) of actions attributed to Objective 2 were fully completed during the year. The actions that need to be progressed include the production of a Housing Development Strategy which was presented to Cabinet in May 2019; identification of a suitable site for Gypsy Travellers and identification of a new regeneration scheme which has been deferred to align with new a Welsh Government programme which began in quarter 1 of 2019/20.

Overall, our performance against relevant measures is on track, giving us an overall amber RAG Status against this Well-being Outcome. 73% (16/22) measures, whereby a RAG status was applicable, were attributed a green status meaning that they either met or exceeded target at year end. The remaining measures were attributed an amber status (27%). There were no indicators that had missed target by more than 10%. A RAG status was not applicable for 10 indicators as they were either new and baseline performance was being established for the year or it has not been possible to set a target for the year.

Given that the overall status for measures was Amber at year end, there is a need to focus on performance in relation to those indicators that were below target including Flying Start childcare attendance levels which fell from 79.90% in 2017/18 to 72.54% in 2019/20 and the percentage of people who have received a Disabled Facilities Grant who feel assistance has made them feel safer and more independent in their own home. Whilst success rates on accredited courses for priority learners fell from 96% in 2017/18 to 91% this year, a 91% success rate is still considered to be excellent.

During 2018/19 we have been able to celebrate several key successes which have contributed to the progress we have made in this Outcome area. For example, we have continued to deliver our Corporate Plan goals in relation to digital inclusion and recognise how access to digital services can have a positive impact on those citizens experiencing both social and financial exclusion. We have continued to work with Get the Vale Online (GTVO) partnership to address issues of digital inclusion by identifying opportunities for training, developing digital champions and promoting opportunities for citizens to improve their skills and access. Activities undertaken under the auspices of GTVO and by Council departments have a preventative impact in that by ensuring citizens have access to digital services, best rates for utilities, lending and other services, they are better able to access employment and other opportunities, help address social exclusion and reduce poverty.

Going forward we will continue to build on our digital inclusion progress by launching Wales' first tablet loan scheme from libraries allowing citizens over the age of 55 to borrow one of the 18 Wi-Fi and Mobile enabled tablet devices purchased as part of a pilot project. This scheme will build on existing services offered by libraries such as digital access via PC suites and lending of eBooks and eMags from libraries, which have more than doubled to over 18,000 in the past 12 months.

In line with our commitment to reduce poverty and social exclusion, during 2018/19 we have successfully piloted a Timebanking scheme with Council housing tenants. The scheme has proactively focused on increasing community involvement in shaping local services, skills development and improving the health and well-being of tenants within their communities through various activities including maintaining community gardens, street cleansing, painting and developing and running community-based sporting activities.

With over 1,660 hours already amassed in the first year, the scheme which is supported by the Community Investment Team, is empowering Council tenants to volunteer time to help others in the community in exchange for time credits which in turn can be used to access goods and services provided by other local people in the scheme. Involvement in the scheme is giving participants opportunities to grow in self-confidence and to become valued members of their community. At the end of the first year, 100% of those who have engaged in Timebanking activities, either strongly agree or agree that they feel more positive and confident as a result of getting involved. In addition, 80% of tenants reported feeling valued by their local community.

Since the Strong Communities Grant fund was launched in August 2017 to date (August 2019), grants totalling £564,838 have been allocated to 43 projects across the Vale of Glamorgan. These projects are making a real difference to the quality of life and range of services available to communities in the Vale whilst bringing people together close to where they live. 19 projects have been fully completed and paid in full, 11 are ongoing, 2 are no longer proceeding and we are awaiting claims in relation to 11 projects.

The scale of completed projects ranges from purchase of a single item of musical equipment for a village of less than 100 dwellings to refurbishment of a community hall serving a population of more than 2000 but it is worth noting that, in many cases, the Strong Communities Grant is a small element in a much larger funding package. Through support for training, leisure or social activities and for the many organisations and volunteers who provide these, our grants are helping more people across the Vale to access services that they have identified as much needed.

The arrangements for the management of compliance and specifically the 'compliance data' of the Council's Corporate Building Stock has significantly improved and work continues to control identified gaps in compliance. Systems, processes and data for managing building compliance are now held centrally within a fully established team, and work continues to ensure we have complied with our statutory responsibilities and are actively safeguarding the well-being of our service users, citizens and employees.

The Council has continued to successfully implement a range of projects to prevent and tackle poverty through schemes such as the Communities for Work, Legacy and the Targeted Regeneration Investment programme. During 2018/19 we facilitated the annual Barry Jobs Fair. Now in its 5th year and run in partnership with Barry Jobcentre Plus, this event held in October 2018 attracted over 520 people looking for work. Over 30 employers were in attendance with a large number of partners providing advice and services, such as the Vale's Adult and Community Learning Team, the Vale's Human Resources team and Cardiff and the Vale College. The Communities for Work team have also facilitated over 30 vocational training programmes which have included; Construction Skills Certification Scheme (CSCS), Health and Safety, Food Hygiene and Security Industry Authority (SIA) training and accreditation. Schemes such as this continue to help adults furthest away from the labour market by increasing the employability of economically inactive adults in the Vale.

In line with the Council's commitment to promote regeneration and improve the quality of private sector rented accommodation, homeowners across the Vale of Glamorgan can apply for interest free loans to make improvements and essential repairs, bringing properties back into use. During 2018/2019, the Council's Regeneration Team helped bring 111 empty homes back into use, this represents 14.06% of empty homes identified for the period. The majority of this was done by establishing a dialogue with property owners and offering various assistance and advice such as interest free housing loans and reduced rates of VAT on empty property renovations. Property owners are informed of letting options and the Team has started to develop a matching service whereby links are made to Registered Social Landlords and the Vale Assisted Tenancy Scheme. An Empty Homes Working Group has been established and the group have influenced the need for Council Tax charges on empty homes to be revised; this change will be effective from April 2019.

7 new housing loans were processed during the year which included 2 owner - occupier loans and 5 loans that fund the renovation works/conversion of empty properties. This investment has resulted in 5 new homes being created. Additionally, the Regeneration Team has helped to identify problem empty properties by undertaking visits to long-term empty properties and by referring issues to the relevant teams for potential enforcement action. The combined empty homes and housing loans work contributes to the Council fulfilling its housing need obligations, improves housing standards, reduces anti-social behaviour, vandalism and fly-tipping.

Our Corporate Plan identified that a key factor in contributing to people's sense of well-being is having a decent home and feeling safe and secure within a community. This was agreed as one of the Council's well-being objectives and work to improve access to good quality housing has been a major priority and the key driver for bringing our housing stock up to Welsh Housing Quality Standards (WHQS) well before the 2020 deadline set by Welsh Government. The Council commenced this programme of improvement on 1st April 2012 and achieved WHQS compliance in all of its 3,900 social housing properties in 2018. During this period the Council invested a total of £91,518,000 to support the improvements, this included a £16,678,620 grant from Welsh Assembly Government. Welsh Government requires the Council to maintain the WHQS standard for at least the next 30 years ensuring that homes are well managed, safe and secure, adequately heated, fuel efficient and well insulated.

The Council wants its estates to be safe and attractive places where people are proud to live. With this in mind, a major refurbishment of the Buttrills Estate commenced during 2018/19 which included new roof covering, replacement of cavity wall ties, new windows and doors to Awbery House and installation of external wall insulation to 128 properties including flats, houses and bungalows. The project is being delivered in 4 phases with Phase 1 (new roof coverings) and Phase 2 (external wall insulation) completed. Phase 3 (internal communal upgrades) and Phase 4 (external communal upgrades) are due to start in 2019/20 with completion of the programme scheduled for April 2020.

Whilst the Council remains committed to ensuring residents have access to quality homes in the Vale, recent evidence suggests there is a nationwide housing shortage; consequentially, house building now appears as

a major agenda item across Britain as well as Wales. The Council's most recent Local Housing Market Assessment (LHMA) conducted in 2017 identified a chronic shortage of affordable housing in the Vale and a need for an additional 576 units per annum between the years 2017 to 2022. In response to this, our Development and Investment Team continue to develop and build new, good quality Council housing. For example, a number of new housing development schemes were identified during 2018/19 and work began in January 2019 on 11 new homes at Holm View, Barry; the programme, is progressing well with completion scheduled for summer 2019. Another £3.5 million scheme to construct 28 new purpose-built homes on the former sheltered accommodation site at Brecon Court, Barry began in January 2019 and is scheduled for completion in early 2020. These developments will be a real benefit to the community, providing good quality homes to those that need it most.

Increased demands upon local support services resulting from the reductions in welfare benefits have continued to grow and this is placing services under serious threat. The roll out of Universal Credit (UC) continues to gather pace in the Vale and there are now over 220 tenants in receipt of the benefit. These tenants continue to have higher arrears (than Housing Benefit tenants) and this is having an impact on the overall arrears figure in the Vale which is 15% higher than the same time the previous year. This is not unique to the Vale and comes as a result of the transition to UC, which sees the benefit paid directly to tenants in one single monthly payment. Currently, between 5 and 12 new tenants transfer each week and as the number of claimants increase, it is anticipated the total arrears will rise. To mitigate the increase of arrears, we are providing tenants with money advice, assisting them to set up direct debits to pay their rent and, liaising with the DWP to facilitate the prompt processing of claims. The Universal Credit Partnership Group and Overarching Housing Forum continues to meet regularly to review the impact of the changes and work will continue over the next two years as more people migrate over.

As an authority, we remain committed to achieving our savings and a balanced budget despite the difficulties and uncertainties encountered following the vote to leave the European Union (EU). We have responded positively to increased service demand and cost pressures by taking steps to reshape our services, maximise opportunities for income generation and working more collaboratively, locally, regionally and nationally. Whilst we are putting in place realistic plans to ensure we are well placed to achieve our priorities and savings, it is clear that, we will need to mitigate the ongoing uncertainty in relation to external funding arrangements (exacerbated by Britain exiting the EU) and continue to secure pipeline funding from Welsh Government to develop and deliver key regeneration projects that reflect local needs and opportunities.

We are now entering the final year of our four-year Corporate Plan (2016-2020) and we continue to respond proactively to our immediate challenges whilst looking ahead to the horizon. We recognise these challenges are significant, but we have made excellent progress and continue to be focused on our goals and intended outcomes for citizens with defined actions on how we will achieve these. By working closely with the public, our partners and key stakeholders, we believe we are best placed to overcome our challenges to ensure that we provide a good quality of life and safe community for the citizens of the Vale of Glamorgan.

3.1 WHAT HAVE WE ACHIEVED

3.1.1 OBJECTIVE 1: ACHIEVEMENTS



The Council continues to work collaboratively through the **Get The Vale Online (GTVO)** partnership to address issues of digital inclusion and increase employment opportunities. During the year, **763** tenants have engaged in digital inclusion initiatives with **707** of these aged 55+.

ValeConnect is the Council's newsletter service, providing interesting information directly to email inboxes of Vale citizens upon subscription. **53,345** residents subscribed to 'Vale Connect' in 2018/19, a **6%** improvement on our performance last year. Growth in subscriptions continues to improve year on year.

99% of eligible Flying Start children took up the childcare offer which aims to give children a better start in life, improving child's development, health and wellbeing in preparation for school.



We have worked hard to ensure that our services take advantage of new technology to give better access to residents. **98%** of **customers were satisfied with access to services** against all channels.



83% of Flying Start children achieved at least the expected outcomes (Outcome 5+) for the **Foundation Phase**, just shy of last year's performance.



90% of **Supporting People** service users reported that the support they have received has assisted them to maintain their independence. This is excellent performance, an improvement on **83%** last year and exceeds our target of 75%.



Care leavers are exempt from paying Council tax. This positive move forward has removed some of the financial barriers faced by care leavers, has enabled them to better sustain their tenancies giving them the best possible start in adult life.

202 enquiries have been made about the Strong Communities Grant Fund since August 2017. **43** applications have been successfully approved with **£564,838** awarded to community groups.



Time banking has generated **1,660** hours. Of those involved in the scheme, **86%** of volunteers reported a feeling of increased self-esteem, **87%** said that they felt more confident, and **87%** said that they had made new friends through the project.



Over the last year our **Money Advisors** made **1,306** home visits to clients (an increase of 23% on last year) which resulted in **£308,673** of tenant savings. The savings came from a variety of sources including written off debt, additional benefits, preferential tariffs, backdated claims and grants /loans.



During 2018/19 we supported our tenants to access subsidised water tariffs to which they were entitled but were not aware of. **£174k** was accessed via **500 successful applications**.



This work has contributed to the increase in our performance from **572** sustained tenancies in 2017/18 to **631** this year, exceeding our target of **200**.

Over **98%** of **Families First** service users were happy with the services accessed during the year and **100%** of parents, carers and professionals who used the Advice Line were satisfied with the provision of information and signposting.



The Council now has **27** **volunteer digital champions** who have contributed **1138** hours to "drop in sessions" across the county. **307** unique participants have attended these sessions with **100%** reporting that they feel more confident using a digital device.



Over **350** people have been enrolled onto the Vale's **Communities for Work programme** and **98** people have been helped to find good sustainable employment as a direct result of the provision offered by the team.

The **Community Investment team** have supported **31** tenants into employment this year. **17** of those people have maintained a job for over 6 months demonstrating that the work carried out by the team is delivering sustainable change for our citizens.



Thanks to extensive networking and publicity with key partners, the Communities for Work team now receives over **60 referrals** per fortnight to the **Inspire to Work programme**. The has helped support young people aged 16-24 who are NEET (Not in Education, Employment or Training) by providing skills, knowledge and experience needed to access sustainable employment.

3.1.2 OBJECTIVE 2: ACHIEVEMENTS

The number of **homeless households** (per 1,000 population) **has reduced** from **3.24** in 2017/18 to **3.17** in 2018/19 demonstrating the successful homelessness prevention work undertaken by the Council in the last 12 months.



83% of **Council tenants** that received improvements to their homes described themselves as “satisfied” with the quality of their properties. Furthermore, **85%** of tenants were content with the service they received. **82%** were satisfied with the quality of the work carried out and the communication received from the Council.



The in-House support staff from Gofal, Gwalia and more recently Pobl remain vitally important in helping mitigate the challenges experienced with a lean Homelessness service. **71%** of all households where a positive prevention action was taken, succeeded in **preventing homelessness**.



During the year we provided **99** homes with home security measures as well as safety planning advice which gave them the confidence to remain in their own home rather than having to move. **100%** of the **victims of domestic abuse** using **this service reported feeling safer** as a result of this work.



There has been a **23.3% reduction** (90 young people) in **recorded youth ASB** in 2018/19 compared with 2017/18 for first time reports. This has been attributed to improved planning, partnership working and engagement within our communities. In addition, the rate of all offences (per 1,000 population) has reduced from **63.25** to **62.25** this year.

The Council's **Domestic Abuse, Referral and Assessment service** received nearly **1,700** referrals from South Wales Police. Where consent was provided the victim was contacted in order that they could be supported, and appropriate signposting could take place. Prior to this service victims would not receive any support and were not aware of the services available to meet their needs. The work of the service was shortlisted for the **UK Housing Awards for Innovation and was highly commended**.



In partnership with Welsh Government, the Vale is offering interest-free loans, to help homeowners bring empty properties back into use; **improving the public realm, reducing anti-social behaviour, vandalism and fly-tipping**.



During the last 12 months, **111** empty properties were brought back into use and **7** new housing loans were processed resulting in **5** new homes being created in the Vale.

The average number of working **days taken to repair and re-let an empty property has improved** this year meaning that the Council are restoring homes and making them available to new tenants within a quick turnaround time. This also means there is less rent- lost for the Council. Benchmarking has indicated that **'rent loss' performance is better than the median for all social landlords across the UK**.



14.07% of **empty private sector properties were brought back into use** during the year through direct action by the Council. This performance is almost double that of last year (**7.56%**) and puts the Council in the top quartile of Welsh local authorities.



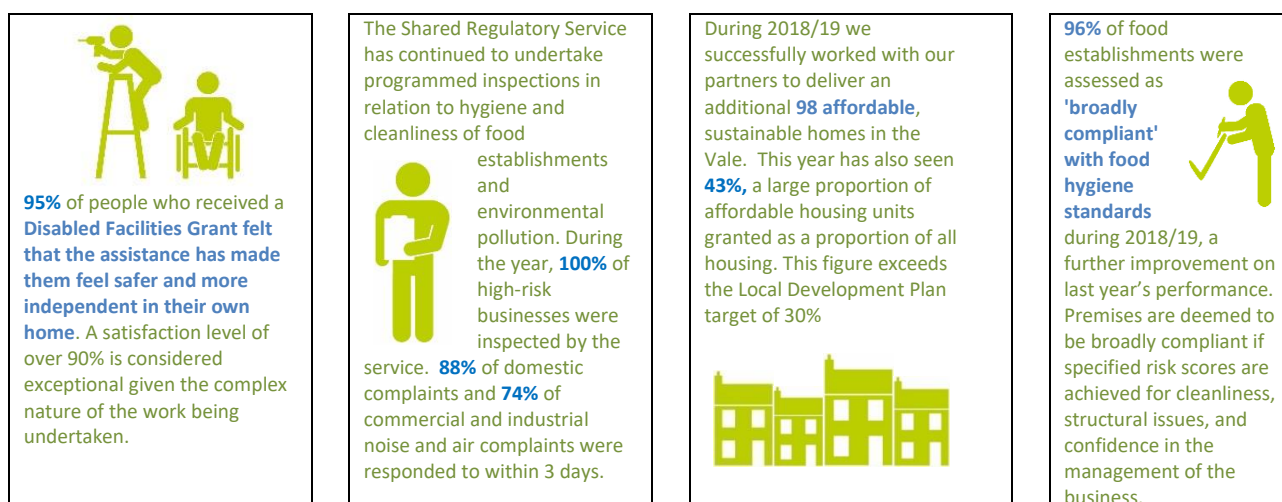
To promote our vision for strong communities with a bright future, we have held a number of **'helping hand' events to improve the appearance of our estates and bring the community together**. These have involved tenants, contractors and partner agencies and have been very well received. At Gibbonsdown, a rubbish amnesty resulted in the removal of a large amount of rubbish and household items which had been building up in homes, outhouses and gardens.



The Council's drive to prevent youth homelessness gained **national recognition** after making it to the finals of the **UK Housing Awards 'Homelessness Project of the Year'**. A collaborative working model between the Council and Llamau, the service reconnects young people with parents, schools and caregivers to facilitate a positive transition into adulthood. It offers a broad range of advice and support whilst allowing access to education and employment for young people aged 16-25 with a housing need.

Progress has been made in developing estate action plans, designed to identify key issues for residents in areas of the Vale, for example: environmental concerns, isolation/ loneliness, crime/ anti-social behaviour, employment and access to services. The responses agreed with the residents will be tailored to local needs and will drive improvements in both customer service and residents' quality of life.





3.1.3 OBJECTIVE 1: CASE STUDY

SPOTLIGHT ON: COMMUNITY SPIRIT

We recognise that people living in rural areas are vulnerable to loneliness and isolation therefore our Creative Rural Communities Team have been encouraging residents across the rural Vale of Glamorgan to **collaborate** and help grow community spirit ensuring the **long-term** sustainability of their rural villages.

The project, which has received funding through the Welsh Government Rural Communities – Rural Development Programme 2014 – 2020, began with an invite to the community to get **involved** in several pilot schemes aimed at strengthening and rebuilding community spirit in rural Vale. Over 20 groups showed an interest in taking part, so we developed a network to facilitate engagement and promote communication between the groups. The community networking events also provided opportunities for Council officers from a range of service areas to understand communities' needs and help support the local **integration** of their services. Speakers from across Wales were also invited to present at the events to showcase some innovative projects which had strengthened community cohesion in other areas of the country.

Throughout 2018 and 2019, community groups were encouraged to pilot an innovative community project, which would **involve** more residents in their area. Six different groups have successfully piloted new activities which have encouraged connection and community leadership:

- The St Hilary Forum developed a monthly newsletter for residents in the area highlighting all the activities and events taking place in the village. The group have said that this has proved a great way to share what is going on in the village to get residents active, engaged and **prevent social isolation**. Now the newsletter is established, the Forum are seeking sponsorship to ensure it continues to be published.
- Pendoylan Community Council piloted an Environmental Day involving 85 residents and local school children helping to clean up the village and plant new bulbs. This multi-generational project showed the importance of being **environmentally responsible**, as well as encouraging greater connection between the school and wider community. It is anticipated that the legacy of the grant will be continued in the School Ambassadors group working around the community.
- The SAINTs group in St Athan hosted two Health and Well-being Days focusing on the importance of exercise and healthy eating. Over 25 local children were involved in improving football skills, team building exercises and making healthy snacks. These events have helped strengthen the communities' commitments to the newly established SAINTs kids football club and provided much needed community led children's activities in this deprived area of rural Vale.

- Peterston Super Ely Community Council hosted a WWI Commemoration Day in the village showcasing memorabilia from the war, singing songs and reciting poetry from the era bringing together approximately 230 people of different generations from the community in one space to learn about historical culture. Community feedback included *“Brilliant commemoration and very well compiled”* and *“Fantastic way to bring all members of the community together and have fun whilst remembering a sad and poignant time”*.

All these activities have helped to build stronger, more resilient communities in the rural Vale and have successfully encouraged the union of different groups in the community to **prevent** isolation and grow community spirit.

3.1.4 OBJECTIVE 2: CASE STUDY

SPOTLIGHT ON: WHQS IMPROVEMENT PROGRAMME

March 2018 saw the completion of a comprehensive programme of improvement works which brought all our housing stock up to Welsh Housing Quality Standard (WHQS) a standard defined by Welsh Government for good quality homes in a safe and secure environment. Homes that have received the works are guaranteed to be adequately heated, fuel efficient, well insulated, safe and secure and in a good state of repair ensuring that tenants have a decent home and feel safe in their home environment. Welsh Government requires that this standard is maintained for at least the next 30 years ensuring that homes remain at this standard for the **long term** will **prevent** properties from falling into disrepair.

While delivering improvement works we **involved** tenants, not only through the design process of their homes but by way of the Quality and Design Forum, a **collaborative** Working Group made up of a panel of elected tenants who continue to regularly visit properties and provide feedback to the Council. The Forum is also **involved** in the procurement and interview process for the ongoing maintenance contracts and have been integral to the project. To ensure that tenants are satisfied with how the project was delivered we also **integrated** our services by working alongside other departments such as Housing and Property Services to ensure tenants were satisfied with the work undertaken and that the improvements are making a real difference to their lives.

An example of how the improvements have contributed to positive outcomes for tenants is outlined below:

Mrs T received WHQS upgrade works to her home in Fairoaks, a sheltered housing site in Dinas Powys. Mrs T said the “work completed on the estate is of the highest standard and I am so proud to send photos of the building to my family in Australia – it’s beautiful”. She went on to say, “you have ALL done a terrific job and have left us in a better place”. The improvements in this area included the modernisation of existing features and in most cases a new kitchen and bathroom was installed; homes were also made more energy efficient by insulating walls helping to save tenants money by way of reduced fuel bills.

The team are now collecting data regarding the quality of life of tenants as a result of the improvement works. At the time of writing this report, 92% of tenants reported that their home looked better and 89% said their area looked better. 72% of tenants reported that they had a better quality of life as a result of the work undertaken.

3.2 OUR CHALLENGES

3.2.1 OBJECTIVE 1: CHALLENGES

Achieving digital inclusion is an incremental process which also requires the necessary training and skills development of staff to support customers. The issue of digital inclusion underpins the Council's Digital Strategy and influences how it designs and delivers services and equips customers with the skills and infrastructure to access those services. Also, a cohesive channel shift approach is key in helping to realise efficiencies while providing targeted assistance through the most appropriate methods. Whilst positive progress has been made, we acknowledge **there is still a way to go to improve online self-sufficiency for a proportion of Vale residents** and key to this will be in ensuring we work effectively with our partners to share information and resources to maximise our opportunities to improve efficiency and accessibility of services for all Vale citizens.

A significant challenge in the Vale of Glamorgan has been the **introduction of Universal Credit**. Not only is there a transition period for eligible residents, there is a movement from weekly payments to one single monthly sum which can **cause hardship to people on already low incomes**. To date 406 Council tenants have transferred onto the benefit of which 82% are in arrears. The Council continues to monitor these cases very closely and offers money advice and ongoing bespoke housing related support as well as liaising very closely with the Department of Works and Pensions when appropriate, as any decrease in rental income could have a detrimental effect on the Council's Housing Business Account and restrict the number of new Council homes delivered each year.

Reducing budgets will impact on our ability to effectively plan into the medium to longer term which could potentially jeopardise the viability and potential success of any future community schemes particularly in areas of regeneration with high unemployment. The uncertainty and inability to manage this change could have a **detrimental impact on establishing more sustainable employment opportunities** into the longer term and ultimately limit our ability to reduce poverty in line with this objective.

We continue to focus our attention on enhancing our approach to **family support and preventive service** provision. The challenge becomes our **capacity and capability to meet the increasing and growing demand for these services** whilst ensuring any services delivered across the spectrum of our partners do not duplicate or conflict with our goals.

Whilst significant improvements to services have been achieved through the amalgamation of three parenting provisions in the Vale, the Partnership for Young Parents, Flying Start and Putting Families First, the remit of the service now operates across the whole of the Vale. During quarter 4, 2018/19, 285 calls were received by the Advice line which is a significant increase on the same period last year which received 118 calls. There continues to be a **significant number of calls requiring further action** and we are working to become more resilient to service demand and explore expansion of the parenting service.

3.2.2 OBJECTIVE 2: CHALLENGES

Homelessness is a growing national challenge and a severe issue for the Vale of Glamorgan which also has a significant amount of hidden homelessness that we are not yet able to measure. As at May 2019, there were over 5,000 housing applicants on the Vale of Glamorgan Housing Register. Currently, the impact of Universal Credit has not significantly impacted on homelessness as its roll out in the Vale of Glamorgan was delayed until October 2018. However, already, rent arrears have increased for those applicants transferring onto this benefit in both the social and private rented sectors which is expected to lead to increased evictions and subsequently more homelessness presentations over time. A severe lack of one-bedroom accommodation is a concern for the Vale and a priority factor in long term planning. The impact of Britain

exiting the European Union could also bring about possible job losses and interest rate increases on unsecured loans which would put already vulnerable households under significant strain.

There is a shortage of housing in the Vale and a need for an additional 576 affordable homes per annum between the years 2017 to 2022. We are working with our partners to address this, however, the **impact of Britain exiting the European Union continues to add a layer of uncertainty over the Council's house building programme** and could contribute to labour shortages as well as difficulties in material supply. The Council will continue to monitor the market and take appropriate action to mitigate the impact through engagement of local contractors and sourcing alternative materials where necessary.

Weaknesses in the arrangements surrounding building compliance were identified during 2016 and since this time, positive progress to identify compliance status has been made. The ongoing **potential financial costs and resource associated with addressing any non-compliance issues** remains a challenge for the Council given the year on year reductions in budgets.

Whilst improvements have been made to processes surrounding the turnaround of our empty homes, there remains several long-term cases where properties are receiving structural works. This has resulted in an **increase in the number of working days taken to re-let a Council home** to those in need. Whilst a property is receiving repair work there is also a rent loss incurred however, benchmarking has indicated that 'rent loss' performance in the Vale is better than the median for all social landlords across the UK. To mitigate this challenge, we have created a management sub group to oversee performance on all aspects of Council empty property management. The group meet quarterly and during 2019/20 will monitor and drive further improvements in performance.

Now we have met the **Welsh Housing Quality Standard**, it is important to ensure the standard is maintained and investment is planned accordingly. The level of investment required will vary year on year and consequently detailed programmes of work will require adjustment on a yearly basis. We have a number of acceptable fails (20% of our housing stock) largely due to resident's refusal of the improvements and we are currently implementing measures to engage tenants and maximise achievement of the Standard.

The revision by Welsh Government of the definition part way through the year for the average time taken to deliver a **Disabled Facilities Grant (DFG)** has affected our overall performance for 2018/19 which has fallen from 188 days to 195 days. Previously recorded delivery time started at referral to the DFG team. This recent change now records time taken from first contact with the Council which may be via the Contact Centre (C1V). The clients' needs are required to be assessed and this process sometimes takes considerable time before referral to the DFG team because it may include exploring other solutions such as care packages prior to ultimately referring to the DFG team. Processes continue to be reviewed in an attempt to reduce average delivery times.

We continue to respond positively to these challenges by taking effective steps to reshape and integrate our services. Our Service Planning process and our robust approach to risk management ensure that we have a set of actions to address our challenges and mitigate their effects. Through our corporate Performance Management Framework and our Risk Management Strategy we effectively monitor progress of these actions to measure our impact and success.

ENVIRONMENTALLY
RESPONSIBLE
& PROSPEROUS



VALE OF GLAMORGAN COUNCIL

Environmentally Responsible & Prosperous Vale

ANNUAL REVIEW OF PERFORMANCE
(APRIL 2018 - MARCH 2019)



Our overall RAG status for 'An Environmentally Responsible and Prosperous Vale' is AMBER

4.0 POSITION STATEMENT

Despite unprecedented challenges and continuing year on year reductions in Council funding, we continue to work towards ensuring that the Vale of Glamorgan has a strong and sustainable economy and the local environment is safeguarded for present and future generations.

During 2018/19, year three of our four-year Corporate Plan, we made good progress in delivering our Corporate Plan priorities in relation to Well-being Outcome 2, "An Environmentally Responsible and Prosperous Vale" and the objectives which are aligned to it; 'Promoting regeneration, economic growth and employment' and 'Promoting sustainable development and protecting our environment'. The activity that has been undertaken by the Council to support the achievement of this outcome has contributed to an overall Amber status at the end of the year.

The majority, 84% (59/70) Corporate Plan service actions aligned to this Outcome were completed during 2018/19 ensuring our overall performance remains on track for delivery by 2020. Overall, performance for the corporate actions aligned to Outcome 2 have been categorised as Amber in recognition of the progress and work which has been undertaken throughout the year. 76% of actions attributed to Objective 3 and 88% (34/40) of actions attributed to Objective 3 were fully completed during the year. The actions that need to be progressed include; progressing the feasibility studies relating to sustainable travel arrangements at Cardiff Bay and delivery of transport improvement schemes associated with the Cardiff Capital Region Metro.

Overall, our performance is on track, giving us an overall Amber RAG status against this Well-being Outcome. 67% (18/27) measures, where a RAG status was applicable, were attributed a green status meaning that they either met or exceeded target at year end. The remaining measures were attributed an amber (11%) or red (22%) status. A RAG status was not applicable for 19 indicators as they were either new and baseline performance was being established for the year or it has not been possible to set a target for the year.

Given that the overall status for measures was Amber at year end, there is a need to focus on performance in relation to those indicators that were below target so that we can drive improvement during 2019/20. These areas include: the reported fly tipping incidents that led to enforcement, satisfaction with cleanliness standards, pool car usage and carbon reduction in non-domestic public building stock.

During 2018/19, we have continued to work in partnership with the region to develop transport, infrastructure, business support, regeneration, planning and housing via the Cardiff Capital Region (CCR) City Deal. Beyond delivering a funding programme, developments such as Brexit and the loss of EU funding has meant the City Deal will be key to ensure regional sustainability and resilience. Of particular relevance to the Vale under the City Deal, is the need to promote the Airport and St. Athan as centres for economic

growth and job creation, improving strategic access to the Vale and the ongoing regeneration of Barry. Key developments such as the Airport Business Park have moved forward with the production of an Airport Masterplan and the ongoing development by the Council of supplementary planning guidance around the developments of the Airport and associated business park. Work has also progressed on securing strong regional support in the form of a thematic grant programme to support the commercial centre of Barry (nearly £1 million over 2 years) and the development of a transport interchange for Barry, ensuring the seamless movement of passengers from rail to bus.

To maximise the benefit for local businesses of the investment in the Cardiff Airport and St. Athan Enterprise Zone, we have delivered four Enterprise Zone events targeted at new and local businesses, these events were attended by 226 people and act as an invaluable platform for keeping local stakeholders informed. In line with this and our goal to develop opportunities for employment and training, we have worked with partners to deliver 22 Business Wales workshops, a Digital Marketing Summit (attended by 58 people), a Funding Theatre (attended by 91 people) and a business planning and funding workshop (attended by 26 people). We will continue to work with the business community and promote economic growth in the Vale of Glamorgan and Cardiff Capital Region.

Building on the opportunities presented by the City Deal, we have delivered sustainable travel schemes and continue to encourage healthy and active travel by promoting walking and cycling for workers, residents and visitors to the Vale. During 2018/19, £2,226,161 was spent on schemes using Section 106 contributions in supporting enhancements to active travel and sustainable transport. Examples of improvements made include: Pedestrian and cyclist improvements between St. Joseph's Primary School and Ash Path; Improvements to walking and cycling infrastructure along Porthkerry Road, Rhooose; Improvements to footways throughout the Main Road in Ogmore by Sea; Pedestrian access improvements at Cogan Primary School and provision of a grant to East Vale Community Transport to purchase a new mini-bus to provide community transport.

During 2018, the Regional Plan for Regeneration identified the settlement of Barry as an area for Targeted Regeneration Investment (TRI) for a three-year period from 2018 to 2021. Under this programme, Local Authorities, along with their partner organisations, were able to apply for capital investment for projects that promoted economic regeneration and served the aims of wider sustainable development. Following an application, the Council accepted an offer of funding to assist with delivery of the Goods Shed Development at Hood Road in Barry. An exchange of conditional sale contracts was achieved in August 2018 and later, in March 2019, the Council granted planning permission for the conversion of the historic Goods Shed and construction of a steel container 'village'. The Goods Shed development will become home to a mix of new businesses including restaurants, a bar and brewery, a tech hub and 11 live/work residential units. There will be a total of 40 containers available for pop-up restaurants and small creative businesses. This scheme encapsulates Barry's future - as a thriving, forward looking town with a great sense of place that encourages full local community participation in terms of living, work and play.

Tourism is vital to the Council and we are committed to supporting and developing our visitor economy. The Vale of Glamorgan continues to flourish as a successful visitor destination year on year as evidenced in the most recent STEAM survey (2018) which showed that visitor numbers to the Vale increased from 4.16 million in 2017 to 4.26 million in 2018. This is a 2.4% increase on the previous year meaning that the total economic impact of tourism in the Vale increased by 1.5% to £250.07m during 2018. This encouraging performance is enabling us to realise our corporate goals as well as the vision as set out in our Destination Management Plan (DMP).

Tourism contributes £250m to the local economy and increased growth in tourism supports economic growth and employment opportunities. It is recognised in our Destination Management Plan that an extension of the tourism season beyond the traditional summer holidays is a key priority and will promote a more stable and sustainable economic environment. To this end, the Vale of Glamorgan offers exciting and diverse events all year round, from the award-winning Isle of Fire to open air cinemas, street food and live music festivals, Transport Shows and Triathlons and we continue to receive extremely positive feedback

from both residents and visitors to these events. In support of this, the recent Wales Audit Office review (July 2019) of regeneration in Barry and Barry Island recognised that we collaborate well and focus on engaging traders and businesses to understand the causes of economic decline while understanding how to prevent it. Events and campaigns such as the Barry Weekenders programme which attracted over 55,000 visitors are proving successful and continue to attract visitors to the area. In response to the review we are focusing on clarifying our vision and strategic approach and working towards integrating our plans with those of partner organisations in our regeneration of Barry to ensure its sustainability.

In line with our commitment to promote sustainable development, the Local Development Plan (LDP) was formally adopted in June 2017. The LDP constitutes the development plan for the authority and provides the strategic and detailed policy framework for the Vale of Glamorgan. The Plan provides certainty for investors and therefore makes investment in the area more likely whilst development of the allocated employment land is estimated to generate potential 7,610 - 10,610 jobs during the Plan period.

In the 12 months between 1st April 2018 and 31st March 2019, a total of 26 legal agreements have been signed associated with planning permissions; the value of the signed agreements totals £3,538,708. The planning obligation requirements secured this year have also included 'in-kind' obligations such as the provision of on-site affordable housing, on-site public open space and public art. The total value of contributions secured through the year (signed and unsigned) is £9,840,640.

In terms of performance, 81% of "major" applications were determined within time periods required, compared to the All Wales average of 68%, whilst 91% of all applications were determined within the time periods required, compared to 88% across Wales. In terms of quality of decisions, 71% of appeals against the Councils' refusal of permission were dismissed which is better than the Welsh average of 68%.

We have continued to implement our Local Transport Plan (LTP) to improve accessibility, road safety, air quality and reduce congestion. One need that has been identified by the LTP is to consider options for improving connectivity through sustainable transport along the Penarth Cardiff Barrage Corridor. Sustainable transport infrastructure and services can contribute to reducing negative impacts that cars have on the environment, reducing congestion, improving health and well-being, and improving access to employment, health and education whilst reducing the risk of road accidents. An external technology company, Capita has been appointed by the Council to review sustainable transport options for the Penarth Cardiff Barrage Sustainable Transport Corridor by way of a Welsh Transport appraisal (WelTAG). This study will enable us to strategically identify, evaluate and develop sustainable transport projects along the corridor for the future.

Despite limited funding, we remain committed to improving our highways and public transport and have successfully delivered enhancements to footways, cycleways, footpaths and lighting to improve the safe mobility of both pedestrians and road users. Our highly successful Big Fill initiative has been completed and has visited all Wards within the Vale to address highway defects reported by our communities. Works to complete the Highway Maintenance 3-year plan within the budget allocation and priorities indicated for this financial year were completed and we have resurfaced 69 roads. However, the capital expenditure required to maintain the network at its steady remains a challenge given shrinking budgets. Despite this, we continue to prioritise urgent works and consider innovative approaches to improve and protect the highway asset as well as prolong the previous capital works investment in our road network.

As an environmentally responsible Council, we continue to implement our Carbon Management Plan and reduce emissions from our buildings, street lighting, and vehicles. During the first phase of the Plan we reduced emissions by 21.3% against a target of 20%. This has been possible through schemes such as Re:fit Cymru, renewable energy such as solar panels, the Space project, environmentally friendly fleet purchases such as hybrid and bio fuel vehicles and the conversion of street lamps to LED lanterns. In terms of financial savings for 2018/19, our Carbon Management Plan is anticipated to save approximately £42,000 in energy costs through the Re:fit scheme (£11,000 savings achieved to date so far with further data to be included); and an annual saving of £105,000 through street lighting upgrades. Since 2016, our electricity use has

reduced from 19 million kWh per year to 16.5 million kWh, a reduction of 13.4%. In addition, for both gas and electricity our carbon emissions have reduced from 12,1558 Tonnes to 7,880 Tonnes, a reduction of 35.2%.

The Council's second Carbon Management Plan covers the period between 2018 and 2021/22 and builds on the success of the first plan by delivering savings through schemes such as Re:fit, reducing demand and installing renewable energy; further upgrading of street and trunk road lighting and the maintenance of our heating and electrical systems. A target of 12% reduction in CO2 emissions over the plan period has been identified for the next phase.

During 2018/19 we have continued to make progress towards developing a Waste Reduction Strategy and remodelling our waste management infrastructure. The introduction of black bag restrictions implemented in September 2018 had a positive effect enabling us to achieve our goal to further increase participation in recycling, reduce the growth of municipal waste and meet national statutory targets. In the first 6 months of restricting black bags there was a 57% reduction in residual waste at our Recycling Centres and a 26% reduction of residual waste collected at the kerbside. In the first 6 months of the black bag restrictions there was a 27% increase in food waste participation and 16% increase on kerbside recycling compared with the previous year.

The black bag restriction project has contributed to the Council achieving a recycling rate of 67.1% which exceeds the statutory target of 58% for 2018/19 (this figure is awaiting verification). In addition, we continue to work in partnership with Cardiff City Council delivering improvements in organic waste treatment to ensure a sustainable waste management service in response to the environmental and carbon reduction challenges facing Wales. This arrangement will further contribute to improving our waste recycling and composting performance.

The latest Waste Finance Project Report 2017/2018 revealed that when compared with the other local authorities in Wales, on a per household basis, the Vale ranked as 4th lowest cost (out of 22 authorities) with overall expenditure on household waste services decreasing by 0.21% when compared to the previous year.

During the year, a record number of our beaches (7) achieved awards guaranteeing visitors a clean, safe, attractive and well managed environment. Whitmore Bay, Southerndown and Penarth Marina were awarded internationally recognised Blue Flags by the Foundation for Environmental Education, with the first two also landing Seaside Awards, along with Jacksons Bay and Cold Knap. The Seaside Award is the nationwide standard for the best beaches and is a symbol of quality which ensures visitors are guaranteed to find a clean, attractive and well managed coastal stretch. We are also working more closely with our communities to deliver environmental improvements to parks, play areas, allotments and outdoor leisure sites. As part of this work, 10 of our parks have retained the coveted Green Flag by Wales' leading environmental charity, Keep Wales Tidy while 13 sites received a Community Award.

We continue to enhance and protect habitats for important species and have begun creating large wildflower areas along Marine Drive in Barry as part of a wider policy to promote greater biodiversity in parks and open spaces. Phase one, known as Western Wildflowers and Wilder Areas, will see a grassland of approximately 23,500 m² left to grow naturally and cut on only one occasion in the autumn. As part of the second phase, the Birchgrove wildflower and woodland extension, a grass area of around 19,000 m² will also be allowed to grow. This will help to greatly increase the biodiversity of the area, improving conditions for plants, pollinators and birds, while also creating a corridor for wildlife that could potentially stretch all the way from Porthkerry Park to Romilly Park.

Whilst we have celebrated many successes through the year, we continue to face inevitable challenges associated with increased service demands and reductions in budgets and funding. We are implementing realistic plans to ensure we are well placed to achieve our priorities and savings but will need to mitigate the ongoing uncertainty in relation to external funding arrangements by continuing to secure pipeline

funding from Welsh Government allowing us to deliver key projects that reflect local needs and opportunities.

Throughout year three of our Corporate Plan (2018/19), we have continued to respond proactively to our immediate challenges whilst looking ahead to the future. We have made excellent progress and continue to be focused on our goals and intended outcomes for citizens with defined actions on how we will achieve these. By working closely with the public, our partners and key stakeholders, we believe we are best placed to overcome the challenges facing our services to successfully contribute towards delivering an environmentally responsible and prosperous Vale.

4.1 WHAT HAVE WE ACHIEVED

4.1.1 OBJECTIVE 3: ACHIEVEMENTS

During 2018, we completed **improvements to Paget Road and Plassey Square, Penarth** under the Open Spaces Project. Works included improvements to the children's play area, tree and wildflower planting, the installation of seats, lighting and a zig zag path. The enhancement of these spaces was well received and is benefiting the respective communities. For example, inclusivity has been a major factor in designing the new play areas meaning they can be enjoyed by children with a range of access needs.



During October 2018, we ran a Digital Marketing Summit attended by **58** people from the local business community. This led to a **greater take-up in the Superfast Business Wales service**; a free business support service that helps small and medium sized Welsh businesses make the most of online technology. We also **supported local businesses by advising 70 community organisations** and delivering a business planning and funding workshop which attracted local businesses and individuals.

95 community members/groups were **supported to lead on the delivery of community projects** this year which is **22** more than the previous year. The increase is down to the success of the Strong Communities Grant Fund. The Creative Rural Communities Team have also successfully engaged residents to become actively involved in their communities and running projects around redundant rural buildings and co-working spaces.



The Barry Island Weekenders programme continues to attract high visitor numbers. **55,000** visitors were attracted to the destination during the year which is a further increase when compared to **48,000** visitors last year. Also **22,000** people attended the Vale of Glamorgan Show, **15,000** attended the Cowbridge Reindeer parade, **3,000** attended the Penarth Pier Summer Sounds Programme.



To support new and local businesses and promote economic growth we have delivered events and workshops across the Vale including **4** free **business start-up events** which attracted **168** attendees, a **funding Theatre** at the Vale Show which attracted **91** attendees, **4** **Enterprise Zone events** which attracted **226** attendees and hosted **22** Business Wales workshops.

In the latest Public Opinion Survey, 2018/19, residents were asked how satisfied they were with the heritage coast. Almost everyone (**99%**) was either very or fairly satisfied with the **heritage coast** overall and the coastal paths in the Vale (**99%**). Over 9 in 10 were also satisfied with the **facilities at Barry Island (94%)** and Barry Island overall (**93%**). Satisfaction levels have increased since the last survey.



The Council has secured more than **£1.8 million** of Welsh Government funding for **transport schemes** in the County which will be used for projects such as road safety improvements at Cardiff Road, Dinas Powys and Floodgate roundabout to Nash Corner in Llandow. Grants have also been secured for junction improvements, sustainable transport opportunities and improvements to active travel routes to promote walking and cycling.

The 2018 STEAM (Scarborough Tourism Economic Activity Model) recorded that tourism in the Vale attracted **4.26 million** visitors, supporting **almost 3000 jobs** and generating an estimated value of **£250.07m**. The survey reported a **2.4%** tourism growth in the Vale since the previous survey with the total number of visitors rising from **4.16M** in 2018/19 to **4.26M** in 2019/20.

We have continued to deliver transport improvement schemes associated with the Cardiff Capital Region Metro including cycle infrastructure and bus stop improvements from **Weycock Cross to Cardiff Airport**. **11** bus stops have been upgraded along the A48 corridor and **2** in **Penarth** with the remaining stops to be upgraded during 2019/20.



Local and national Construction firms were involved in our **Jobs Fair** which took place in October 2018 including Lovell Construction, Willmott Dixon, Alun Griffiths Construction and Kier, some of whom are working on the 5 Mile Lane project. **510** local people attended the Jobs Fair with over **35** local and national employers also in attendance.

During 2018/19, we **completed Phase 1 of Rhoose Active Travel** and delivered footway improvements at Ogmore by Sea, improving opportunities for active travel such as walking or cycling in the local authority area.



The **Barry Island Customer Satisfaction** Survey results for the summer of 2018 revealed that **92%** of visitors to Barry Island were satisfied with facilities and rated them either "Good" or "Excellent" and **82%** saying they were likely to return.



4.1.2 OBJECTIVE 4: ACHIEVEMENTS

67% of household waste that was collected in 2018/19 was either prepared for reuse and/or recycled. This **performance exceeds the current statutory target and the target for 2019/20 (64%)**. The increase in performance from last year (**63%**) comes as a result of the recycling and waste service changes we have recently delivered; in particular the restrictions on residual waste at the kerbside and at Household Waste Recycling Centres introduced in September 2019.



Between 1st April 2018 and 31st March 2019, a total of **26** legal agreements have been signed associated with planning permissions. The value of the financial contributions from these agreements (**known as Section 106**) totals **£3,538,708**. The financial contributions secured through these legal agreements will be used to provide or enhance facilities off site, such as sustainable transport services and infrastructure, public open space, community facilities, public art and educational facilities to ensure that sustainable communities are developed in the Vale.



We received a record **7** awards

for our coastal spaces in recognition of their high quality; **Whitmore Bay, Southerndown and Penarth Marina were awarded Blue Flags** by the Foundation for Environmental Education, with the first two also landing Seaside Awards, along with **Jacksons Bay and Cold Knap**. This gold standard award ensures that visitors are guaranteed a clean, safe, attractive and well-managed coastal stretch.

The annual review of Air Quality Management in the Vale of Glamorgan undertaken in August 2018 recommended that as a result of successful compliance to national air quality standards and improvement in the results of monitoring air quality in the area over a period of three years, **air quality at Windsor Road, Penarth has improved** and should be revoked as an Air Quality Management Area.



During 2018/19 we used developer contributions to make improvements to sustainable transport including; **pedestrian and cyclist upgrade between St. Josephs Primary School and Ash Path**; introduced **walking and cycling infrastructure along Porthkerry Road, Rhoose**; implemented **footways throughout the Main Road in Ogmore by Sea**; enhanced **pedestrian access at Cogan Primary School** and provided a grant to **East Vale Community Transport** to purchase a new mini bus to provide community transport.

Residents were asked how satisfied they were with various aspects of **recycling and waste management** services as part of the Public Opinion Survey 2018/19.



Over 9 in 10 residents were satisfied with food waste recycling facilities (**95% very or fairly satisfied**), garden waste recycling facilities (**95%**), recycling facilities (**94%**) and recycling centres (**94%**).



The pool car scheme which launched in 2015

continues to reduce the cost of essential staff travel by more than **£10,000** each month, this has seen the authority **shortlisted for most sustainable fleet management department at the Local Authority Plant & Vehicles Future Fleet Forum**. The pool car scheme has been a great success not only in financial terms but also in freeing up staff time and delivering a significant reduction in the Council's carbon emissions.



When asked how satisfied they were with various aspects of **public transport and highways**, residents responded that satisfaction was highest with access to public transport (**87% very or fairly satisfied**), public transport information (**83%**), bus services (**79%**) and rail services (**76%**).

The **High Brown Fritillary habitat improvement project** continues to secure the future of the High Brown Fritillary butterfly, a species that, in Wales, can only be found in the Alun Valley near Ewenny. The Council has worked with Natural Resources Wales volunteers, Conservation groups and landowners to conserve and restore areas of the Valley over the last 15 years. This work, which began in the late 1990's **has led to the species doubling in number.**



We continue to improve the condition of the **local highway infrastructure** and recognise its importance as a valuable asset to the Vale. During 2018/19, **69** roads



received surface improvements in the form of corrective resurfacing works which involves treating the road to prevent further deterioration. This essential work will ensure that our highway networks are safe and reliable so that we can continue to sustain the Vale's economic and transportation needs.

£2,226,161 was spent on schemes during 2018/19, with Section 106 contributions supporting enhancements to public transport, walking and cycling networks, new school places and open space enhancements. For example, the **upgrade to the multi-use games and play area at Paget Road, Penarth** and **play areas at Fferm Goch, Llangan, Dochdwy Road, Llandough, Ceri Road, Rhooze**; and provision of an **outdoor learning area at Oakfield Primary and Ysgol Gwaun Y Nant.**



We continue to achieve **high satisfaction levels from visitors to our Country Parks** with **99.6%** reporting that their visit was either very good or good. We have also delivered **332** facilitated visits at our Country Parks and Heritage Coast a further improvement on 297 last year. This along with the awards presented by Keep Wales Tidy shows recognition of our high standards at the County's many parks, green areas and open spaces.

353 incidents of **fly tipping** were reported to the Council during 2018/19. **351 incidents (99%)** were **cleared within 5 working days.** Although we aim to clear fly tipping in three days, the average number of days taken to clear fly-tipping incidents during the year exceeded our target at **1.59** days.



76% of highways and relevant land inspected during the year achieved a high or acceptable level of cleanliness, a further improvement on **71%** last year. The percentage of highways at an acceptable level of cleanliness also exceeded target with **99%** of highways inspected being of a high or acceptable standard of cleanliness.



We have continued our **investment in street lighting** and during 2018/19, all residential street lighting stock (**5,000** lamps) was converted to LED helping us to meet our carbon reduction commitment and



further reduce our energy bills.

During the year, we determined **1221** **applications for planning.**



91% were determined within the agreed target timescales set by Welsh Government compared to **88%** across Wales.

4.1.3 OBJECTIVE 3: CASE STUDY

SPOTLIGHT ON: ECONOMIC DEVELOPMENT AND REGENERATION

During 2018/19 we have been working to provide support and growth for Small and Medium Enterprise's (SME) and the large business community through the delivery of targeted events. The initial and ongoing support we provide to this community allows us to improve the economy, drive regeneration and **prevent** issues such as unemployment and poverty.

Enterprise Zone – Cardiff Airport and St Athan

Four major events have been staged in **collaboration** with Business Wales and Welsh Government. The objective at each event was to engage the business community, discuss relevant topics (such as procurement, innovation and small grants) and deliver updates relating to regeneration plans in the Vale of Glamorgan. The events were extremely successful and well attended with an average of 60-80 individual and businesses joining each session.

Start Up:

We have recently introduced the Vale Start Up Club, an initiative developed by the Economic Development and Regeneration Team and the only one in operation in Wales. The Club, aimed at new business start-ups, delivers workshops aimed at upskilling entrepreneurs with business knowledge and acumen to support decision-making, future proofing businesses and ensuring the **long-term** sustainability of the local economy.

Start up support has been driven by **involving** and listening to the business community and linking them to relevant initiatives. For example, we recently joined services with via a lead officer from our Tourism

department to work with a hospitality and leisure industry business in the Vale. This resulted in the client successfully securing a grant for £100K for their building refurbishment. We also **integrate** with other services such as Planning and Policy, Property and Estates, Education, Social Services and Neighbourhood Services placing the client at the centre of everything we do.

SERVICE USER STORY:

The award winning Goodwash Company is a social enterprise creating jobs and employing people at risk of poverty on a living wage. They sell a luxury, Welsh wash brand, with natural ingredients derived from the land and sea. All profits go to the Goodwash foundation to fund projects that improve the lives of animals and people. They help cultivate a conscious consumer movement and provide solutions for those wanting to do more such as volunteering and fundraising with a difference.

The directors of Goodwash Company approached us for support and a business space in the Vale. Using their brief, we identified a suitable site and provided information by way of a report that gave a snap shot of the premises in the area. They are now signed up to take premises in the new Goodsheds Urban Village development in Barry.

"We are really proud to be a local Barry business. The beaches, coastline, restaurants and new business networks are making it a really exciting place to live and work. The Vale Council team has been extremely supportive and forward thinking."

The Director, Goodwash Company

4.1.4 OBJECTIVE 4: CASE STUDY

SPOTLIGHT ON: GREENLINKS COMMUNITY TRANSPORT

Greenlinks Community Transport Service is an innovative transport service delivered by a small team of employees and 17 volunteers. The membership scheme provides a solution to allow residents of the Vale of Glamorgan who are unable to access public transport to continue to get out and about and maintain their independence, **preventing** social isolation.

Since its inception in June 2010, more than 2,200 individuals and 114 groups have joined the Greenlinks Service, 84% of these individuals are over 60. During 2018/19, Greenlinks provided more than 10,000 journeys for over 400 people.

The **involvement** of 17 volunteers has allowed us to expand the service and offer transport to more members allowing the service to become sustainable and operated into the **long term**. As well as this, there are many positive well-being benefits that can be attributed to the act of volunteering. The service is also made sustainable by the option to "dial a ride" which takes away the need for a rural bus service that would be under used and expensive.

Greenlinks continues to evolve and **integrate** with other Council departments including Tourism, Social Services and the Cabinet Office. We are currently working with our Social Services department, providing transport for young carers on Wednesday evenings to attend a Youth Club for young people providing much needed respite. The service also **collaborates** with third sector organisations, such as Sight Cymru, providing transport for members to their local Club meetings in Cowbridge, Barry and Penarth Clubs.

Greenlinks currently provides a variety of services:

- **Ad-hoc door to door services:** Providing door to door service to members, whether it be to a health appointment, shopping or local Club. Drivers also offer a helping hand carrying shopping to the door or simply providing an arm to hold whilst walking to the door.

- **Group Hire:** Available to local community groups and charities. For example, our volunteer drivers pick up members of the local 'Sight Cymru' groups, picking them up from the door, lending a guiding hand, getting them to their local groups and taking them home safely.
- **Registered local 'on-demand' services:** Due to a lack of public transport in rural Vale, Greenlinks has registered local 'on-demand' services with the Department of Transport. They are open to all members of the public travelling within a specified area and passengers can use their concessionary bus pass. For example, the G1 service, operating Monday to Friday, between St. Athan, Cowbridge and Bridgend and the surrounding villages, provides a vital link to key hubs for residents living in rural areas.

4.2 OUR CHALLENGES

4.2.1 OBJECTIVE 3: CHALLENGES

Whilst progress to date in relation to the Cardiff Capital Region (City Deal) is positive, we need to ensure that the interests of the Vale of Glamorgan continue to be effectively promoted. Of particular relevance is the need to **promote the Airport and St. Athan as centres for economic growth and job creation, improving strategic access to the Vale, increasing the supply of affordable housing and the continued regeneration of Barry.**

There is a need to **mitigate the ongoing uncertainty in relation to external funding arrangements** (exacerbated by Britain exiting the European Union) and secure Pipeline funding from the Welsh Government to develop and deliver key regeneration projects that reflect local needs and opportunities. In addition, **Rural Communities Capital funding for all sectors is likely to end in 2020, resulting in cost pressures on the Council in subsequent years.** This funding has been used to invest in Council assets since 2004.

The development industry in the Vale of Glamorgan is as busy as it has ever been, and this is placing **pressure on our resources in Development Management and on the local infrastructure overall**. On average over 600 homes are being built yearly, and major infrastructure projects being undertaken such as 5 Mile Lane, Darren Farm link road, Cowbridge, and Northern Access Road, St. Athan. In addition, further pressures result from delays in technical input from statutory consultees on planning applications who are facing their own resource challenges. In 2018/19 the Council's planning enforcement team have faced significant challenges in monitoring and ensuring compliance with conditions on major developments; of note Enforcement Notices were served on the Development Consortium at Barry Waterfront to prevent construction and occupation of their houses until mixed uses are provided in the planned District Centre. The department has been working hard to deal with these work pressures whilst maintaining customer service and delivering services in accordance with the Welsh Government framework. The department is also maximising Reshaping opportunities through efficiency savings and income generation through Planning Performance Agreements and planning consultancy services for internal departments.

High streets and town centres throughout the UK are facing enormous challenges, with major retail closures. **Barry town centre is no exception having suffered several recent losses.** This challenge is further compounded by the results of the 2018/19 survey which revealed that just over half (57%) of surveyed residents consider our town centres to be attractive places to visit. We recognise that the landscape in which town centre businesses are trading is changing and old ways of doing business are no longer effective. However, new and exciting opportunities are emerging, and we have already begun to engage with business owners to maximise economic growth, employment and visitor numbers.

4.2.2 OBJECTIVE 4: CHALLENGES

Works to complete the Highway Maintenance 3-year plan within the budget allocation and priorities identified for 2018/19 have been completed. However, a key challenge remains for the Council going forward in relation to maintaining and improving the condition of our highway network. The Vale's road network is a continuing deteriorating asset which requires ongoing significant investment in excess of £2m year a year to maintain a steady state condition. Since the Welsh Government's Local Government Borrowing Initiative (LGBI) ended in 2015, capital investment in the Vale's highways asset has reduced to some 50% of that required to maintain a steady state condition and this has been further exacerbated by the general increase in all road classes experiencing higher volumes of traffic. Consequently, **the overall condition of the highway network has generally deteriorated since the end of LGBI investment somewhat negating the improvements made at that time.**

Through careful prioritisation and allocation of capital expenditure through the Council's Highway Maintenance 3-year Plan, we are working to maximise our ability to maintain the local highway network, ensuring that the roads that require the most urgent works are prioritised. In addition, we continue to consider innovative surface treatments to improve and protect the highway asset as well as prolong the previous capital works investment in our road network.

The ever-increasing traffic growth within the Vale of Glamorgan remains a challenge for the Council. **Increased congestion and pollution particularly in Eastern Vale and the Penarth Cardiff Bay corridor may impact negatively on the environment, economic productivity and health.** We are currently investigating our options by way of an external evaluation process with the aim of improving sustainable transport options aimed at reducing pollution and congestion, improving health and wellbeing and access to employment.

We recognise that we need to take bold action to reduce carbon emissions and have set out ambitious goals in our Carbon Management Plan, however, **we require the necessary powers, resources and technical support to help us work towards reducing carbon emissions and meet our targets.** We continue to work with partners across the region to develop and implement best practice methods that can deliver carbon reductions and help limit global warming. We will also work with stakeholders to explore ways to maximise local benefits of these actions in other sectors such as employment, health, agriculture, transport and the economy.

Rising energy costs for unmetered electricity supplies in relation to street lighting remains a key challenge given reducing budgets and the need to deliver significant savings as part of the reshaping agenda. There has been an increase of nearly 20% in the cost compared to the previous year.

Both Section 106 and Welsh Government funding have been used to improve Active Travel routes throughout the Vale but the **lack of consistent capital funding for Active Travel schemes, including competing with other areas for Section 106 contributions and other Local Authorities for Welsh Government funding, means Active Travel is very much a piece meal process and the uncertainty of the funding makes it difficult to deliver improvements as planned.**

Although the Vale has high rates of recycling with nearly two thirds of our waste being recycled, **we need to reduce the levels of contamination in order to achieve challenging statutory targets imposed by Welsh Government in line with the Zero Waste agenda.** In Autumn 2019 we will begin replacing the co-mingled recycling system with a source separated system. These changes to collection arrangements are being implemented across Wales as part of Welsh Government's move to reduce levels of contamination in recycling collections and allow even more of what we discard to be sent to incineration or land fill sites. We will ensure that we engage and support residents to make these changes as easily as possible.

We continue to respond positively to our challenges by engaging with residents, collaborating with our partners and taking effective steps to reshape and integrate our services. Our Service Planning process and our robust approach to risk management ensure that we take appropriate action to address our challenges and mitigate their effects. Through our corporate Performance Management Framework and our Risk Management Strategy we effectively monitor progress of our actions to measure our impact and success.

ASPIRATIONAL
& CULTURALLY
VIBRANT



VALE OF GLAMORGAN COUNCIL

Aspirational and Culturally Vibrant Vale

ANNUAL REVIEW OF PERFORMANCE
(APRIL 2018 – MARCH 2019)



Our overall RAG status for 'An Aspirational and Culturally Vibrant Vale' is AMBER

5.0 POSITION STATEMENT

The Vale of Glamorgan Council's vision of working together to build strong communities with a bright future underpins all our activities under this Well-being Outcome. Indeed, ensuring that all children, young people and adults have access to lifelong learning opportunities is fundamental to achieving our Corporate Plan priorities and ensuring the Vale of Glamorgan's continuing and future prosperity.

Despite the national austerity agenda which has hit us hard especially in terms of funding for schools and funding of learning opportunities to enable citizens to achieve their full potential, we have remained ambitious in our plans for the Vale of Glamorgan. We have reason to celebrate our performance as much was achieved during 2018/19. We have not done this alone, our partners have been very supportive, helping us to provide those important life chances and opportunities for Vale citizens to learn, grow, prosper and improve their health and well-being. The achievements outlined below demonstrate our ongoing commitment to achieving the best education outcomes in Wales which matches those of the most successful authorities in England with similar socio-economic profiles.

Overall, we have made good progress in delivering our Corporate Plan priorities for year 3 in relation to Well-being Outcome 3 and its associated objectives of, 'Raising overall standards of achievement' and 'Valuing culture and diversity'. This has contributed to an overall Amber status for the outcome at end of year.

For the period 2018-19, 96% (65 out of 68) of planned activities aligned to 'An Aspirational and Culturally Vibrant Vale' have been successfully delivered. In relation to the objective, 'raising overall standards of achievement', 95% of planned activities were successfully completed and 96% in relation to the objective, 'valuing culture and diversity'. Across the Outcome, 3 actions were assigned a red status to reflect slippage and this accounted for 4% of all planned activities for 2018/19. There is a need further increase learning opportunities for disadvantaged individuals with a focus on digital access and literacy (AC003); fully implement Welsh Government's "Code of Practice for Ethical Employment" (AC010); and progress the Vale Arts Strategy (AC015).

Of the 42 performance measures aligned to this Well-being Outcome, a performance status was applicable at end of year for 35 PIs. 18 PIs (51%) were attributed a Green performance status, 14 (40%) Amber status and the remaining 3 (9%), a Red status. The PIs that were categorised as red (missed target by more than 10%) relate to: Pupil (Year 11) achievement at the Level 2 threshold including GSCE grades A* to C in English, Welsh First Language and Mathematics for pupils eligible for free school meals (CPM/041); days lost due to fixed-term exclusions in primary schools (CPM/034); and speed of response for calls on the Welsh language line (CPM/072). A performance status was not applicable for 7 measures. This related to measures which were either establishing baseline performance in 2018/19 and consequently no target was set or were national well-being indicators for which Welsh Government data is not yet available.

We continue to operate in the most challenging times. Despite the reductions in the funding available to local authorities and rising cost pressures, the Council is committed to continuing its investment in schools and our learning environments and by improving the prospects for our children, young people and adults, the future success of the Vale.

As part of the School Reorganisation and Investment Programme and the Welsh Government's 21st Century Schools Programme, we have continued to improve the learning environment for pupils in schools across the Vale of Glamorgan which supports the successful implementation of strategies for school improvement and better educational outcomes. Our investment in resources and school buildings continue to be impressive and significant development is planned in the coming years, for example, new school buildings at Whitmore and Pencoedtre High Schools, and St Nicholas Church in Wales Primary Schools, a Centre of Learning & Well-being, expansion and refurbishment of Ysgol Gymraeg Bro Morgannwg, and Expansion of our Special School, Ysgol y Deri. Major projects in-year saw a new Foundation Phase building completed at Romilly Primary school, and enhancement and internal remodelling of Colcot Primary School which helped to address the surplus capacity by reducing school places to 315. Pencoedtre High School and Whitmore High School opened in September 2018, transforming English medium secondary education in Barry through the introduction of co-education.

Standards can only truly be considered high if they are high in every part of the County and for all pupils regardless of their background or ability. It is pleasing to report that all our maintained schools inspected during the year were judged as good or better by Estyn in all 5 judgements. In addition, there are currently no schools in a statutory follow up category (Significant Improvement or Special Measures).

In many but not all areas, the Vale of Glamorgan pupils' achievements are above the national averages. During the 2017/18 academic year, there were dips in educational attainment and progress in some Key Stages, although overall, our performance in these remained amongst the highest in the Central South Consortium and higher than the Wales average. Our GCSE results were the best in Wales with over a quarter (27.65%) of pupils achieving 5 or more GCSEs grades A* to A (a 3% increase on the previous year). Additionally, our GCSE 'A' level results continue to make good progress with 77.4% of pupils achieving A*- C grades. Of these, 29.4% achieved A*- A grades, a further improvement on last year's performance of 26.4%. Despite our strong performance, we recognise that the outcomes for children who are eligible for free school meals remain behind that of their peers and we are taking decisive action to address this as a key priority.

We continue to work alongside Estyn and the Consortium to ensure that our schools are well led and managed, appropriately supported and effectively challenged to improve the attainment and prospects of the children and young people in the Vale. Our approach to developing self-improving schools is now well established with regular events taking place which provides opportunities to share good and excellent practice both from within the Vale and across the region. This is contributing to improved inspection judgements, attainment levels and categorisation outcomes across schools. Our approach is also contributing to improving the quality of leadership and teaching in our schools and thus pupil attainment outcomes overall.

Despite stringent challenge and support to schools, pupil absence in both secondary and primary schools has increased. Whilst secondary attendance remains in the top quartile, primary attendance has fallen into the upper middle (2nd) quartile of performance in Wales and is a priority for improvement.

As well as working with all schools and the Consortium to provide the best outcomes for pupils, we continue to provide a range of support to children, young people and families as we recognise that some young people will need additional support to overcome barriers which can prevent them from achieving. Through initiatives such as Families First we have continued to deliver prevention and early intervention to young people and their families to enable them to participate fully in education and other learning opportunities. Over 98% of

the 1394 users accessing the service during the year reported that they were happy with the service they received and nearly 96% felt more confident in themselves and their abilities following support. Whilst the attainment of disadvantaged children remains below that of other children, overall, the Vale out-perform their counterparts regionally and nationally in their attainment as well as their progress made in reading, writing and mathematics.

The Vale is in a favourable position in terms of the diversity and accessibility of post 16 provision with opportunities available through 7 secondary schools with sixth forms, a specialist school that offers provision to 16-18 year olds with learning difficulties and disabilities, Cardiff & Vale College, engagement provision offered by voluntary sector providers such as the Princes Trust, traineeships, the Youth Engagement and Progression Framework Lead Worker Network and other work based learning provision offered through a wide range of local providers. Participation in further education in the Vale of Glamorgan is above the national average overall, and good progress has been made via our schools, local employers, local further education providers and the Council's own apprenticeship scheme in increasing the number of vocational training and apprenticeship opportunities available. This continues to contribute towards positive destination outcomes for our learners at the end of their learning. However, we also recognise that more needs to be done to future proof our workforce and we are working via the Cardiff City Region Regional Skills Partnership to ensure that we focus our investment on addressing identified skills gaps and shortages to meet the needs of the economy in the long term.

Our strong collaborative working arrangements with key partners are helping harder to reach young people including those who are Not in Education, Employment or training (NEET) to access more opportunities for learning and work. High levels of participation in education, employment or training amongst 16 to 18-year olds (Years 11, 12 and 13 leavers) have been achieved in the Vale of Glamorgan. Our performance of 0.5% in relation to Year 11 leavers ranked us 1st in Wales. Similarly, the performance of Year 13 leavers has improved to 1.56% and Year 12 to 0.39% compared to 2.85% and 1.3% respectively in the previous year, well above the national average. A coordinated approach with partners alongside initiatives such as Inspire to the Achieve (I2A) and Inspire to Work (I2W) projects have continued to improve how we track, identify and support young people who are not in education, employment or training or have the potential to become NEET, thus resulting in the year on year reduction in NEET levels seen over the past few years. As at July 2019, the Welsh Government Five Tier Model of engagement indicates that over 87% of 16 to 18 year olds in the Vale of Glamorgan were either in full time or part time education, employment or training. Whilst our performance is positive, further reducing NEETs levels remains a priority going forward.

Since its opening in November 2016, the Vale Learning Centre has gone from strength to strength, offering residents of all ages a wide range of opportunities to gain skills and knowledge and broaden their horizons, all at the same location. Take up of adult learning courses remain high as does adult learner success rates (success rate refers to the number of learning aims achieved by individuals at the end of a course divided by the number of learners enrolled on the course. A high success rate indicates that more learners complete their course and gain a recognised qualification). We are a top performing provider in the region with a 91% success rate for priority learners on accredited adult community learning courses which is well above the average of 85% according to recent Department for Employment & Skills categorisation. Despite our positive progress, we recognise more needs to be done to ensure that we sustain and increase the opportunities available for young people and adults in the Vale to gain meaningful skills and qualifications that will help them into or return to the world of work, and also opportunities to keep on learning for pleasure, enjoyment and personal fulfilment.

The Council remains committed to improving and enhancing services for Welsh speakers and learners in the Vale of Glamorgan which is supporting the Welsh Government's vision to see one million Welsh speakers by 2050. Through our Welsh Language Promotion Strategy, we are working with key partners to ensure we provide increased opportunities for residents including children and young people, to participate in activities through learning and social interaction via the medium of Welsh. Via our 3-year partnership with Menter Bro

Morgannwg alone, approximately 7,000 people participated in various activities during the year and we have also continued to provide Welsh awareness sessions to all staff and support formal Welsh language classes for staff in the workplace as well as providing regular 'Blasu' sessions in various locations. Work has progressed during the year in delivering our approved Welsh in Education Strategic Plan (WESP) for 2017-20 with a focus on supporting Welsh medium childcare provision, adult community learning provision and meeting the demand for Welsh medium education in the Vale.

We recognise the important role that the arts play in improving the health and well-being of residents and its value to the Vale's economy and are committed to progressing our 'Arts and Culture Strategy: An Aspirational and Culturally Vibrant Vale'. Our focus during 2018/19 has been on developing a varied and sustainable arts programme; working with communities to increase local opportunities for participation through initiatives such as night out theatre events, talks, public art programmes, cinema equipment loans, and participatory workshops; strengthening links with schools to maximise their opportunities in and after core school hours through initiatives such as the Forte Music project, A2Connect and Criw Celf; maximising the use of assets such as Arts Central to generate income; and working with communities to deliver public art works that reflect our heritage and culture. Nearly 37,000 organisations and individuals participated in programmes managed by the Arts service and its partners during 2018/19. Our focus going forward is to continue to work collaboratively with local businesses, public sector organisations and our local communities to maximise our opportunities to invest in and strengthen our local arts infrastructure through innovative ways including collaborations, resource sharing where appropriate and income generation, thus contributing towards building a sustainable and thriving local arts sector.

The achievements outlined above are testament to the dedication and hard work of staff, schools, parents and other key partners who continue to provide a supportive environment and the right encouragement to enable our children, young people and Vale residents generally to aspire and to achieve their full potential.

Against this back drop of achievements, we do face a number of risks and challenges that have impacted on our services and delivery of this Well-being Outcome. The financial pressures on the Council are likely to continue and, while we will continue to try to protect services to the most vulnerable in our community, it is increasingly difficult to cushion the impact to early intervention and prevention services and support for those in need through our targeted work. It is a known fact that, children from poorer households still have worse educational outcomes and worse life chances than their peers. Therefore, tackling this inequality head-on is a key ambition for the Council to ensure that our most vulnerable children and their families are supported in school, in their communities and in the workplace to achieve the very best.

The Vale is the lowest funded authority per pupil in Wales. Whilst the relatively low level of funding received demonstrates that good value for money is being achieved in providing our services, the need to continue to raise attainment levels against a backdrop of an ongoing national reduction in education funding and an increase in pupils attending Vale schools presents significant challenges for the future. The ongoing low levels of funding are not sustainable in the long term and could threaten services going forward. Over the past few years, the Council (via the Leader and Chair of the Schools Budget Forum) have continued to raise their concerns with Welsh Government over the ongoing underfunding of education in the Vale and will continue to do so going forward.

We are seeing increasing demand for Additional Learning Needs (ALN) provision and increasing customer expectations which continue to place additional pressure on both central education resources and on individual schools' budgets. Meeting the needs of all young people with additional learning needs is an absolute priority for the Council and we continue to make good progress with key stakeholders in reshaping provision in the Vale in response to the ALN Bill to facilitate the delivery of a responsive, high quality and cost-effective service that meets the needs of pupils and which supports them, their parents, schools and the Council to maximise achievement and well-being.










In the long term, sustaining the good progress made in increasing the number, range, take up and success rates of learning opportunities available to adults in the Vale through community learning remains challenging given ongoing reduced funding. This threatens the future prospects of many Vale citizens, many of whom may need to retrain to work beyond retirement age as well as unemployed people who need support to train for a new role. Despite the challenge, we remain ambitious in our plans to maximise opportunities for Vale citizens to achieve their full potential and we continue to work in partnership to ensure that those who want to use adult education as a springboard for improving their skills continue to have access to those opportunities.

Similarly, the re-profiling of European and Grant funding for key initiatives such as Families First, Inspire to Achieve and Inspire to Work continues to present challenges. Not knowing the level of funding and the short-term nature of existing funding creates instability and uncertainty in terms of planning future work which may in turn impact on sustaining the high levels of performance achieved to date in delivering these initiatives.

Going forward into year 4 of the Corporate Plan, we are committed to responding proactively to the increasing pressure to do more with less and this will no doubt challenge our ambitions. However, we have a good track record of collaborating with our partners when times are tough to seek out and maximise our opportunities to achieve the best for Vale citizens. We will continue to share best practice and resources during the years to come.

5.1 WHAT HAVE WE ACHIEVED

5.1.1 OBJECTIVE 5: ACHIEVEMENTS

 <p>Through various targeted initiatives, we have further reduced the number of Year 11 leavers known not to be in education training or employment (NEET). Our performance of 0.5% ranked us 1st in Wales. Similarly, the performance of year 13 leavers has improved to 1.56% and year 12 to 0.39% compared to 2.85% and 1.3% respectively in 2017/18.</p>	<p>We have improved our average capped 9 score for pupils in year 11 and are now ranked 1st in Wales. This is the school average of the total points attached to the top nine GCSEs, or equivalent volume of qualifications, for each learner in the cohort, including subject specific requirements in English/Welsh language, Mathematics and Science.</p> 	 <p>GSCE 'A' level results continue to be good with 77.4% of pupils achieving A*- C grades. In addition, 29.4% of entries were awarded A*- A grades, an improvement on last year's performance of 26.4%. Of particular note are the improvements in Cowbridge Comprehensive School where 40.5% of grades awarded were A*- A and Ysgol Gymraeg Bro Morgannwg with 34.1%.</p>	<p>100% of schools inspected between during the year were judged as good or better by Estyn in all 5 judgements. Our approach to developing self-improving schools has contributed to ensuring that there are no schools in an Estyn statutory follow up category for the period.</p> 
 <p>Highest performing authority in relation to Level 2 threshold attainment. 66.33% of Year 11 pupils achieved the level 2 threshold including GCSE grades A*- C in English, Mathematics and Welsh first language. This represents a 5.9% improvement on the previous year (60.40%).</p>	 <p>Not content with being one of the first local authorities in Wales to achieve the bronze quality mark for its youth services, the Vale Youth service has continued to make good progress towards achieving the silver quality mark, further demonstrating our commitment to ensuring all young people have opportunities to achieve their full potential. Nearly 3,000 accredited outcomes were achieved through the youth service in 2018/19. We ranked 3rd in Wales for our young people's Duke of Edinburgh Award achievements.</p>	 <p>Through the Families First initiative we have continued to support young people and their families to enable them to participate fully in education and other learning opportunities. Over 98% (1370 out of 1394) were happy with the service they received and nearly 96% felt more confident in themselves and their abilities following support.</p> 	 <p>100% of final statements of Special Educational Needs were issued within 26 weeks including and excluding exceptions.</p>



Top performing authority in Wales in relation to GCSE results.

Over a quarter (**27.65%**) of year 11 pupils have achieved 5 or more GCSE grades ranging from A* to A compared to 24.79% in the previous year.



Through working proactively with schools to secure appropriate alternatives, there were **no permanent exclusions from Vale schools during the year.**



Through working effectively in partnership, we have ensured **100% Children Looked After left compulsory education with an approved qualification.**

Our **pupil attendance rate (nearly 95%)** in Secondary schools is amongst the top quartile performers in Wales **ranked 3rd.**



Successfully secured over **£1.8 million** of capital funding which will significantly increase the **childcare offer** to working parents in the Vale. This funding will be used to establish a **new childcare setting at Gladstone Primary school and refurbish existing ones at Llanfair, Ysgol Dewi Sant**, thus enabling greater numbers of children to start their learning journey.



Secured nearly **£135m in capital investment** to deliver an ambitious programme to transform and enhance our learning environments for the future under Band B of the 21st Century Schools Programme. Key projects include; **new school buildings at Whitmore and Pencoedtre High Schools and St Nicholas Church in Wales Primary Schools; a Centre of Learning & Well-being; expansion and refurbishment of Ysgol Gymraeg Bro Morgannwg; and Expansion of Ysgol y Deri.**



Improvements continue to be made to schools via the **School Reorganisation and Investment Programme and the 21st Century Schools Programme**. The improved learning environments support the successful implementation of strategies for school improvement and better educational outcomes. During the year a new Foundation Phase Building was completed at **Romilly Primary School**; enhancement and internal remodelling of **Colcot Primary School** helped address the surplus capacity by reducing school places to 315.

83% of Flying Start children achieved at least the expected outcomes (outcome 5+) for Foundation Phase during the academic year.



5.1.2 OBJECTIVE 6: ACHIEVEMENTS

 <p>84% of Vale residents attended arts and cultural events, well above the regional average of 76% and the national average of 74%. Our Arts Development Service supported community volunteers across the Vale to bring the arts to the heart of their communities through initiatives such as, night out theatre events, talks, a public art programme, participatory workshops and exhibitions. Nearly 37,000 organisations and individuals participated in arts and cultural activities contributing to a resilient and thriving arts community in the Vale.</p>	 <p>As a Stonewall Diversity Champion we are committed to ensuring we have an inclusive work place for all lesbian, gay, bi and trans staff. The Workplace Equality Index for 2018/19 places us in the top half of all organisations in the UK (215 out of over 500).</p>	 <p>In partnership with Menter Bro Morgannwg, we are providing increased opportunities for residents, including children, young people, families and adult learners to take part in activities through the medium of Welsh. Over 9,000 children, young people and adults participated in various activities over the year through the medium of Welsh. Nearly 400 new adult learners enrolled in Welsh language courses during the year.</p>	 <p>The Vale's Country parks are a part of its greenspace heritage and we are committed to conserving this asset for the future and maximising its health and well-being benefits to citizens. These assets remain very popular with visitors and residents alike and during 2018/19, high satisfaction was reported for visits to our country parks (98%) and the heritage coast (99%).</p>
 <p>During 2018/19, 364 planning applications were determined of which 11 were Listed Building Consent; 43 Tree applications determined; 21 Work to trees in a conservation area and 22 Work to trees covered by a Tree Preservation Order contributing to protect and enhance the built, natural and cultural heritage of the Vale.</p>	 <p>Since its establishment 2 years ago, community Libraries have continued to increase the range and diversity of activities available to Vale residents. Nearly 1.4 million visits were made to our libraries where people participated in a wide variety of activities to improve their health and well-being including, numerous clubs, quiz night for adults; author events; various workshops; book groups; information exchanges; coffee mornings; and creative activities.</p> 	 <p>The Vale Adult Community Learning team is a top performing provider in the region with a 91% success rate for priority learners on accredited adult community learning courses. This is well above the average of 85% according to Department for Employment & Skills categorisation. The centre has been awarded a Green Grade by the Driving Licence (ECDL) Audit in recognition of the good outcomes achieved by learners during the 2017-18 academic year.</p>	 <p>84% of Vale residents attended arts and cultural events, well above the regional average of 76% and the national average of 74% according to the latest National Survey for Wales data. The survey also showed that when considering whether residents have participated in arts events, visited historic places or visited a museum in Wales, the Vale ranked highly compared to other areas in Wales across all three activities showing good participation rates in cultural activities</p>

5.1.3 OBJECTIVE 5: CASE STUDY

SPOTLIGHT ON: FAMILIES FIRST SERVICES

It has long been recognised that adverse childhood experiences occurring in childhood can impact profoundly on children and young people's development and outcomes including the capacity to learn and participate in school life, thus impacting significantly on their later outcomes. The Vale's Families First Service is an **integrated** multi-agency service designed to improve the life chances of children, young people and families in need. By **collaborating** with a range of providers, the service provides a wide range of support tailored around whole families to help to overcome difficulties and make positive change to **prevent** issues from escalating. Our proactive approach to **involving** families in identifying their needs and long-term goals ensures that appropriate and targeted intervention is taken to address the issues identified and reduce the risks of further adverse childhood experiences in the **long term**. An example of how this approach has contributed to positive outcomes for Vale citizens is described below.

SERVICE USER STORY:

A young person was referred to the Well-being Service for his emotional well-being, particularly to build his self-esteem and confidence, and to encourage him to engage with his peers. There had been previous exposure to adverse experiences, lack of family support, poverty in the family, poor social and emotional well-being and historic domestic violence and family conflicts. At the point of referral, the young person had an 87.5% attendance rate to school which was of concern and he was often late to school. In line with the team around the family model, following a meeting with a Well-being Mentor in September 2018, the young person gave consent for support to take place in school and a home visit was undertaken for the family to meet with the mentor. Mentoring sessions commenced thereafter on a weekly basis. The young person was already struggling at secondary school with organisation, being late for school and had issues around not having enough sleep due to arguments at home during the night between family members.

The young person was keen to engage and through an assessment, highlighted low self-esteem issues, home issues, not feeling safe and worrying about change. The young person stated that he wished, 'to have a better relationship with his sister and for no one to cry'. He also shared that he was not coping well with his unhappy feelings and the mentor identified that some of this was due to anxiety at home.

The mentor and young person looked at what support would be helpful for him to relieve the feelings of being overwhelmed and in the first instance, a support plan was created in partnership with the young person. The young person was then engaged in activities to help him talk about his feelings and explore coping strategies to help with his angry and anxious feelings. The mentor also looked at sports clubs at school to support him to mix in a positive way with his peers to help improve confidence and self-esteem. The young person had raised issues in relation to his older sister teasing him at home and the mentor made school staff aware of this and brought this to the attention of the Care and Support officer linked to the family to address this.

Since the intervention, the young person has reported that 'the arguments at home are not as regular and school is going well'. His attendance in school has improved and he is no longer regularly late. He has also reported that he is coping better with change and thinks more positively about himself. The young person regularly attends a weekly 'drop in' to help improve confidence and friendships and this has also helped improve his conduct in school.

'Thanks Holly for helping me get through the troubles at home'. Quote from the young person

'Thank you so much for all you've been doing with He really likes you and has enjoyed spending time with you'. Quote from mum

5.1.4 OBJECTIVE 6: CASE STUDY

SPOTLIGHT ON: MENTER BRO MORGANNWG

Menter Bro Morgannwg provides social, recreational, cultural and learning opportunities in Welsh which ensures valuable experiences for the Vale of Glamorgan's children, young people and adults to develop their use of the Welsh language outside school and work hours, thus raising the profile of the language within the County. Taking an **integrated** approach, Menter Bro Morgannwg works with the Vale of Glamorgan Council and over 30 partners across the third, public and private sectors including Vale communities to identify opportunities that reflect the needs of Welsh communities and learners in the Vale of Glamorgan as well as the Welsh Government's strategic priorities for reaching a million Welsh speakers by 2050. Much emphasis is placed on developing a wide range of social, recreational, cultural and learning opportunities in recognition of the important role that the arts and culture play in not only improving educational attainment but also in improving the life prospects and health and well-being of residents in the long term. Through an established **collaborative** approach with partners and Vale communities developed over the past few years, Menter Bro Morgannwg has been able to maximise the range of social, recreational, cultural and learning opportunities

available for Vale residents to participate in, with over 9,000 successfully doing so in the past year alone. The service proactively **involves** key partners and Vale communities in identifying their needs, thus ensuring that their views inform planning and provision for the **long term**.

Informed by residents views and identified need, during 2018/19, Menter Bro Morgannwg provided a wide range of opportunities throughout the Vale of Glamorgan including: a monthly Welsh medium quiz; quarterly Gigs Bach y Fro events; the Gwyl Fach y Fro annual festival; one day adult Welsh language courses; weekly storytime sessions in libraries across the Vale; 10 indoor and outdoor recreational activities for families with children; Clwb Ni weekly homework clubs; quarterly seasonal events at Easter, Summer, Halloween and Christmas involving local artists, bands etc.; nature trail activities, weekly recreational courses for families including swimming lessons for pre-school aged children; Fi a Fy Mabi pre-natal sessions for expectant parents; Bygi Heini keep fit sessions; 9 weeks of childcare during school holidays; weekly recreational clubs for children aged 4-14; and 35 free open access play during the summer holidays, and holiday workshops for children aged 8-14.

SERVICE USERS:

Feedback from a family that regularly accessed the weekly Amser Stori (storytime) and Clwb Ni (homework clubs) during the year including the annual Llangrannog weekend trip for families.

"It's such a fantastic resource and is giving us the confidence to send our daughter to Welsh school. We're trying to learn Welsh as a family which would be impossible without all the opportunities and support."

Mrs X's children regularly participate in weekly sports clubs, open access play sessions and the 9-week holiday childcare scheme at Bro Morgannwg.

"As a full time working single parent it is vital for me to have safe and affordable childcare for my children. It is also important to me that my daughter continues to practice her Welsh during the summer break. I would be lost without this childcare provision."

During the year, Menter Bro Morgannwg provided a variety of social opportunities for fluent Welsh speakers, less confident speakers and Welsh learners. Activities and events such as the weekly coffee mornings, monthly conversational sessions at the Old Swan Inn (Llantwit) and Park Hotel (Barry), yoga sessions at various locations and Gigs Bach y Fro events were well attended and are crucial to support and normalise the use of the Welsh language in a social context.

A service user commented on the opportunities available to them:

"You provide fantastic opportunities for learners all ages to practise the Welsh language in a friendly environment."

Gŵyl Fach y Fro, the annual festival established by Menter Bro Morgannwg in 2015 to celebrate the use of the Welsh language in the Vale of Glamorgan, is now an important part of the Council's summer events calendar, attracting well over 4000 people in June 2018.

Comments from festival goers:

"A great festival for the whole family, suitable for young children and parents can still enjoy. A lovely location."

"This is an excellent event, and it has developed spectacularly over its first four years – a huge asset to Welsh language and culture in the Vale."

5.2. OUR CHALLENGES

5.2.1 OBJECTIVE 5: CHALLENGES

The Vale remains the **lowest funded authority per pupil in Wales**. Whilst the low level of funding received demonstrates that good value for money is being achieved in providing our services, the need to continue to **raise attainment levels against a backdrop of an ongoing national reduction in education funding and an increase in pupils attending Vale schools presents significant challenges for the future**. The ongoing low levels of funding are not sustainable in the long term and could threaten services going forward.

Whilst standards of achievement across the Vale is generally an improving picture, **there remains a need to ensure that the input from the Central South Consortium Joint Education Service in schools continues to deliver the required impact/ improvements in terms of raising attainment levels in the Vale of Glamorgan**. In addition, there is a need to ensure schools are supported and remain focussed in working towards a system of self-improvement.

Overall, standards achieved by children eligible for free school meals have continued to improve and outcomes for children looked after by the local authority compare well with the Welsh average. The performance of pupils with 'English as an Additional Language' (EAL) in Vale schools is good and in line with pupils' level of language acquisition, with most pupils successfully achieving qualifications in their home language in the academic year 2017/18. However, we recognise that overall their **outcomes do not compare well with those of other children in all key stages and more work needs to be done to address this**. We also recognise that the overall level of exclusions of children and young people from schools needs to reduce. Narrowing the gap in attainment between pupils who are eligible for free school meals and those who are not remains a priority for the Council going forward and we are taking decisive action to address this.

We are seeing **increasing demand for Additional Learning Needs (ALN) provision and increasing customer expectations** which continue to place additional pressure on both central education resources and on individual schools' budgets.

The **demand for out of county placements** (for pupils with needs that cannot be met within the Vale) **continues to place pressure on the Directorate's budget savings**. The pupil placements budget is volatile so can be significantly affected by changes to a small number of placements of pupils. Work is ongoing to consider wherever possible, appropriate alternatives within county to meet the educational needs of children whilst minimising costs.

Despite regular challenge and support to schools, **pupil attendance has declined slightly at both primary and secondary schools**. We continue to work with schools to target and address persistent absence in order to improve attendance.

With the removal from the Welsh Government of the protection of school budgets, there has been found an **increasing need for support to schools to enable management of their budgets**, focusing in schools where cost of inflation and demographic increases are higher than budget growth. This current trend is placing **immense pressure on central education services at a time when further service efficiencies and budget savings are needed**.

The **re-profiling of European and Grant funding** for a number of initiatives such as Families First, Inspire to Achieve and Inspire to Work continues to present challenges. Not knowing the level of funding, and the short-term nature of existing funding, creates instability and uncertainty in terms of planning future work which may in turn impact on sustaining the high levels of performance achieved to date in delivering these initiatives.

Welsh Government made changes in the **Foundation Phase outcomes** which made it more demanding and consequently, performance in 2018 was not comparable with previous years. Despite significant work in schools to ensure consistency in teacher assessment against outcomes, performance was lower in 2018 across the Central South Consortium and Wales. The **changes have contributed to the widening of the gap between pupils eligible for free school meals (eFSM) and their peers (non-FSM)**. Nevertheless, performance in the Vale was positive and stronger than Central South Consortium and Wales averages. Narrowing the gap in attainment between pupils eligible for free school meals and their peers at all levels remains an area of focus for the Council.

5.2.2 OBJECTIVE 6: CHALLENGES

The launch of the **Cymraeg 2050 Strategy** (seeking 1 million Welsh speakers by 2050), and the **Welsh Government's Welsh in Education Strategy Plan (WESP) framework** will have a substantial impact on the 21st Century Schools Programme and the Council's requirements within its local WESP. The forthcoming legislative changes, which will take effect from 2019, will have **significant financial implications and impact on all the services that feed into the WESP including delivering appropriate specialist or transitional support through the medium of Welsh**.

Good progress has been made to date in increasing the number and range of learning opportunities available to adults in the Vale through community learning and take up has been high, as has our success rates. However, **there is a real danger that these opportunities may not be sustainable for the long term given ongoing reduced funding**. This threatens the future prospects of many Vale citizens, many of whom may need to retrain to work beyond retirement age as well as unemployed people who need support to train for a new role. Increasing opportunities for people to achieve their full potential remains a key priority for the Council and we continue to work in partnership to ensure people who want to use adult education as a springboard for improving their skills have continue to have access to those opportunities.

Mirroring the ongoing trend nationally, **visitor numbers to public libraries in the Vale continues to fall**. During 2018/19, visits fell by a further 5% (4,638) from last year's reported performance of 4,901 visits per 1,000 population. However, it was also a year in which there was a major computer system upgrade which put the library catalogue out of action for a few months, and there was further disruption due to the temporary relocation of Dinas Powys library to undertake essential building works. Alongside these challenges, there was also a significant decrease in online visits during the year. We continue to work alongside our community libraries to improve the attractiveness of our offer and engagement in relation to both physical visits and online ones.

We continue to respond positively to these challenges by taking effective steps to reshape and integrate our services. Through our Service Planning process and our robust approach to risk management we have put in place a set of actions to address these challenges and further mitigate their effects. Through our corporate Performance Management Framework and our Risk Management Strategy we effectively monitor progress of these actions to measure our impact and success.



Our overall RAG status for 'An Active and Healthy Vale' is GREEN

6.0 POSITION STATEMENT

We have made strong progress in delivering our Corporate Plan priorities for year 3 of the Plan in relation to Well-being Outcome 4. The objectives aligned to this outcome are, 'Encouraging and promoting active and healthy lifestyles' and 'Safeguarding those who are vulnerable and promoting independent living'. As a result of our consistently strong performance this has resulted in an overall Green status for the outcome.

In terms of Corporate Plan actions, our performance status is Green for 2018/19. The year end snapshot illustrates that the majority 98% (53) of Corporate Plan activities aligned to year 3 of the plan have been successfully delivered. In relation to the objective: 'Active and healthy lifestyles', 93% (14) of actions were successfully completed and 100% (39) of actions were completed in relation to the objective 'safeguarding those who are vulnerable and promoting independent living'. Across the entire outcome only one action was allocated a red status and related to the finalisation of the Leisure Strategy which has been delayed pending final revisions.

Despite budgetary pressures and the growing demand for our services, we have continued to perform consistently high level. In relation to our performance measures the overall performance status was Amber. As at the end of year 68.4% (13) measures met or exceeded target (green status). 15.8% (3) measures were within 10% of their target resulting in an amber status with. The remaining 15.8% (3) measures missed their target by more than 10% resulting in a red status. These red measures related to delayed transfers of care, adult protection enquiries completed within statutory timescales and numbers of new Telecare users.

As a council we are committed to delivering high quality services that best reflect and meet the needs of our citizens and this underpins and informs the way in which we want to work with people. Throughout 2018/19, we have been able to celebrate a number of key successes in relation to 'promoting active and healthy lifestyles'. For example, the Vale of Glamorgan continues to have the highest participation rates in physical activity across Wales. 39% of adults reported that they participate in physical activity three or more times a week. We are also ranked third in Wales for pupil participation in sport and physical activity.

Giving our citizens voice and control in defining their care and support needs remains a key feature of our work. In our recent survey, 91.4% of people said that they felt involved in decisions made about their care and support needs. This has been further reinforced this year through the commissioning of advocacy services specifically for adults. As a result, we now have a fully comprehensive advocacy provision for both adult and children services. Projects such as 'Your Choice' are paving the way for how we deliver person-centred care and support that enhances citizens well-being in ways that matter to them.

Providing our citizens with access to information, advice and assistance is a central feature of the Social Services and Well-being (Wales) Act 2014. Our 2018/19 survey highlighted that 91% of respondents said they received the right information or advice when they needed it. The launch of Dewis in provision of information, advice and assistance has proved to be an effective way of signposting citizens and professionals to

preventative services. This, coupled with the proposals to enhance access to health and social care advice/information and services via the Single Point of Access (e.g. GP Triaging as part of the Me, My Home, My Community Transformation Programme) will give citizens access to a range of well-being services to maximise/direct our use of GP skills/services more appropriately within the community. This transformation project is key in further developing our partnerships across Primary, Community and Social Care in line with the Parliamentary Review for Health and Social Care.

Managing the stability of placements for children and young people remains a key priority for Social Services. Placement instability is more likely to have a negative impact on the child/young person's well-being in terms of social/physical health as well as their educational outcomes. Our performance in this area has significantly improved when compared to last year. During 2018/19 just 7.45% of Children Looked After experienced three or more changes compared to 11.84% in the previous year. By focusing on improving the stability of placements we also been able to minimise the cost of more expensive placements.

We continue to focus our efforts on early intervention and prevention. We have also been able to safely reduce both the cost and need for higher tier interventions. Through our targeted approach during 2018/19 73.37% of children were supported to remain living with their family and 6.29% of children looked after returned home from care during the year. This progress continues to remain strong despite increasingly dealing with more complex cases.

By putting well-being at the heart of service delivery we have been able to innovate and develop services that focus on what really matters target services as well to the needs of citizens enabling them to live longer, happier and healthier. We have not achieved this success alone but by working effectively in collaboration with our partners to deliver the priorities outlined within this Outcome of the Corporate Plan. Going forward into year 4 of the Corporate Plan we will endeavour to further strengthen our achievements to date, whilst seeking out further opportunities and ways of working that will promote the health and Well-being of our residents. In doing this, we will need to take on a more transformational approach so that we can continue to shape and 'future proof' our services into the longer term.

6.1 WHAT HAVE WE ACHIEVED

6.1.1 OBJECTIVE 7: ACHIEVEMENTS

 <p>39% of adults reported that they participate in physical activity three or more times a week. The Vale is also ranked 3rd in Wales for pupil participation in sport and physical activity. There were 11,463 visits to local authority sports and leisure facilities during the year per 1,000 of the population during the year. During 2018/19, 60 organisations benefited from over £68K of Community Chest funding that will impact on more than 6K participants locally and increase participation in physical activity.</p>	 <p>We have effectively used Section 106 monies to further enhance and develop our active travel schemes. During 2018/19, we have improved our walkway and cycling infrastructure in relation to Fferm Goch walkway, St Brides walkway the Rhoose active travel route and the Ogmere by Sea footway. We have also worked proactively with schools to support them in preparing bids to access Welsh Government funding to increase the numbers of pupils walking and cycling to and from school.</p>	 <p>Successfully secured £81K of Welsh Government funding during 2018/19 to deliver a comprehensive play programme across the Vale including a range of play schemes, purchase play equipment and resources, deliver training, and run homework and after school clubs. Over 10,000 children and young people participated in play activities during the year.</p>	 <p>During 2018/19, the Area Planning Board have produced and adopted a Market Position Statement, which takes an outcome-focused approach to the commissioning and provision of substance misuse services. This approach is contributing to more targeted and cost effective investment in services and in good outcomes for service users.</p>
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Successfully secured funding from Sports Wales to introduce a Mental Health Well-being Project that has been aligned to our Disability Sport Programme. So far, 46 individuals from different organisations have received training on Mental Health Awareness in relation to their sports and activity roles. The project is helping to increase mental health knowledge amongst local providers thus making participation more inclusive for all.



Successfully launched a new Family Information Service System that uses DEWIS as platform for information. The new public facing website enables parents, carers and childcare providers to access up to date information on childcare provision across the Vale of Glamorgan.




The Family Information Service has successfully promoted the **Welsh Government's Childcare Offer to parents/carers and childcare providers** through a series of roadshow style events. During 2018/19, over **400** eligible parents applied for the Childcare Offer and **150** childcare providers signed up to participate in the scheme.



The Vale of Glamorgan has the lowest levels of obesity across Wales. All primary and the majority of secondary schools in the Vale of Glamorgan are using the in-house catering service to offer healthy food options on a daily basis. **All primary schools are compliant with the Healthy Eating in Schools (Wales) Regulations and all secondary schools are compliant with food-based standards.**



63 Vale sports clubs offer inclusive or specific disability sports opportunities. 20 of these have achieved **Insport accreditation** highlighting their commitment to providing inclusive sports opportunities.



We maximised our investment of \$106 monies to develop and upgrade outdoor spaces in the Vale of Glamorgan. Improvements were made to **Badgers Brook Play area** (May 2018), the newly redesigned **Paget Road** opened in September 2018, **Lougher Place** was developed and reopened in October 2018, **Llandough** benefited from a redesign as well as **Fferm Goch** in Llangan (January 2019). All projects involved the input from local communities and schools to inform the design.



The Flying Start Programme delivered a service to 1,159 children and their families from six of the most deprived wards of Barry. During 2018/19, 279 2-3 year olds attended 44,626 sessions of quality child care across 7 different settings (which includes two Welsh medium settings) with 13 childminders. Of the children eligible for childcare, 99% took up their childcare offer.



10 Vale Parks have achieved/ Maintained Green Flag Status. 8 Urban Parks and Two Country Parks were also awarded **Green Flag status in 2018/19.** This is three more awards that were achieved last year. The Award recognises and rewards well managed parks and green spaces and sets a benchmark standard for outdoor spaces across the UK and around the world.


6.1.2 OBJECTIVE 8: ACHIEVEMENTS




Dewis is a well established resource for the provision of information, advice and assistance and access to preventative services for our citizens. The directory has been populated with **1,799** published resources and during 2018/19 the number of registered users has increased to **1,291 users.** The Council-wide directory has enabled us to further enhance the wealth of information and resources available through the directory.



We are working with the Cardiff & Vale Health Board on the **proposed development of a GP Triage Service** for Vale of Glamorgan residents. During 2018/19 we completed an engagement exercise with staff from across the health and social care spectrum to identify priorities as initial preparatory work. As a result of this, a joint Staff Forum is now established and an action plan has been developed with a focus on joining up processes, information systems, enhancing closer operational management, staff engagement, training and career opportunities and further strengthening the shared brand 'Well-being Matters'.




We have worked closely with people with a learning disability, their families, carers and key partners to develop a **Joint Commissioning Strategy for Adults with a Learning Disability.** The principles of co-production and **giving citizens a voice to shape services**, is a central feature of the strategy which sets out our shared vision for how we intend to deliver learning disability services over the next five years.




Worked with providers and Cardiff and Vale UHB to agree a tool kit for use when setting fees. This toolkit will be compliant with the recommendations of the Welsh Government's 'Let's Agree to Agree' guidance on fee models within the residential and nursing care sector.


Maintaining the stability of placements remains a central aspect of our work in supporting the needs and well-being of children in care. During 2018/19, **fewer children (7.45%) experienced three or more placements during the year and 11.26% experienced one or more changes in their school** (unrelated to transition arrangements).




Improving the life chances of children looked after remains an ongoing priority. During 2018/19, **no Children Looked After left compulsory education, training or work-based learning at Year 11 without an approved external qualification.** In addition **53.85% of all care leavers were in education, training or employments 12 months after leaving care.**



We have continued to focus on making it a priority to support children to remain with or return to families where it is safe and appropriate to do so. During 2018/19, **73.37% of children were supported to remain living with their family and 6.29% of children looked after returned home from care during the year.**



Launched in April 2018, the **Reflect Programme** (delivered by Barnardo's), specifically works with women who have previously had children permanently taken into care. Our work has **successfully enabled women to reflect and tackle destructive patterns of behaviour/relationships and focus on creating a positive future.** This has prevented additional children being taken into care and contributed to a reduction in unplanned/ repeat pregnancies.




The 'Your Choice' Project has been pivotal in transforming how we provide care and support for people to remain independent for longer in their own homes. It is designed to give people greater choice and control regarding how they receive services in a way that matters to them. This is a strengths-based programme working on individuals' assets rather than deficits. Over the last 12 months we have supported over 64 service users to manage their care and support requirements which amounted to the provision of approximately 900 hours of outcome-focused care at home per week.




Supported the delivery of an inter-generational learning project that brings children and care home residents together to share experiences. Every two weeks, Cartref Porthceri Residential Care Home in Barry welcomes Year 6 pupils from Romilly Primary School to participate in a range of shared activities. This project has been hugely successful and has received significant praise from participants. The success of this project is also evident through this [video](#).




During 2018/19, the Council took the lead role in commissioning an **Independent Advocacy Service for adults.** This service was contracted to Promo Cymru' and was launched in July 2018 providing a single point of access/gateway to advocacy advice and support for both citizens and professionals. By December 2018, 90 individuals (citizens and professionals) accessed the service.



Strengthened arrangements to support the effective transition of young people into Adult Mental Health Services. Quarterly Transition Review and Interface (TRIG) Meetings have been established attended by a Lead Community Psychiatric Nurse and Social Worker from the Vale Locality Mental Health Team to ensure the effective sharing of information to plan and prepare for a young person's transition. The focus going forward will be on developing a Transitional Protocol over a regional footprint.



Taken a lead role in developing Safeguarding Procedures for Wales. This has focused on combining safeguarding procedures for both adults and children nationally in a way that places an emphasis on quality and consistency of practice for the whole of Wales. A final draft of these procedures was completed in July. The procedures will be made available through a digital application to support practitioners to access information/guidance readily via mobile devices to support the agile nature of their role.



Taken further steps to strengthen our Corporate Safeguarding role and promoting the 'duty to report' principle through an extensive awareness raising campaign. During 2018/19, a mandatory safeguarding e-module was launched during National Safeguarding Week 2018 for all employees. A Wales Audit Office follow up review of Corporate Safeguarding arrangements identified that most previous recommendations for improvement have been implemented with some further areas identified to further strengthen aspects of corporate safeguarding.







During 2018/19, work commenced on a **£3.5m project at the former Brecon Court (sheltered accommodation site) to construct 28 'care ready' social housing homes.** The housing will be inter-generational and will consist of 9 two-bedroom houses, 4 three-bedroom family houses and 15 one-bedroom apartments reserved for older people and/or individuals with disabilities or mental health issues. This 'care ready' development will see properties developed with assistive technology so that individuals can live more independently with low to moderate level needs.



A Child Sexual Exploitation Strategy for the Vale of Glamorgan is in place to ensure the safety of children exposed to risks of sexual exploitation. Work is now progressing on developing this strategy over a regional footprint. The Regional Safeguarding Children's Board has also piloted a 'deep dive' case audit using a Child Exploitation Framework tool to inform how we improve our approach to safeguarding children at risk of sexual exploitation.



<p>During 2018/19, we further enhanced our collaborative approach with our health partners through progressing the development of locality models. We have worked with the Locality Team and the Council's Social Care Management Team to revise and refresh a Vale Locality Service Plan by looking at how we combine and make best use of our assets to meet the health needs of our citizens.</p> 	<p>The co-location of a multi-disciplinary team as part of the Integrated Autism Service has strengthened the links between services and practitioners whilst providing a more holistic person-centred experience. Demand for the service continues to grow and during 2018/19, there were 199 adult referrals to the service. 135 referrals were received for assessment of which 74 received a diagnosis.</p> 	<p>14 GP practices in the Vale of Glamorgan have gained or are working towards accreditation through the GP Carer Scheme. This scheme identifies criteria that GP practices need to meet to gain recognition for their work in supporting carers and their families.</p> 	<p>Piloted delivery of the 'Buy with Confidence' scheme across the region to provide residents with the peace of mind when shopping/choosing a tradesperson with the 'Trading Standards approved' endorsement.</p> 
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6.1.3 OBJECTIVE 7: CASE STUDY

SPOTLIGHT ON: FAMILY INFORMATION SERVICE

A fundamental barrier to economic activity is having access to good quality and affordable childcare. The Vale's Family Information Service works in **collaboration** with childcare providers to provide up to date information on good quality childcare available in the Vale of Glamorgan and with other partners such as the Job Centre Plus, Housing Service, the Cardiff and Vale University Health Board and other Social Services departments to support citizens and signpost them to other **preventive** services. The Service also works with parents/carers to involve them in finding sustainable childcare solutions for over the **long term**. We have further enhanced how we **integrate** our service by using Dewis as the back-office platform to our new public facing Family Information Service Website. This has had the benefit of bringing together a wealth of information using Dewis as a resource-base. An example of how this approach has contributed to positive outcomes for Vale citizens is described below.

SERVICE USER STORY:

The Job Centre (JCP) called to share details of a parent who had gone into the Jobcentre Plus in tears looking for help with childcare. Their child was due to have an operation which meant they would spend 6 months in a cast from the waist down. The current childcare provider had said they were unable to accommodate the child so the JCP referred her to the Family Information Service. We called the parent to gain more of an insight into the child's needs. The child was two years old and following the operation would require one to one care as they would be unable to move once in the cast. The Family Information Service worked with the family to identify childcare options within half a mile of their home as the parent doesn't drive. They then called each childcare provider on behalf of the parent to discuss the child's needs. As a result, two settings were able to offer the child the support they needed. The service also referred the parent to the Children and Young People's Partnership Team to discuss their eligibility for the Assisted Places scheme which could potentially help to pay for the one to one care to make it more affordable for the parent.

On contacting the parent back for feedback on their experience of the service we were informed that two childminders and one Day Nursery were able to accommodate their child's needs. The child is due to start in a setting in July. An application for an assisted place will be made when the child takes up the place.

6.1.4 OBJECTIVE 8: CASE STUDY

SPOTLIGHT ON: YOUR CHOICE

Our innovative 'Your Choice' service, has received wide-spread praise from across the sector and was recently awarded a National Social Care Wales award under the Citizens-led category of the Social Care Wales Accolade. The 'Your Choice' Service is an outcome-focused case management and measurement system that has been piloted by a domiciliary care agency in the Vale of Glamorgan. The citizen-centred model **involves** service users in defining how they wish their care needs to be met by working in **collaboration** with a team of Social Workers, Social Work Managers, Care Agency Brokerage Staff, Commissioners and a partner Domiciliary Care agency. This **integrated** way of working places an emphasis on building relationships and for the first time there is an equal partnership between the person receiving the care and the care providers (care agency and the Social Worker). There is a greater focus on putting in place **preventative** measures that enable citizens to live safely and independently in their own homes for longer. This outcome-focused approach has also given service users greater freedom to co-produce outcomes that improves both their well-being and quality of life both now and the **longer term**.

SERVICE USER STORY

G accessed Your Choice in September 2018, she is wheelchair bound and prior to Your Choice didn't go out of her property. She had been house bound for years and had no confidence. Her morale was very low, and she missed accessing the community but was too nervous to contemplate it. After many confidence boosting conversations and taking small steps such as sitting outside for short periods of time, going to the end of the road and speaking to people passing, G achieved the huge outcome of visiting the local town in Autumn last year.

G's plan of care has been amended, and by reducing some calls we have now incorporated a social call which she is really enjoying and looks forward to each week. She also enjoys cooking, with her now going out to the super market herself, she has no need to write lists but is enjoying picking out the ingredients for meals which she likes to make.

This change has improved G's quality of life, health and wellbeing beyond any of our expectations. It is such a pleasure to be part of this process.

6.2 OUR CHALLENGES

6.2.1 OBJECTIVE 7: CHALLENGES

Sustaining and improving participation levels in physical activity at a time of diminishing resources continues to be a challenge. During 2018/19 there has been reductions in our budgets because of a reduction in funding from Sports Wales which has mainly affected the delivery of the 5 x 60 school programme. Our focus will continue to be on how we bring together all aspects of leisure and physical activity under the umbrella of a Leisure Strategy that will be used as a vehicle to maximise opportunities and our resources to increase physical activity and participation rates across the Vale. We will also continue to work closely with key stakeholders such as Sport Wales.

We continue to deliver a play programme across the Vale of Glamorgan against a back drop of rising demand and pressure on our resources. The challenge is how we continue to sustain the delivery of a play programme in at a time when funding continues to diminish. Delivering an ambitious and comprehensive play programme that is in line with the requirements of new legislation will continue to present as a challenge at a time when budgets are being squeezed. To address this, we will continue to look at new ways of engaging and working with community groups and key stakeholders to develop and deliver more sustainable play opportunities in

the future. Challenges also exist around how we can effectively target 'hard to reach' groups to engage with service such as the play programme and early years support services to secure the best possible outcomes for children, young people and their families.

Despite the positive progress that has been made in delivering the **Substance Misuse Strategy** with our partners, one of the main challenges facing the Vale for the Area Planning Board is the insecurity of the allocation of funding for the leasing of premises and in particular the insecurity of the tenure of services on Holton Road. To mitigate this, we continue to work closely with our partners to identify longer term solutions for leased properties to ensure service continuity. Delivery of the Commissioning Strategy and the Substance Misuse Delivery Plan has been hampered by limited capacity of the existing Area Planning Board Support Team to take forward the programme. To address this an interim team structure has been put in place and we have worked closely with the Welsh Government and key partners to prioritise a work programme for the forthcoming year.

Despite working effectively in partnership with the Cardiff and Vale Health and Well-being Board to **promote healthy eating and lifestyle messages**, the ability to effect change can be slow and difficult to evidence. We continue to ensure that we maintain a high profile on all relevant Board meetings to ensure that we can have a say on emerging initiatives so that we can have a stake and influence over developments.

6.2.2 OBJECTIVE 8: CHALLENGES

The Social Services and Well-being (Wales) Act 2014, places significant duties and requirements on local authorities, putting pressure on our capacity to deliver this level of transformational change. The Regional Steering Group and the associated work streams continue to play a big part of ensuring that staff are compliant with the new ways of working associated with the legislation. Despite having these robust mechanisms in place challenges continue to exist in relation to our **capacity to fully meet requirements of the Act in a climate where budgets are reducing and demand for Social Services is increasing**.

Sustaining and improving levels of service delivery and performance whilst managing demand for our services at a time when resources are diminishing is increasingly more challenging. This is particularly relevant in the context of the growing demand for services that is being experienced across the board (and in particular within Social Services). Demographic changes are having a significant impact on our capacity to meet rising demand for our services. There are increasing numbers of children and young people and their families and adults are presenting with more complex needs which is affecting our ability to meet those needs in the current financial climate. In common with the position across Wales, there are increasing numbers of Children Looked After in the Vale of Glamorgan and the needs of those children are often complex. Where a child has been assessed as needing to be looked after, the Council is responsible for placing that child in a placement appropriate to their needs. This is challenging in the current environment where placement demand is exceeding availability, and placements in the independent sector are costly. The Council always seeks to place children within their own families wherever possible and this is reflected in our increasing number of kinship arrangements. These arrangements are subject to assessment as foster carers and financial support. Similarly, there is an increasing ageing population in the Vale of Glamorgan where currently 20.7% are over the age of 65. As a result of our citizens living longer, an increasing number are presenting with more complex needs that in turn places further pressure on our budgets and our ability to meet their care and support needs.

Managing customer expectations in a climate when there is an increased demand for our services remains an ongoing challenge in relation to accessing health and social care services. Over the last year there has been a significant amount of investment and focus on improving the simplicity and choice of how our citizens access our health and social care services via our Single Point of Access within the Customer Contact Centre (C1V). Although we have further integrated health and social care services through the proposed development of the GP Triage Service, there are some challenges to overcome in terms of its development in

relation to joining up processes, information systems, enhancing closer operational management, staff engagement and further strengthening the shared brand 'Well-being Matters'.

Our **capacity to meet the growing demand for children and family support services** to ensure that needs are met whilst minimising duplication in service delivery is a challenge. To help address this we have invested resources to increase our capacity at the 'front door' to improve the timeliness of assessments of need and risk and enable appropriate signposting to other services. This has been an effective way of preventing the escalation of issues by seeking to support families at the lowest tier.

The growth in referrals to the Regional Adoption Collaborative (Vale, Valleys and Cardiff Adoption Collaborative) (VVC) is impacting on all four partner authorities. There is a **shortage of adoptive placements to meet the demand for the number of children requiring adoption**, and this is both a regional and national priority.

In light of the Parliamentary Review of Health and Social Care, there is an increased emphasis on developing and operating arrangements to enable us to undertake regional commissioning. Despite our progressive approach to working with partners, **collaboration in relation to developing alternative models of service delivery remains an ongoing challenge in a climate of diminishing resources**. Linked to this is the volatility of grant funding streams which impacts on our ability to develop, commission and sustain integrated health and social care services that enhance our capacity whilst still meeting our statutory requirements to deliver core services. There are also challenges associated with establishing more streamlined approaches to developing/commissioning preventative services that are more joined up across organisational boundaries in line with requirements of the Social Services and Well-being (Wales) Act 2014.

Addressing the fragility of services and ensuring the future sustainability of statutory services will require us to build greater resilience and capacity within teams. This is particularly relevant in relation to Approved Mental Health Practitioners and other 'hard to recruit' posts.

There is a lack of **capacity and resilience within local markets to fulfil the requirements of domiciliary care and the availability of placements for Children Looked After**. Monitoring the quality of our externally commissioned service providers is increasingly more challenging due to insufficient capacity and resources to undertake this work, which is further compounded by the volatility of external markets.

Timescales for adhering to the Deprivation of Liberty (DoLS) continues to place significant pressure on the division in terms of officer work load/capacity and budgets. There is the need to review and monitor this service to identify mechanisms and resources to enhance its capacity.

Significant progress has been made strengthen our responsibilities in relation to Safeguarding across the Council by ensuring that it is 'everyone's responsibility' and raising awareness and understanding of safeguarding policy and practice has been central to this work. In a climate where resources are being increasingly squeezed, this puts pressure on our **capacity to ensure that safeguarding procedures remain robust, are regularly reviewed and updated and applied consistently**.

Ability to continue to focus on the reduction in delayed transfers of care remains a challenge. Although we have continued to place a significant emphasis on improving how we integrate and co-ordinate health and social care services to minimise any delayed transfers of care, it is clear from our performance during 2018/19 that the availability of domiciliary care has impacted on our performance in this area. During 2018/19 our performance has worsened significantly when compared to the previous year. The rate of DTOC increased from just 2.85 per 1,000 population during 2017/18 to 6.85 per 1,000 population in 2018/19. The service continues to look at ways through the Integrated Discharge Service it can address any issues. The current delays in the system have been associated with brokerage and availability of domiciliary care agencies to take on the packages.

Despite the positive progress we have made in relation to developing and delivering Accommodation with Care solutions, **a significant amount of further work is required in order to turn the recommendations outlined in the recent regional assessment of housing and associated care needs of people aged 50+ into a reality.** One of the key challenges is how we work with our partners to ensure that we can deliver localised solutions that meet the needs of our citizens whilst still reflecting the regionalised priorities as outlined in the Older Person's Housing and Accommodation Action Plan.

We have worked closely with our partners to implement a Child Sexual Exploitation Strategy and have in place effective information sharing protocols. The challenge now will be **further embedding the good practice associated with the Child Sexual Exploitation Strategy through encouraging the use and take up of the Sexual Exploitation Risk Assessment Framework (SERAF) tool by partners.** Also, the changing policy landscape in relation to Child Sexual Exploitation (CSE) that is being driven by a Welsh Government review could impact on how we deliver the future CSE model. If this model is significantly different from our current strategy, this could impact on how we deliver CSE in the future

Delivering a targeted inspection programme as part of the Shared Regulatory Service against a back drop of reducing resources will continue to be challenging. As a result, this will mean we will **need to deliver more of our services using a risk-based approach to better manage and priorities demands** for our services.

We continue to respond positively to these challenges by taking effective steps to reshape and integrate our services. Through our Service Planning process and our robust approach to risk management we have put in place a set of actions address these challenges and further mitigate their effects. Through our corporate Performance Management Framework and our Risk Management Strategy we effectively monitor progress of these actions to measure our impact and success.

The Vale of Glamorgan Council is in a strong position to focus on delivering our progressive transformational agenda by focusing innovation and opportunities to enhance regional working. The emphasis of this outcome in the coming year will be putting our citizens at the heart of service design and delivery in order to co-produce outcomes that matter to them, enabling them to live longer, happier and healthier.



VALE OF GLAMORGAN COUNCIL

Corporate Health (Integrated Planning)

ANNUAL REVIEW OF PERFORMANCE
(APRIL 2018 – MARCH 2019)



Our overall RAG status for Corporate Health is GREEN

7.0 POSITION STATEMENT

In relation to Corporate Health we continue to perform well in the context of supporting Council services in the implementation of corporate priorities and Well-being Outcomes. Our improved approach to integrated planning, via the Insight Board, is enabling robust decision making and corporate planning that complements the work of Corporate Management Team, Cabinet and Council. We are striving to deliver real outcomes for Vale of Glamorgan citizens that continue to demonstrate best value for money in an increasingly difficult financial climate.

We have made good progress in terms of our integrated planning actions aligned with the Corporate Plan. For the period 2018/19, 91% of planned activities aligned to our Corporate Health priorities have been delivered. However, there is a need to progress a number of actions contributing to the reshaping services agenda, ensuring that employees have the necessary skills to adapt to new ways of working and further enhancing performance reporting through the procurement of performance management software.

In terms of performance measures associated with Corporate Health priorities, performance at end of year shows that 44% (8) PIs met or exceeded target (green performance status), 28% (5) were within 10% of target (Amber) and 28% (5) missed target by more than 10% (Red). There is a need to improve our performance further in a number of areas including: speed of our response to corporate complaints and customers contacting the Council via the contact centre (C1V); asset transfers to the community; reducing carbon dioxide emission in our non-domestic public buildings; satisfaction with the process for public speaking at committees; reducing project slippage in delivery of the Council's Capital programme and achieving the targets associated with our Reshaping Services Programme.

Each year, the Local Government Data Unit (Data Cymru) publishes local authority performance information on a range of services, highlighting areas where there have been notable changes in the overall level of performance. This makes it possible to compare the performance of the 22 Welsh local authorities across those services. Overall, we are generally performing well in performance indicators across all service areas. For the past five years we have been the top performing Council in Wales in relation to the national indicator set. Of the 19 indicators published to date for the period 2018/19, 9 (nearly 50%) are in the top quartile of performers in Wales, 8 in 2nd quartile and 1 each in the remaining 3rd and 4th quartiles respectively.

Through the Insight Board, we have continued to strengthen our approach to integrated planning aligned to the WBFG Act and much emphasis has been placed on embedding the Act's Sustainable Development Principles and associated five ways of working (long term, integrated, involving, collaboration and prevention) in how we work as an organisation, which is importantly contributing to delivering positive outcomes that will improve the well-being of our residents. However, we also recognise that further work is required in this area to ensure the long-term sustainability of our approach, a view shared by the Wales Audit Office following its

recent examination of one of the steps the Council is taking to meet its Well-being Objectives, the regeneration of Barry and Barry Island.

During the year we have continued to adopt and embed best practices in the identification, evaluation, cost-effective control and monitoring of risks across all processes to ensure they are properly considered and reduced as far as practicable. Our holistic approach to monitoring corporate and service risks through an established reporting framework is ensuring that appropriate action is taken in relation to reducing, eliminating and effectively managing our risks overall. A Healthy Organisation review undertaken during the year by the South West Audit Partnership (SWAP), gave the Council a High Assurance opinion reflecting the strong control frameworks in place in relation to its risk management, programme and project management, information management and commissioning and procurement arrangements.

We continue our transformation journey to address the ongoing challenge of reducing funding, rising costs and increasing demand for our services in line with our corporate Well-being Outcomes and our duties under the WBFG Act. This has delivered more than £55m of efficiencies in the last 9 years. Our Reshaping Services programme has driven innovation and improvement across the Council and has also contributed to the wider economic regeneration of communities in the Vale through partnerships with Welsh Government and various public sector organisations and our own Strong Communities Fund. Additionally, the Reshaping Services Programme has helped focus and strengthen integration between the Council and our health partners. Working with key partners, services have been modernised to ensure their sustainability in the long term whilst ensuring that they remain focussed on the needs of Vale citizens. As part of this long-term approach, in the past year, we are on track towards creating our own arms-length trading company, Fresh (providing high quality tasting and healthy food to school children and young people across the Vale). We are also generating income from existing Contact Centre (C1V) resources following the successful integration of health, social care and customer relations services. The contact centre has also expanded the range of services it provides to include contact centre support for the Shared Regulatory Service covering Cardiff, Bridgend and the Vale of Glamorgan and is looking to extend its services further through provision of contact centre services to Wrexham Council, and this is currently at the negotiations stage. Developing and growing the Vale of Glamorgan's economy remains a key priority of the Council and moving forward, our transformational approach will enable us to respond to drivers for change including delivering the ambitions for growth set out in the Cardiff Capital Region (City Deal).

Whilst we did not fully achieve all the savings associated with the reshaping programme of £6.298 million for 2018/19, overall progress was positive with 82% of savings made, and our performance is reflective of the complex nature of Reshaping projects as the achievability of savings can potentially be impacted by a range of issues and risks, consequently achievement may take longer.

Austerity is set to continue as is the growing demand for our services. Consequently, it is more important than ever that we procure with a drive to achieve value for money. We are making more use of standard specifications for appropriate goods and services, using partnering and collaboration as a means of achieving economies of scale and securing sustainability of some of our services for the future. In addition, we have also reviewed our procurement arrangements and are taking a more holistic approach supported by improved procedures and processes that reflect the WBFGA Sustainable Development Principle. Whilst still early days, our approach will help to ensure that we are procuring in ways that will support the economic, social, environmental and cultural well-being of the Vale of Glamorgan and our residents for the long-term.

ICT continues to play a pivotal role in enabling us to implement our ambitious Reshaping Services Programme supporting as to utilise technology to deliver services in a transformational way whilst continuing to make financial savings for the Council. We have also introduced new technology to provide staff with more efficient ways of working which is enabling us to deliver flexible modern services that are more focused on the needs of Vale citizens. This includes joining services up with our partners and maximising the opportunities from digital technology. We want to deliver more services online to make it quicker and easier for our citizens to

report problems and request services and this remains a focus of the Council's Digital Strategy 2017-2022. Additionally, our approach is enabling staff to work more flexibly therefore improving customer service, staff morale and service delivery. This has also contributed to providing better resilience within the teams.

Despite remaining one of the lowest funded councils in Wales, we continue to demonstrate good value for money by working cost-effectively while also delivering services that residents are happy with. We have set a prudent budget for 2019/20 under difficult external funding conditions, which has sought to limit the impact on front-line services whilst providing important investment in key areas to progress our Corporate Plan priorities. However, the financial challenges facing the Council remain significant and it is becoming increasingly challenging to deliver a balanced budget given the need to continue to make efficiencies and budget savings at a time when service demand across most Council services is increasing. During 2018/19, we made good progress in achieving savings of £5.172 million in efficiency and other savings which is 82% of the required target of £6.298 million set for the year. However, the Council's Medium-Term Financial Plan estimates that further savings of £15.714 million is required (excluding schools) over the next three years (from 2019/20 to 2021/22).

We are responsible for a wide range of physical assets and property across the Vale of Glamorgan and want to make the best use of them for the benefit of our citizens. Our Corporate Asset Management Plan is a key driver in ensuring that we implement a sustainable approach to how we manage our assets to support delivery of our Corporate Plan Well-being Outcomes, especially in this challenging financial climate. Much of the work to look after and improve our assets is delivered through our capital programme, which includes community regeneration projects, a schools' investment programme, a housing improvement programme, a highway improvement programme and projects that invest in the Vale of Glamorgan's infrastructure e.g. Cardiff Capital City Region (City Deal). During the year, the Council spent 78% of its £55.664m capital budget and we regularly review capital projects to ensure that they are completed on time and within budgets and are of benefit to Vale citizens. Despite reducing budgets, overall investment in the Vale of Glamorgan through the capital programme continues to increase and we are committed to increasing spending up to £80.105m in 2019/20 and to £89.453m in 2020/21. Through ongoing investment and the creative and innovative use of our property assets we are also seeking to maximise income generation opportunities and working in partnership to achieve this where possible, in line with our Capital Strategy and the Corporate Asset Management Plan. In 2016, the Council declared a climate emergency and has since continued to consistently reduce the carbon emissions associated with running our buildings and street lighting. For both gas and electricity since 2016, our carbon emissions have reduced from 12,1558 Tonnes to 7,880 Tonnes, a reduction of 35.2%. This remains a priority going forward.

As at 31st March 2019, the Vale of Glamorgan Council directly employ 5,064 staff including teachers (1,140). We remain committed to investing in our employees as we believe this is key to meeting our Corporate Plan ambitions and securing strong communities with a bright future for Vale of Glamorgan citizens. In line with this commitment, we have continued to make good progress in implementing our Staff Charter commitments in relation to workforce engagement and development, with a focus on recognition and reward, internal communications, developing my skills, succession planning, innovation and creativity and inclusivity. In year successes include adoption of a Core Competency Framework (for managers and employees) alongside a refreshed staff appraisal scheme (#itsaboutme) which is enabling employees to identify learning needs and skills gaps as aligned to our business and Corporate Plan values. iDev (an online learning and development portal) continues to be developed with more learning modules replacing classroom sessions and this is supporting a self-directed approach to meeting the challenges of training and development in a dynamic workplace. Our award-winning Leadership Café has successfully delivered well-attended events throughout the year and work remains ongoing to rebrand and improve take up of this successful initiative. We are also engaging with all managers and staff through the Big Conversation 2019 to shape the next Corporate Plan for 2020-2025. Through our Apprenticeship Framework, we are providing opportunities to young people including graduates, further supporting succession planning within the Council. The introduction of the Apprenticeship Levy is helping to create more opportunities to attract, develop and retain talent across the Council and we

are proud to be leading the way in investing in the future of the Vale of Glamorgan Council. The Council's network for LGBT colleagues and allies has relaunched as GLAM during the year, with a series of objectives and actions having been put in place to make the workplace more inclusive and provide support to these staff.

Our proactive approach to improving the well-being and engagement of the workforce alongside measures to strengthen absence management across the Council has helped us reduce staff absence. The average number of days lost to sickness annually per full time equivalent was 9.12 in 2018/19, ranking us 4th in Wales. Initiatives such as continuation of free flu vaccinations, a Health Fair for staff, free health checks, the automatic referral of stress cases to Occupational Health, the continued implementation of risk assessment approaches and training for managers and staff, stress awareness training for all staff and the Employee Assistance Programme have been designed to respond positively to the issues highlighted by staff and particularly in relation to stress and anxiety. During the year, a flexible working scheme has been piloted in a number of service areas enabling staff to work more flexibly through the removal of core hours. If successful, this will be adopted council-wide. Evidence submitted to Stonewall of our progress in making our workplace inclusive for all lesbian, gay, bi, and trans staff improved our ranking by 78 places (293 to 215) placing us in the top half of the performance table when benchmarked against over 500 organisations in the UK. Our staff survey showed a staff engagement score of 71% which is very positive when benchmarked against other public sector organisations such as the Civil Service and the Welsh Government which both reported engagement scores of 62% respectively for the period. This is encouraging considering the volume of change across the Council during the year and the ongoing response to budgetary and service demands. Going forward, a key area of focus and challenge will be to retain the same level of engagement with our employees and trade unions to continue the positive momentum we have achieved following the launch of the Staff Charter as the Council's transformation agenda continues to respond to ongoing and emerging external challenges.

Looking forward to 2019/20 and beyond, the financial and economic challenges facing the Council remain similar to recent years, which is, a continuation of austerity, significant reduction in funding at the same time as demographic changes increasing the demand for core council services. Alongside key service pressures, the UK's withdrawal from the European Union (EU) is leading to a number of uncertainties. It is currently unclear how this will impact on the Council, our communities and businesses. In response to this challenge, since the later end of 2018, via local resilience forums (LRFs), both locally and across the region, we are working together and planning for leaving the EU.

7.1 WHAT HAVE WE ACHIEVED: CORPORATE HEALTH

7.1.1 PEOPLE



Our proactive approach to improving employee well-being is having a positive impact on staff absence. The average number of **days lost to sickness absence** per full time equivalent improved to **9.12** in 2018/19 compared to 10.14 days in 2017/18.

92% of Council employees completed a staff appraisal during 2018/19.



Through our **Apprenticeship Framework**, we are providing opportunities to young people and currently have **20** young people on paid schemes within the Council, an increase on the 18 in place last year.



Good progress has been made in creating an **inclusive workplace for all lesbian, gay, bi, and trans staff**. During 2018/19, our ranking of **215** (from 293 in 2017/18) **places us in the top half of the** performance table when benchmarked against over 500 organisations in the UK.



Launched in Spring 2018, the Council's **iDev Learning and Development tool**, which is integrated with the staff appraisal scheme (#itsaboutme), is enabling employees to identify learning needs and skills gaps aligned to the Council's new Competency Frameworks. Accessible 24/7 and even from home, the portal is supporting a self-directed approach to meeting the challenges of training and development in a dynamic workplace.

7.1.2 CUSTOMER



78% of customer enquiries to C1V were

resolved at first contact.

This relates to 104,593 out of 134,243 queries received during the year which is an improvement on last year's performance of 77%.

Over 98% of customers were very or fairly satisfied with **access to services** across all channels during the year.



87% of customers were very or fairly

satisfied with the **services provided by the Council** during 2018/19. This is positive when seen within the context of significantly reduced funding and rising demand for Council services.



We continue to learn from our complaints and compliments

procedures in order to improve our services overall. **93%** of corporate complaints were **resolved at Stage 1**, an improvement on last year's performance of 87%.



Over **98%** of residents were very or fairly satisfied

with the **Vale of Glamorgan as a place to live** mirroring satisfaction levels from the previous survey in 2016/17.

Over **96%** of residents agreed that the Council's Well-being Objectives as outlined in its Corporate Plan are relevant priorities for the Council.



During 2018/19, most Vale residents reported that they feel very or fairly **safe at home (98%)**, **walking in their local area (96%)** and **travelling by public transport (97%)**. This performance mirrored previous survey results in 2016/17. Safety when walking in local area improved from 94%.



84% of residents were very or fairly satisfied with **overall**

communication from the Council during 2018/19. This performance reflects our proactive approach in ensuring residents are informed about the Council and remains a priority.



Our **employee engagement score** of **71%** in 2018/19.

This positive score reflects the significant work undertaken in engaging with staff to deliver on our staff charter commitments including shaping Council priorities.

Despite difficult financial times, we have committed funds to ensure that we are delivering services that meet the needs and preferences of our customers. For example, valued services delivered by the **Citizens Advice Bureau** and the **Glamorgan Voluntary Service** will receive **£154k** and **£95.53k** worth of funding respectively over the next 3 years, helping to improve the quality of life of Vale residents and communities.



In the latest staff survey (2018), **74%** of staff reported that they were proud to work for the Council; **70%** would recommend the council as a good place to work; **70%** were very satisfied with Council as a place to work; and 69% were not actively looking for another job with another organisation.



During the year, a review by our regulators, the Wales Audit

Office showed that **83%** of **Council housing tenants** are happy with their homes, **81%** are content with the service they receive from the Council. In addition, **more than two thirds** reported feeling their views are listened to and acted upon by the Council.

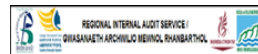
7.1.3 FINANCIAL

At end of 2018/19, the Council provisionally reported a **breakeven position for its revenue budget**, subject to the audit of accounts in September 2019. We **spent £222.053m on delivering public services** for the period 1st April 2018 to 31st March 2019. With a population of 130,690, this equates to **£1699 per person (£1,673 in 2017/18)**. Learning and Skills and Social Care accounted for **75.4%** of the Council's budgeted expenditure in 2018/19, delivering our key priorities as outlined in the Corporate Plan (**73.5% in 2017/18**).



Work is ongoing to maximise our potential to **generate income** via various opportunities including sponsorship and advertising, via the Council's assets, from commercial waste/recycling activities, a charging for information policy and through traded activity. During 2018/19, **£92k** of additional income was generated through various activities.

The Council's Internal Audit shared service with Bridgend has been extended to include Merthyr and RCT Councils. The new **Regional Internal Audit Service** which commenced from April 2019, has ensured the viability of the audit service and provides a base from which a larger regional service could develop in future years. As well as the extension of the current service, it has further enhanced the range of audit expertise available to the Council and supports the delivery of a more efficient service.



Our budget for the period 2018/19 of £222.053m, comprises **58% contributions from Welsh**

Government in the form of a revenue support grant (RSG), **20% council tax contributions** from citizens, an **11% share of the National Non Domestic Rates Pool (NNDR)** and **11% income from fees and charges**. These were allocated to deliver our Well-being priorities for the Vale of Glamorgan (including our statutory duties) as outlined in our Corporate Plan 2016-20.

Our Reshaping Services Programme continues to make positive progress with programme management, communications and engagement and organisational development all attributed a green status at end of year to reflect the good progress made to date. In addition, **we met 82% of our £6.298 million target for reshaping services for the period 2018/19** which is positive given the complexity of some of services.



The Vale of Glamorgan Council has a track record

of bringing in total expenditure on or below budget which has enabled us to use the flexibility of balances to help maintain low Council Tax rises compared to the rest of Wales (3.9%) in 2018/19, enhance valued public services and provide valuable additional funding to the capital programme when necessary. In our latest Annual Improvement Report from our Regulators, the Auditor General for Wales concluded that the Council has appropriate arrangements in place to secure economy, efficiency and effectiveness in the use of its resources. Full details on our budget can be seen in the [Council's full Statement of Accounts for 2018/19](#).

92% of council contracts engaged in during the year, were via the National Procurement Service framework compared to 90% last year. By partnering and making more use of standard specifications for appropriate goods and services, we are achieving economies of scale and securing the sustainability of some of our services for the future.



During 2018/19, the Council spent **£55m on capital infrastructure across the Vale**. This included

enhancements to our schools, the resurfacing of our roads, and the development of new projects such as the Five Mile Lane scheme. Improving our local infrastructure will contribute towards economic growth and a more prosperous Vale.

7.1.4 ASSETS

By adopting a more commercial approach to managing our office buildings, the first two phases of the Space Project which concluded during 2018, has saved the council more than **£750k** in annual running costs.



In line with adopting a more

commercial approach to asset management, an **asset review team** has been established to consider all Council property assets on an area by area basis. During 2018/19, we completed the disposal of the **former St. Cyres school site, Dinas Powys** and the **former St. Pauls Church building for Housing and Community use**. We have also acquired property as part of a programme of new **Council house development** in line with our Strategy.



The Vale of Glamorgan Council has upgraded its housing stock to achieve the **Welsh Housing Quality Standard** two years ahead of schedule following a **£92m** investment. **3,800** homes have been upgraded thus ensuring those in need of housing enjoy a better standard of living.

Via the **Cardiff and Vale Assets Board** we are working collaboratively with Cardiff Council, South Wales Police, the Cardiff & Vale UHB and Welsh Government to maximise opportunities to work together on common **public sector asset initiatives**. This will help optimise use of our property assets and ensure their sustainability for the long term. In addition, this will contribute to achieving our Corporate Plan priorities, whilst maximising our contribution to the national well-being goals.



We are reducing our carbon outputs and energy costs by converting nearly **6000** street lights in residential areas and main roads to LED through a SALIX funded project. It is anticipated that this will reduce the Council's CO2 emissions by roughly **493 tonnes** per year. In 2018/19, over £100k of savings was achieved through reduced energy costs.



We have commenced a **£1million energy efficiency programme (Re:fit)** to help make our building assets more energy efficient and achieve cost savings as well as an improved environment. Approximately £42k was saved in energy costs through the scheme in 2018/19.

Successfully achieved Green Flag status for 10 of our parks in



recognition of the good quality green spaces available to residents to enjoy all year round. This is three more awards than have been achieved in 2017. We also **maximised our investment of \$106 monies by developing and upgrading 5 outdoor spaces** in Ystradowen, St Athan, Penarth, Llandough and Llangan.

Work commenced on a £3.5million project at the former Brecon Court (Sheltered Accommodation site) to construct 28 'care ready' social housing homes with assistive technology to enable people with low to moderate needs to live more independently.



7.1.5 DIGITAL VALE

During the year over **99%** of the Council's **top 20 ICT systems** were available during core business hours, contributing to increased access to services, improved prioritising and reliability for staff and customers.



100% of participants attending digital drop-in sessions

reported feeling more confident in using a digital device.



Successfully rolled out **digital technology** (an agile working service called Auto-VPN, a new payment system, the iDev online training system, and online recruitment and DBS management) across the council. This will reduce costs and contribute to increased staff mobility and opportunities for colleagues and partners to collaborate more freely in the future.



68% of residents are accessing the Council's website and undertaking

transactions, an increase from 40% in 2016/17. Improving functionality and promoting transactions on our website is ultimately **enhancing access to services digitally** and will contribute towards efficiency savings through reduced call handling.



More residents are subscribing to **Vale Connect**, a

quick and simple service designed to provide up to date information on Council services that residents are interested in directly to their email inbox. There are currently **53,345** residents subscribed to 'Vale Connect' in 2018/19, a **6%** improvement on our performance last year

A Digital Marketing Summit was attended by 58 representatives from the local business community, which has led to a greater take up of the Superfast Business Wales Service. This free business support service helps small and medium businesses maximise their use of online technology.



We continue to increase opportunities across the Vale for digital inclusion through the, '**Get the Vale Online**' initiative. Our **27** Digital champions have successfully delivering **1138** hours of digital skills training to residents during the year. **763** council tenants were engaged in digital inclusion schemes and **205** adult learners successfully completed accredited digital skills courses during the year. A further **76** learners also successfully passed 132 European Computer Driving Licence exams with an average 92% pass rate.




Good progress has been made in further




integrating the work of the **Customer Contact Centre with Social Services and Health**, thus ensuring customers are provided with a service at first point of contact and effectively signposted where appropriate. This approach also reflects the council's policy of early intervention and prevention in relation to social care and health services. During the year nearly **90%** (292 out of 331) people accessing the service at C1V received the support they needed and did not contact the service again during the year.

7.1.6 WORKING IN COLLABORATION


We continue to work in partnership with a range of public, private and third sector organisations on a local, regional and national basis to tackle some of the complex issues facing our citizens and communities. These allow us to operate in a more effective and efficient way resulting in improved services for our citizens and financial savings. This is in line with the Well-being of Future Generations (Wales) Act which identifies collaboration as one of the key ways of working to support sustainable development and meet the Council's duty under the Act. Highlighted below are some of our main achievements through collaboration. You can find out about other strategic projects the Council is involved in by viewing the [Compendium of Strategic Collaboration](#).




The work of the Strategic Housing Group has contributed to increasing the supply, range and choice of housing available to families in the Vale. During the year, **111** private properties classed as empty were brought back into use and **98** additional housing units were delivered. Of the 212 dwellings that were granted planning permission in 2018/19, **158 or 75%** were affordable, exceeding the LDP target of 30%.



The Joint Working Agreement Business Plan for the City Deal was agreed by the Regional Cabinet in February 2018 and work has subsequently progressed on numerous work streams, including the development of a Strategic Development Plan, joint Scrutiny and risk management arrangements. We will continue to work regionally to develop transport, infrastructure, business support, regeneration, planning and housing in line with the **Cardiff Capital Region (City Deal) Business Plan** priorities.



The Vale, Valleys & Cardiff Regional Adoption Service continues to raise the profile of adoption to attract more people to consider it as an option. Overall, the work of the collaborative is having a positive effect through **increased numbers of placements and adoptions, reduction in the time taken time taken to place a child for adoption from Placement Order, improvement in the provision of Life Journey materials for children placed and in respect of the take up of birth parent counselling**. In addition, the service has been proactive in developing new initiatives to more effectively support adopters and prepare them for placement.



Since its establishment in 2012, there has been year on year improvement in learner outcomes at every level and in every local authority in the CSC region. The **Central South Consortium** continues to be the highest performing region in Wales. There has been significant progress in improving outcomes for the most vulnerable, narrowing of the performance gap between pupils eligible for free school meals and their peers, and attainment levels across all standards. Progress in relation to standards for the 2017/18 academic year continue to remain positive with **most being above the national average**.



In line with our commitment towards reaching the Government's 'towards zero target', the Cardiff Organic Waste Treatment project, a 15-year collaboration with Cardiff Council and Welsh Water, is enabling the treatment and recycling of our food and green garden waste, whilst producing clean and sustainable energy and fertiliser which is recycled to local agriculture. During 2018-19, **6,296 tonnes of food waste** was used to produce energy and **5,429 tonnes of green waste was recycled into reusable compost** contributing to **£485k of savings** for the Council compared to treating the material as waste.

The Domestic Violence Strategic Partnership is a multi-agency partnership responsible for developing a robust strategic response to preventing and tackling domestic violence in the Vale of Glamorgan. Following its successful launch in June 2018, the pilot Domestic Abuse, Assessment and Referral Service has received nearly **1,700 referrals** and generated **1,658 police notices** contributing to victims feeling safer and improved outcomes for victims. The work of the service was shortlisted for the UK Housing Awards for Innovation and was highly commended.




The Council's Internal Audit shared service with Bridgend has been extended to include Merthyr and RCT Councils. The **Regional Internal Audit Service** which commenced from April 2019, has enabled the extension of the current service that will reinforce business resilience, further enhance the range of audit expertise available to the Council and support the delivery of a more efficient service.

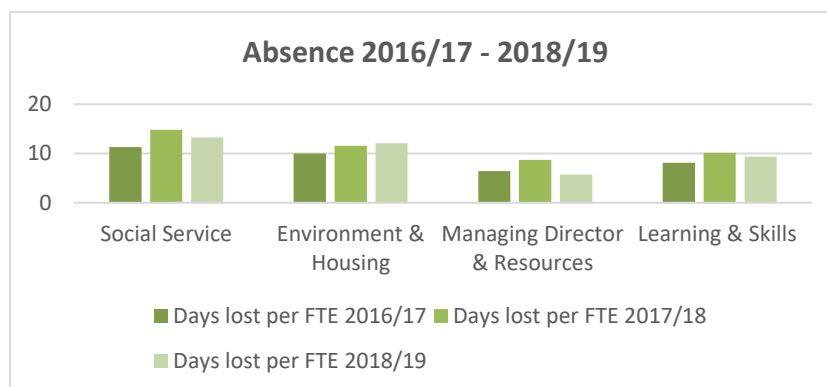
The work of the **Regional Partnership Board (Integrated Care Fund/Transformation Bid)** has enabled the Council to continue to invest in key services which support older people to maintain their independence and remain in their own home for longer, a key Council priority. Through initiatives such as the Single Point of Access Project via the Customer Contact Centre in the Vale, the Preventative Interventions project, Accommodation Solutions Discharge project, Integrated Discharge project, Integrated Autism Service, Welsh Community Care Information System and the Discharge to Assess Project, a range of preventative and enhanced services are in place and delivered in partnership across the Vale which is impacting positively on Vale residents.



7.2 OUR CHALLENGES

7.2.1 PEOPLE

Whilst **attendance** improved in 2018/19, it remains a priority and we continue to closely monitor progress to help improve performance corporately. During the year 9.12 days per FTE was lost to sickness absence compared to 10.14 in the previous year. This equates to 33,707 days lost to sickness overall during 2018/19 (37,513 in 2017/18). The latest CIPD survey on absence management, “Health and Well-being at Work” April 2019, reported that the average number of days lost in local government is 9.8 sickness days per full time employee. The graph below shows sickness absence data at Directorate level at end of year for the past 3 years:



Overall there has been a decrease in absence levels across all corporate Directorates compared with the performance in the same period in 2017/2018 except for Environment & Housing which has seen an increase of 0.52 FTE days lost per person. The majority of absence is attributed to long term sickness (6.11 days per FTE including schools and 7.45 days per FTE excluding schools. In comparison, 6.98 and 5.75 days per FTE respectively were lost due to long term sickness absence during 2017/18. During 2018/19, 67% of all absence was categorised as long term (over 4 weeks in duration) compared to 69% in the previous year. The proactive management of long-term absence has contributed to the overall reduction in absence across the Council. Absence caused by stress remains the most common reason attributed to sickness absence across all Council services and this has reduced marginally from 29.2% to 28.8% in 2018/19.

In response, service areas continue to be proactive in implementing positive measures such as risk assessment approaches, providing stress awareness training for staff, signposting to the Employee Assistance programme, automatic referral of stress cases to Occupational Health and encouraging staff to take up free health screenings to help improve their health and well-being at work. Overall, employee take up of these initiatives continue to be positive and more is being done to promote these initiatives throughout the Council. Proactive monitoring of attendance continues to be undertaken in line with corporate arrangements with priority cases being reviewed monthly to ensure performance is brought back on track. In Directorates where sickness absence levels are an area of concern, an action plan is in place to address the issues through specific/tailored actions.

The data for the period April 2018 to March 2019 indicates a **slight increase in turnover** (from 8.88% to 9.27%), in comparison with the same period in the previous year. The total number of leavers increased from 457 to 472. Corporate turnover has increased from 8.65% to 10.74%, and turnover in Schools has decreased from 9.08% to 7.98%. Except for the Managing Director & Resources Directorate, turnover has increased in all Directorates during 2018/19.

Overall, **voluntary turnover** (where employees have chosen to leave the employment of the Council) **has increased** from 6.68% to 7.86% during the period. Corporate voluntary turnover has increased from 6.67% to

8.81%, whilst voluntary turnover in Schools has also increased from 6.70% to 7.02%. Voluntary turnover accounts for 85% of all leavers for 2018/19 which is an increase on the previous year's performance of 75%. The number of resignations has increased during 2018/19 compared to the same period last year from 280 (5.44%) to 303 (5.95%). Voluntary turnover levels have increased in all Directorate areas. As per the previous year, Social Services have the highest percentage of employees that have chosen to leave the Council (11.89%, up from 8.29%).

The overall turnover rate of 9.27% and voluntary turnover rate of 7.86% for the Vale of Glamorgan Council for 2018/19 compares favourably with an overall turnover rate of 15.7% and voluntary turnover rate of 12.9% for public sector organisations. Whilst this performance is positive, a few service areas across the Council continue to report **difficulties in recruiting and retaining staff** in key areas. These relate mainly to Social Services, Finance & ICT, Housing and Building Services, Regeneration and Planning, Neighbourhood Services and Transport and Democratic Services. In response to these challenges, a variety of succession planning initiatives have been introduced by the relevant service areas informed by an assessment of the required skillsets. These have been undertaken alongside service reshaping and restructure in line with the Council's change agenda. These initiatives are also being supported through work undertaken via the staff appraisal scheme (#itsaboutme), the new approach to learning and development (including digitally via iDev), the employee and management competency frameworks, the evolving corporate succession planning and talent management pilot, and the Leadership Café, recognition.

7.2.2 CUSTOMER

Like most other local authorities in the UK, the Vale is faced with **limited resources and increasing demand for most of its services** and will need to find the most efficient ways of working whilst complying with statutory requirements and the rising expectations of its citizens and communities. In response to these challenges, we continue to work with our partners via the Reshaping Services programme to ensure we are able to meet these challenges without compromising the quality of the services we provide or commission.

Citizen engagement features as one of the Council's core values within its Corporate Plan and we proactively encourage residents and customers to share their views and experiences of our services as it promotes engagement, gives us an indication of how we are performing from their perspective and enhances our approach to service development in the Council. Whilst the latest Public Opinion Survey 2018/19 (undertaken every two years) shows that residents are largely satisfied with Council services overall, there remain areas of dissatisfaction which need to be addressed. The findings of the survey have been used to inform service planning for 2019/20 with this in mind. The areas of greatest dissatisfaction related to the condition of roads, pavements, road safety and parking in town centres. In addition, there is a need to increase citizens' awareness of the Council's budget situation as only 14% were fully aware of the extent of funding cuts and the significant levels of savings the Council is required to make over the next few years.

Due to legislative requirements for some services we have two separate procedures for dealing with complaints depending on whether they relate to children and young people and adult social care and all other services (corporate). The procedures all have a commitment to being person-centred, fair and clear, with timely outcomes. Each procedure has its own characteristics and response standards and all procedures come under the umbrella of the Public Services Ombudsman for Wales. This creates a consistent final point of referral if a person remains unhappy after completing the complaints process.

Whilst good progress is being made corporately with how we **manage, monitor and learn from complaints**, there is more work to do to ensure we meet our target timescales when dealing with complaints. In 2018/19, 55.9% of all (424) complaints (under the corporate procedure) were dealt with within target timescales compared to 55.7% (of 289) in the previous year. In addition, we need to address issues earlier to prevent them from going on to the second stage of the process. During the year, 7% of all complaints were dealt with at stage 2 of the corporate process compared to 13% in the previous year. The complaints dashboard system

using Oracle enables corporate complaints data to be monitored on a month by month basis giving real-time information on how each service area is managing and responding to complaints across the Council. This monitoring gives us an opportunity to understand if there is a gap between a resident's expectations and the standard of their public services. However, for this process to work effectively, going forward, there is a need for services to update the dashboard promptly ensuring accurate data informs learning.

In terms of lessons learnt during the year, corporately we have identified the need to focus on a number of areas which, in terms of the top three priorities, include: the need to focus on staff training and development and ensure all are aware of service standards; review and revise information and communication that we provide to our customers; and to ensure that all complaints are recorded accurately on Oracle to facilitate learning from complaints.

Where residents have exhausted the Council's complaints procedures and remain unhappy they are entitled to escalate their complaints to the Public Service Ombudsman for Wales' (PSOW) for consideration. During 2018/19, 4 Ombudsman complaints were Upheld or Part Upheld against the Council of which 2 related to Planning and Building Control matters, 1 to Children's Services and 1 was Highways related. In comparison, no complaints were upheld against the Council in the previous year.

During 2018/19, 149 issues relating to **Social Services** were raised by service users and/or their carers/family which were followed up with a visit. In most cases, the Complaints Officer was able to alleviate the anxieties of individuals and signpost them onto other services where appropriate. As a consequence of these efforts, fewer issues escalated into enquiries and complaints. Of the 149 issues raised, only 42 went on to become enquiries requiring a more formal response and 4 went on to become a complaint. As at 31st March 2019, 63 complaints were received, which is slightly higher than the previous year where there were 53 complaints. Of the 63 complaints, 28 related to Adult Services, 31 to Children and Young People Services and 4 related to the Resource Management and Safeguarding Division. Just over a third (38%) of social services complaints were resolved within designated timescales. Social services complaints are increasingly becoming more complex and this has impacted on the timeliness of our response. Despite this we continue to work with the key stakeholders to improve our responsiveness to complaints within the designated timescales. It must be noted that all complaints dealt with outside of the designated timescales have been undertaken with the agreement of complainants to an extension, although this is not reflected in the statutory timescales. During this period, no social services complaints were referred onto the Public Services Ombudsman for investigation.

The majority (42) of complaints received during 2018/19 were in relation to the quality or level of service available. The other areas of complaint related to either staff, charges for service or 'other'. Learning from these findings have informed our key areas of focus going forward into 2019/20 including: working with independent investigators to make improvements in the time taken to complete Stage 2 investigations by reviewing the support offered to investigators; continuing to work with managers and staff to make an improvement in the time taken to complete Stage 1 complaints; explore the feasibility of developing a more robust system for the collection, monitoring and reporting of complaints information/data with a focus on developing a Dashboard for senior managers to monitor and view complaints; and further developing monitoring and evaluation processes to improve our ability to learn from complaints and use the outcomes and recommendations arising from complaints to improve services.

7.2.3 FINANCIAL

Central government's ongoing austerity drive has created a period of unprecedented financial pressure in the public sector. For the last nine years the Vale of Glamorgan Council has been making significant savings across the organisation, around £55m. Annual reductions to the Council's funding are set to continue and the Council's Medium-Term Financial Plan estimates that further savings of £15.714 million are required between 2019/20 and 2021/22. Consequently, it is becoming increasingly challenging to set a balanced and sustainable budget given the need to continue to make efficiency and budget savings at a time when **service demand**

across most Council services is increasing. Through its transformation programme, the Council continues to make positive progress in meeting the challenges that lie ahead with a specific focus on sustainable service spending, maintaining an appropriate and sustainable level of earmarked reserves and making the most of our assets.

As part of the Final Revenue Budget Proposals for 2018/19, a savings target of £6.298m was set for the Council. Progress on the **achievement of 2018/19 savings** has been monitored and reported to relevant Committees and Cabinet during the year. As at end of year, £5.172m (82%) of the required target has been achieved. This performance has been attributed a red performance status, indicating an outcome that is below the minimum forecast of 100% for the year.

Across service Directorates: 100% of the savings target of £1,144m attributed to the Learning and Skills Directorate were achieved; in relation to Social Services, £584K (100%) of savings were achieved; the Environment & Housing Directorate has delivered £220K (23%) of the required savings target of £972K, an underachievement of £752K and work is continuing to identify schemes to close this gap. The Managing Director & Resources Directorate achieved £1,251m (95%) of its savings target of £1,311m and work remains ongoing across Corporate Services to identify additional savings to meet the shortfall during 2019/20.

There continues to be significant cost pressures across many Council services, many ongoing from previous years, for example: the **Community Care and Children's placement budgets within Social Services, the highly volatile pupil placement budget and the reducing recoupment income budget within Learning & Skills.** In these areas a small number of new customers can have a dramatic effect on budget outturn, impacting on achievement of savings and a balanced budget at year end. These service areas continue to strive to manage growing demand and rising customer expectations however these are becoming increasingly difficult to contain.

The **financial pressures on the Council are likely to continue** and, while we will continue to try to protect services for the most vulnerable in our community, it is increasingly difficult to cushion the impact of cuts to early intervention and prevention services across council services and support for those in need through our targeted work. These remain key priorities for the Council in achieving its vision of strong communities with a bright future. Via the Reshaping Services programme, we continue to work with our partners to ensure we are able to meet these future financial challenges while mitigating the impact of cuts on residents and service users.

The Council's ability to fully deliver its **Reshaping Services Programme** will be an on-going challenge given the continuing period of austerity and increasing service demand across most council services. During 2018/19, reshaping projects have delivered a saving of £5.172m against the year's target of £6.298m (82%). This performance has been attributed a red performance status, indicating an outcome that is below the forecast of 100% for the year. This performance is reflective of the complex nature of Reshaping projects and their achievability is potentially impacted by a range of issues and risks.

The **re-profiling of European and Grant funding** for a number of Council initiatives continue to present significant challenges for the future. Not knowing the level of funding and also the short term nature of existing funding continues to create instability and uncertainty in terms of planning future work which may in turn impact on sustaining the high levels of performance achieved to date in delivering many of these initiatives. Some of these national funding streams may impact adversely on our ability to invest in the Vale over the coming year.

Work in relation to maximising **income generation** and **commercialisation** opportunities is progressing as part of the corporate project workstream element under the Reshaping Services Programme. A significant amount of work is being undertaken to develop this area which is relatively new to the Council. A range of issues are being progressed such as sponsorship for events, advertising, a charging policy for information, and optimising use of Council assets. Alongside these, we are also looking at opportunities to sell additional services that will

enhance user experiences beyond our basic service offering and in so doing creating financial returns that support the sustainability of our valued local public services. However, there is a need to take a measured and balanced approach to generating additional income whilst safeguarding our local public services and ensuring access to services remains equitable to all. During the year **£92k** of additional income was generated through various activities, however this performance fell short of our additional income target of £275k for 2018/19.

The importance of effective **procurement** has never been more relevant given diminishing budgets, and this remains a key priority for the Council going forward. We are making more use of standard specifications for appropriate goods and services, using partnering and collaboration as a means of achieving economies of scale and securing sustainability of some of our services for the future. During the year, we used 25 out of 27 frameworks available to us via the National Procurement Service framework. However, we acknowledge that there is a need to further build capacity across the Council to ensure a more strategic and commercial approach to contract management and effective contract and supplier management to maximise both the opportunities for additional income generation and the potential savings these could bring. Work is ongoing as part of the project workstream element under the Reshaping Services programme to deliver targeted savings of £650k for 2018/19 and these have targeted key corporate-wide areas of expenditure, including stationery, hospitality, venue hire, ICT hardware and furniture. Monitoring arrangements have been developed for quarterly tracking of expenditure in these areas.

7.2.4 ASSETS

The potential financial costs associated with **addressing any non-compliance issues in relation to the Council's building assets will be a challenge given reducing budgets**. This will be considered as part of the budget setting process for 2019/20.

7.2.5 DIGITAL VALE

The Council's **Digital Strategy** sets out how technology will support and enable the Council to grow and develop in the coming years. A key challenge in this area is the fast pace of new technology developments which highlights the need to constantly iterate the business use of technology across the Council to maximise our opportunities to improve efficiency and accessibility of services for Vale citizens. New technology is changing the needs of the workforce and presents challenges in terms of the skills required to support and use the technology to its greatest effect. The need to develop robust financial business cases is a challenge the Council will continue to work to meet. Our continued emphasis on a 'one council' approach via the Digital Strategy will focus on creating a seamless experience for Vale citizens when accessing council services, developing more efficient ways of working and overall seek to reduce costs. The use of engagement mechanisms, such as the management development sessions, our manager and employee core competency frameworks and our staff appraisal and development scheme, will be instrumental in ensuring the organisation has the skillsets needed to make best use of technology. As part of the strategy, we will continue to align the big changes via the Reshaping Services Programme Board's decision-making processes over the next few years to help meet our financial challenges. During the year **£69k** of savings was achieved with work underway on a number of projects focusing on customer and employee systems and further enhancing website functionality to encourage customers to shift to digital channels of service delivery. However, this performance fell short of our income target of £200k for 2018/19.

7.2.6 WORKING IN COLLABORATION

Welsh Government's emerging proposals relating to **Local Government Reform** will continue to be a key area of activity, impacting on council services specifically in identifying and pursuing any collaborative activity that will benefit the Council in the long term. Given the current economic climate of limited resources, increasing demands on services and complex community expectations, the Council is committed to developing new strategic collaborations and partnerships as a key response to these challenges.

Despite our progressive approach to working with partners, collaboration in relation to **developing alternative models of service delivery across a range of council services both locally and regionally** remains an ongoing challenge in a climate of diminishing resources. Linked to this is the volatility of Welsh Government grant funding streams which impacts on our ability to develop, commission and sustain integrated health and social care services that enhance our capacity whilst still meeting our statutory requirements to deliver core services. There are also challenges associated with developing more streamlined approaches to commissioning preventative services that are more joined up across organisational boundaries in line with requirements of the Social Services and Well-being (Wales) Act 2014.

Our ability to work in collaboration (with other key partners), to develop and agree approaches to **joint Scrutiny arrangements** for increasing numbers of new collaboration arrangements remains a challenge given the resource requirements required to sustain these. The City Deal is an example of recent collaboration where work has been ongoing during 2018/19 to establish approaches to joint scrutiny. In addition, a Joint Scrutiny Panel, made up of Scrutiny Chairperson from the respective member Authorities, has been established to undertake informal scrutiny of the Central South Consortium Joint Education Service.

There is a need to address challenges associated with **Vale, Valleys and Cardiff Adoption collaboration (VVC)**. An increased number of referrals of children for adoption and the numbers waiting for placement and for adoption support services is impacting on workload and performance in other areas such as the timely recruitment and assessment of potential adopters. This combined with the downturn in enquiries from prospective adopters is impacting on our ability to recruit. Therefore, recruitment of adopters remains a key priority for 2019/20. Meeting demand across the range of functions of the VVC also continues to be an ongoing challenge. The findings and recommendations from a review of the service will support us in addressing these challenges going forward.

7.3 WHAT OUR AUDITORS SAID ABOUT US

In line with the requirements of the Local Government (Wales) Measure 2009, the Auditor General for Wales is required to produce an annual report on Welsh councils and other public bodies entitled, the 'Annual Improvement Report (AIR)' which summaries the audit work undertaken during the period 2018 to 2019. The report brings together the key findings from all audit work undertaken in the Council during 2018-19 including those of other inspection and regulatory bodies such as Estyn (Her Majesty's inspectorate for schools in Wales) and Care Inspectorate Wales (CIW).

The Wales Audit Office (WAO) report findings were generally positive and concluded that overall the Council is meeting its statutory requirements in relation to continuous improvement. Whilst no formal recommendations were made by the Auditor General, the following proposals for improvement and areas for development were identified in relation to the audit, regulatory and inspection work undertaken covering the 2018-19 period. 7 Proposals for Improvement were made in relation to specific local reviews on our corporate arrangements for the safeguarding of children, the Welsh Housing Quality Standard (including tenants' views), and a further 14 areas for development in relation to CIW's inspection of Children's Services. Progress against these will be monitored by the Wales Audit office throughout 2019-20 as part of the Annual Regulatory Plan. You can view our Annual Improvement Report for 2018/19 at www.wao.gov.uk or on our [website](#).

Review description	Conclusions	Proposals for Improvement
Assurance and Risk Assessment Project to identify the level of audit assurance and/or where further audit work may be required in future years in relation to risks to the Council:	Arising from this project we identified the following topics for inclusion in our audit programme at the Council for 2019-20: <ul style="list-style-type: none">Well-being of Future Generations Act – examination of the extent to which the Council is acting in accordance with the sustainable development principle when taking steps to meet its well-being objectives that are relevant to the delivery of leisure services.	No applicable

Review description	Conclusions	Proposals for Improvement
<ul style="list-style-type: none"> • putting in place proper arrangements to secure value for money in the use of resources; • putting in place arrangements to secure continuous improvement; and • acting in accordance with the sustainable development principle in setting wellbeing objectives and taking steps to meet them. 	<ul style="list-style-type: none"> • Financial sustainability – project common to all local councils that will assess financial sustainability in light of current and anticipated future challenges • Reshaping Services - project to evaluate the arrangements that the Council has in place for delivering its Reshaping Services programme. • Waste/recycling - project to assess the Council's arrangements to improve recycling performance given the challenging statutory targets. • Assurance and Risk – project to identify the level of audit assurance and/or where further audit work may be required in future years in relation to risks to the Council putting in place proper arrangements to secure value for money in the use of resources. 	
<p>Well-being of Future Generations Act (Wales) 2015 (WFG Act) examinations</p> <p>Examination of the extent to which the Council has acted in accordance with the sustainable development principle when implementing the programme of regeneration at Barry and Barry Island, a 'step' the Council is taking to meet its wellbeing objectives</p>	<p>The Well-being of Future Generations Act requires significant change to fully embed the five ways of working and it will take time to do this. We recognise the Council can demonstrate that it has acted in the spirit of the WFG Act in its approach to regeneration in Barry. However, there is scope for the Council to do more to embed the five ways of working, clarify its vision and strategic approach, and integrate its plans with those of partner organisations in its regeneration of Barry:</p> <ul style="list-style-type: none"> • The Council has considered short, medium and long term needs in developing its approach to regeneration of Barry and now needs to ensure the longer-term sustainability of this approach; • The Council is undertaking many preventative activities, but there is scope to better consider the root causes of problems and the preventative benefits of the step; • The Council has started to take an integrated approach but needs to consider more fully how this step contributes to its and others' well-being objectives to maximise the benefits the step could deliver; • The Council has a track record of effective collaboration, but there is scope to develop a collective vision for the area with partners and stakeholders based on data and trend analysis; and • The Council can show a number of strengths in its approach to involving partners and other stakeholders, but it is not clear how the full diversity of the community is involved. 	<p>No proposals for improvement in the Well-being of Future Generations Act (Wales) 2015 (WFG Act) examinations report but the report did highlight some areas of development which the Council plans to act on.</p> <p>An action plan has since been developed to progress these areas.</p>
<p>Annual audit letter 2017-18</p> <p>Letter summarising the key messages arising from the Auditor General's statutory responsibilities under the Public Audit (Wales) Act 2004 and his reporting responsibilities under the Code of Audit Practice.</p>	<ul style="list-style-type: none"> • The Council complied with its responsibilities relating to financial reporting and use of resources; • We are satisfied that the Council has appropriate arrangements in place to secure economy, efficiency and effectiveness in its use of resources; • Our work to date on certification of grant claims and returns has not identified significant issues that would impact on the 2017-18 accounts or key financial systems; and • The Council has a track record of managing its finances, but the financial challenge will continue over the medium term. 	None
<p>Follow-up review of corporate arrangements for the safeguarding of children</p> <p>Review of the effectiveness of corporate safeguarding</p>	<p>The Council has implemented most of our previous recommendations and proposals for improvement, but some matters need further attention. We have identified some further proposals for improvement to strengthen aspects of the Council's safeguarding arrangements.</p>	<p>P1 Strengthen the Corporate Safeguarding Policy in the following ways:</p> <ul style="list-style-type: none"> • Clarify the safeguarding roles and responsibilities of the Cabinet Member for Social Care, Health and Leisure and the Member Champion for Safeguarding;

Review description	Conclusions	Proposals for Improvement
<p>arrangements building on the study previously undertaken by the Auditor General in this area.</p>		<ul style="list-style-type: none"> Set out the role of scrutiny in the Council's safeguarding arrangements; Provide information on topics that have safeguarding implications such as modern-day slavery, trafficking, child sexual exploitation, counter terrorism and the risk of radicalisation, the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 and self-harm. <p>P2 The Council should strengthen its contractual provisions in relation to the safeguarding training requirements of third parties, to include:</p> <ul style="list-style-type: none"> Specifying that safeguarding training is mandatory where applicable; and Amending its main agency candidate checks form so that it does not just specify that safeguarding training is mandatory only for Social Care Night Workers. <p>P3 The Council should improve its approach to safeguarding training in the following ways:</p> <ul style="list-style-type: none"> Take steps to ensure that the mandatory completion of Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 (VAWDASV) training is accelerated; Clarify when mandatory safeguarding training needs to be refreshed; Accelerate the rate of compliance with the completion of its mandatory safeguarding training; Consider ways in which it could extend its safeguarding training offer, for example to taxi driver and to those working in the night time economy. <p>P4 The Council should consider producing further performance measures (for example in respect of safeguarding training compliance) to enhance the annual safeguarding report and aid transparency.</p> <p>P5 The Council should develop a central system for recording and monitoring volunteer information, including any training records and Disclosure and Barring Service checks for volunteers.</p> <p>An Action Plan has been agreed as part of the Council's Annual Safeguarding Report.</p>
<p>Welsh Housing Quality Standard review including Council housing tenants' perspective review</p>	<p>The Council has met the Welsh Housing Quality Standard with effective arrangements for tenant engagement, and most tenants are satisfied with the quality of their home. We came to this conclusion because:</p> <ul style="list-style-type: none"> the Council reported it has met the Welsh Housing Quality Standard and is working with its IT provider to ensure that compliance data is accurate; arrangements for tenant engagement are effective and the Council is supporting tenants' wider needs; and most tenants we spoke to are satisfied with the quality of their homes and the housing service, but some feel their 	<p>P1 The Council should evaluate how effective the process is for tenants to report housing repairs via the Customer Contact Centre (Call One Vale)</p> <p>P2 The Council should work with tenants to review its approach to assisting people experiencing problems with condensation and damp.</p>

Review description	Conclusions	Proposals for Improvement
	homes are damp and there is scope to review the telephone system for reporting repairs.	An action plan has been agreed and work is being progressed and reported via the Insight Board Tracker.
Wales Audit Office annual improvement plan audit Review of the Council's published plans for delivering on improvement objectives.	The Council has complied with its statutory improvement planning duties.	None
Wales Audit Office annual assessment of performance audit Review of the Council's published performance assessment.	The Council has complied with its statutory improvement reporting duties.	None
Care Inspectorate Wales (CIW) Inspection of Children's Services The inspection focused on the effectiveness of local authority services and arrangements to help and protect children and their families.	<p>Overview of Key findings:</p> <ul style="list-style-type: none"> Motivated front-line staff report job satisfaction, good provision of training and good management support at all levels including regular supervision. There is good corporate support for children's services including from elected members. The local authority recognises there is a need to further develop the scrutiny process and members are motivated to do so. There is a clear commitment to collaborative working across the different departments within the local authority to provide children's services. In other respects, there is room for improvement in the articulation of the high-level vision and ambition for children in the Vale of Glamorgan. The local authority has not implemented a specific model of social work practice within children's services to underpin its key objectives. The local authority over estimates the extent to which its practice adheres to the ethos of the Social Services and Well-being (Wales) Act. Nearly everyone told us staff were working co productively with families. However, we did not find sufficient evidence of the identification of strengths in our review of case files or in interviews with staff and service users. Care and support plans did not sufficiently detail how personal outcomes would be achieved or allow for evaluation of progress. Corporate support, motivated staff and the service development work stream place the local authority in a strong position to further develop its service to children and families Social work staff knew children's circumstances well and regularly visited. However, vacancies and complex caseloads in the Care Management Team (CMT) have affected the service to children and families. Action was already being taken by senior managers to reconfigure teams to redistribute responsibilities to reduce competing demands on social work time. Plans did not sufficiently evidence the voice of the child or incorporate risk management. Children looked after were not routinely engaged in their review meetings and Independent Reviewing Officers were not providing sufficient oversight or obtaining the views of children prior to meetings that made decisions about their future A robust system of multi-agency panels ensures consistent and effective decision making about placements and permanency planning. Legal services provide good support in decision-making and court proceedings. The recording of the rationale for decision making outside of panels was inconsistent. 	<p>Areas for development:</p> <p>Leadership, management and governance</p> <ol style="list-style-type: none"> There is a need for further embedding of the principles of the Social Services and Well-being (Wales) Act 2014 (SSWBA) into social work practice Senior managers are aware of the priority to reproduce a range of performance management information to assist staff and managers to deliver timely and effective services following the implementation of WCCIS Further work is required to develop a more comprehensive quality assurance system that incorporates specific tasks for managers Social work practitioners would benefit from a review of the current operationalization of the electronic recording system and from further training to support its use The local authority should continue the prioritisation of filling vacant posts by recruitment exercises and monitoring reasons for leaving. <p>Access arrangements: information, advice and assistance</p> <ol style="list-style-type: none"> A review of referrals where previous contacts or referrals have been received would be beneficial to ensure decision making is appropriately robust. <p>Assessment</p> <ol style="list-style-type: none"> Assessments must take into account all available information from previous contacts and incorporate any risks Practitioners should explicitly seek the views of children seen alone, where appropriate, and fully outline these in assessments. <p>Care and support and pathway planning</p> <ol style="list-style-type: none"> The local authority will wish to ensure proportionate recording including rationale for decisions and content of visits to children and the incorporation of risk assessment and management plans into care and support plans.






Review description	Conclusions	Proposals for Improvement
	<ul style="list-style-type: none"> Work is ongoing with a neighbouring authority to increase the number of fostering placements as the authority recognises limited choice of placements is contributing to placement breakdowns. It is also working with a provider of residential care in order to place more children closer to home. Strong partnership working is improving outcomes for young people. This includes good practice in multi-agency support provided to care leavers and young homeless people. Care leavers were very positive about the help they receive from Personal Advisors. In the safeguarding work we reviewed, children were being protected by prompt response and timely assessments. Work is already underway to review quality of protection plans and to improve the active involvement of families in safeguarding processes. The implementation of the new electronic case management system presents ongoing difficulties for staff and could impact on the availability of information when cases transfer. Quality assurance arrangements require further development and the authority does not currently have reliable performance management information due to changes in the electronic case management system 	<p>10. IRO caseloads should be reviewed and IROs should prioritise speaking with children prior to review meetings.</p> <p>11. The local authority should ensure relevant children are offered advocates and independent visitors.</p> <p>12. Out of area placement panels should be undertaken in compliance with regulations.</p> <p>Safeguarding</p> <p>13. Practice should be developed in co productive working with children and families; considering risks, strengths, barriers and toward agreed outcomes where possible.</p> <p>14. There should be regular review of safeguarding performance information by the safeguarding unit.</p> <p>An Action Plan has been agreed to progress the areas for development identified.</p>
<p>Local authority annual performance review letter 2018/19</p> <p>This letter summarises CIW's evaluation of performance of social services (adults and children's services) during 2018/19. It also sets out how CIW is planning to review performance over the coming year</p>	<p>Overview of Annual letter:</p> <p>Well-being</p> <ul style="list-style-type: none"> Motivated frontline staff reporting job satisfaction at our inspection of children's services. Good provision of training and strong management support at all levels including regular supervision. The high level of vacancies at the time of inspection was affecting quality of service to children and families. The restructure of children's services has alleviated pressures on particular teams although recruitment to full capacity remains a challenge and agency staff are covering vacancies. Generally, practitioners knew children well and were responsive to their needs. Practitioners and line managers did not always fully record decision-making. In adult services, we noted significant pressures on domiciliary care because of insufficient availability of resource and this continues to significantly affect people who need care, including some who are delayed leaving hospital. The Vale of Glamorgan Council is improving its own residential accommodation to improve the care environment for people living dementia. There is strong corporate support for social services. Social services have made more progress recently with its new case management database such that it will provide significantly enhanced performance management information and inform strategic planning, to the benefit of people using services. <p>People – Voice and Control</p> <ul style="list-style-type: none"> Inspection of children's services found room for improvement in how practitioners engaged with children and families to ensure their views and outcomes they wished to achieve were central to assessments and care and support plans. Children looked after were not routinely attending their review meetings and IROs were not providing sufficient oversight of children or obtaining their views, which is central to their role. This remains an area for improvement. 	<p>No applicable</p>




Review description	Conclusions	Proposals for Improvement
	<ul style="list-style-type: none"> • More people in Vale of Glamorgan Council are managing their own care through the provision of Direct Payments than previously. In particular, more adults with learning disabilities are taking this option, which allows the person more control and flexibility with the care they receive. • Our monitoring of the deprivation of liberty safeguards has identified the local authority, in common with many others in Wales, is unable to assure itself people's human rights are not being breached by being deprived of their liberty unlawfully. We will continue to monitor this. <p>Prevention</p> <ul style="list-style-type: none"> • During the inspection of children's services, we found children were protected by prompt response and timely assessments. • The Vale of Glamorgan Council has plans to substantially enhance support to children and families to reduce the likelihood of children requiring care arrangements and alleviate stress within the home. These potential developments could lead to improved outcomes for children and families with the improvements made to service provision. • The SPoA has a clear workflow to encourage and enable a seamless response to adults presenting with needs for information, advice and assistance (IAA). Senior managers have worked well with internal and external partners to develop the IAA service, which comprises a robust and substantial co located resource of multi-agency professionals. Handlers provided people with a positive first point of contact and many matters were resolved speedily and without recourse to statutory involvement. However, there were delays when advice or assessment was required. The time some people waited for a response was lengthy, several weeks in some instances, and this negatively impacted people's experience and delayed access to resources and services. • Local authorities must ensure those undertaking proportionate assessments have received training to ensure they have sufficient skills, knowledge and competence for this task. A team leader post had recently been created with the responsibility for training and discussions were underway with internal colleagues about the possibility of establishing dedicated call handlers for social services. • The local authority has strengthened its preventative resource by further increasing its liaison with the third sector and appointing Visiting Officers, who will complement the work of Community Connectors. These resources are vital in promoting and enabling the independence of people without recourse to statutory services. <p>Partnership</p> <ul style="list-style-type: none"> • We found limited choice of foster placements was contributing to placement breakdowns for children. Vale of Glamorgan Council has worked regionally and locally to increase the number of foster carers with senior managers recognising the lack of sufficiency of placements continues to affect choice and suitability of placements at times. • We identified a strong multi-agency approach to care leavers and young homeless people. Constructive partnerships with housing and third sector have resulted in very good provision of accommodation and support for these vulnerable young people. Care leavers were very 	

8. MEASURING OUR PROGRESS: CORPORATE PERFORMANCE INDICATORS

We have identified a suite of measures (Corporate Plan Performance Measures) to enable us to demonstrate progress towards achieving our Well-being Objectives and integrated planning (Corporate Health) priorities. They comprise a combination of national and local indicators, selected to reflect the breadth of services being delivered across the Council to achieve our Well-being Objectives and Corporate Health priorities. During 2018/19, the following measures helped to demonstrate our progress towards achieving our Corporate Plan Well-being Outcomes.






8.1 OBJECTIVE 1: REDUCING POVERTY AND SOCIAL EXCLUSION

Corporate Performance Measures							
Corp Plan Priority and PI Ref	Indicator	Performance 2017/18	2018/19 Target	2018/19 Performance	Welsh Average 2018/19	Performance Status ¹	Direction of Travel (compared to previous year)
IS001: Develop and deliver a Digital Inclusion Strategy to increase access to digital technology and improve digital skills.							
CPM/100	Percentage of those taking up the digital champion service who report feeling more confident in using ICT on a day to day basis.	100%	50%	Not Available ²	N/A		N/A
IS003: Provide information and support to residents affected by Welfare Reform and raise awareness of staff and partners about the impact of the changes							
CPM/105	Number of tenancies sustained as a result of Money Advice Service/Council support	572	200	631	N/A		↑
IS006: Align the relevant activities associated with Families First, Flying Start, Communities First and Supporting People programmes to maximise opportunities across all programmes.							
CPM/104	Percentage of Flying Start children achieving at least the expected outcomes (outcome 5+) for Foundation Phase	85.04%	88%	82.96%	N/A		↓
CPM/111	Percentage of eligible Flying Start children that take up childcare offer.	84.38%	90%	99.36%	N/A		↑
CPM/170	Percentage of users showing satisfaction with a Families First service accessed.	98.23%	97%	98.27%	N/A		↑

1. Performance status: performance is on or above target ; performance is within 10% of target ; performance missed target by more than 10% . Direction of travel compares 2018/19 performance with the previous year's performance (2017/18) for all local measures. An upward arrow indicates better performance than the previous year whilst a downward arrow indicates performance below last years. National measures have been compared with the 2018/19 Welsh Average performance, where available. An upward arrow indicates the Vale's performance is above the Welsh average, whereas a downward arrow indicates that the Vale's performance is below the Welsh average

² We are still awaiting end of year data from Digital Wales.





8.2 OBJECTIVE 2: PROVIDING DECENT HOMES AND SAFE COMMUNITIES

Corporate Performance Measures							
Corp Plan Priority (Ref)	Indicator	Performance 2017/18	2018/19 Target	2018/19 Performance	Welsh Average 2018/19	Performance Status	Direction of Travel (compared to previous year)
IS007: Complete the delivery of the Council House Improvement Programme by 2017.							
CPM/234 (PAM/038)	Percentage of social housing compliant with Welsh Housing Quality Standard.	100%	100%	100%	N/A		↔
IS009: Provide appropriate accommodation and support services for particular vulnerable groups.							
CPM/027 (PAM/015)	Average number of calendar days taken to deliver a Disabled Facilities Grant (DFG).	188.15 days	190 days	194.73 days	207.3		↓
IS010: Implement a range of initiatives to facilitate new, and to improve the quality of private sector rented accommodation.							
CPM/064 (PAM/013)	Percentage of empty private sector properties brought back into use during the year through direct action by the LA.	7.56%	8%	14.07%	4.6%		↑
PAM/014	Number of additional dwellings created as a result of bringing empty properties back into use.	5.4	6	5	N/A		↓
IS011: Increase the number of sustainable, affordable homes.							
CPM/237	Number of additional affordable housing units granted planning permission during the year as a percentage of all additional housing units granted planning permission during the year.	N/A	No Target	42.96	N/A	N/A	N/A
PAM/036	Number of affordable housing units delivered during the year per 10,000 households.	N/A	No Target	18.42	N/A	N/A	N/A
IS013: Work with the Police and Crime Commissioner to pilot a new approach to supporting victims of domestic violence.							
CPM/124	Percentage of domestic abuse victims that report that they feel safer as a result of target hardening	100%	100%	100%	N/A		↔

³ There was a default with a development (Old RAFA Club /21 Porthkerry Rd) which significantly impacted on our performance. The definition for this performance indicator has changed for 2019-20 (now PAM045) and now includes the creation of additional dwellings from commercial properties as well as residential properties and it is anticipated that this change is likely to result in an increased number of dwelling being created in the Vale of Glamorgan.








Corp Plan Priority (Ref)	Indicator	Performance 2017/18	2018/19 Target	2018/19 Performance	Welsh Average 2018/19	Performance Status	Direction of Travel (compared to previous year)
IS014: Prevent and tackle incidents of anti-social behaviour including implementing restorative justice approaches for young people.							
CPM/030	Percentage of tenants that were satisfied with the outcome of an anti-social behaviour complaint. (Housemark)	33.33%	50%	45.16%	N/A	☹️	↑

8.3 OBJECTIVE 3: PROMOTING REGENERATION, ECONOMIC GROWTH AND EMPLOYMENT

Corporate Performance Measures							
Corp Plan Priority (Ref)	Indicator	Performance 2017/18	2018/19 Target	2018/19 Performance	Welsh Average 2018/19	Performance Status ⁴	Direction of Travel (compared to previous year)
ER1: Maximise economic growth, inward investment and employment opportunities through the Capital region and Cardiff Airport and St Athan Enterprise Zone.							
CPM/139	Percentage of people in employment.	74.1%	No Target	80.4%	73.1%		↑
CPM/095	Percentage of working population with no qualifications.	5%	N/A	6%	8%		↓
ER3: Implement a comprehensive programme of regeneration across the Vale including:							
<ul style="list-style-type: none"> • The Rural Local Development Strategy • Town Centres Framework • Penarth Esplanade • Barry Waterfront including the Barry Island Link Road • Links between Penarth Haven and the Town Centre 							
CPM/078	Average vacancy rate in the Vale's main town centres.	8.83	8.5	9.3	N/A		↑
CPM/081	Number of communities/groups supported to lead on the delivery of community projects.	117	70	95	N/A		↓
ER6: Support local businesses and increase the number of visitors to the Vale through the implementation of the Tourist Destination Management Plan and an annual programme of events and festivals.							
CPM/087	Total number of visitors to the Vale of Glamorgan for Tourism purposes (as measured by STEAM survey).	3,970,000	3,900,000	4,160,000	N/A		↑
CPM/079	Number of facilitated visits to country parks and heritage coast.	297	330	332	N/A		↑
CPM/145	Number of visitors to Barry Island weekend events	48,000	50,000	55,000	N/A		↑








⁴ Performance status: performance is on or above target 😊; performance is within 10% of target 😐; performance missed target by more than 10% ☹️. Direction of travel compares 2018/19 performance with the previous year's performance (2017/18) for all local measures. An upward arrow indicates better performance than the previous year whilst a downward arrow indicates performance below last years. National measures have been compared with the 2018/19 Welsh Average performance, where available. An upward arrow indicates the Vale's performance is above the Welsh average, whereas a downward arrow indicates that the Vale's performance is below the Welsh average.

8.4 OBJECTIVE 4: PROMOTING SUSTAINABLE DEVELOPMENT AND PROTECTING OUR ENVIRONMENT

Corporate Performance Measures							
Corp Plan Priority (Ref)	Indicator	Performance 2017/18	2018/19 Target	2018/19 Performance	Welsh Average 2018/19	Performance Status	Direction of Travel (compared to previous year)
ER7: Adopt and implement the LDP as a framework for sustainable development in the Vale of Glamorgan							
CPM/241	Amount of s106 money secured in the financial year.	£8,109,968	No Target	£3,538,708	N/A	N/A	↓
CPM/242	Amount of s106 money spent in the financial year	£1,831,407	No Target	£2,226,161	N/A	N/A	↑
ER9: Implement a Local Transport Plan to improve accessibility, road safety, air quality and reduce congestion							
CPM/161	Value of investment levered into the Council that is dedicated to transport improvement schemes.	£537,739	£2m	£526,823	N/A	 5	↓
CPM/252	The percentage of principal (A) roads, non-principal (B) roads and non-principal (C) roads that are in overall poor condition.	8.21%	8%	7.7%	N/A		↑
PAM/021	Percentage of principle B roads that are in overall poor condition.	4.2%	4%	4.1%	4.5%		↑
PAM/022	Percentage of non-principle C roads that are in overall poor condition.	10.5%	11%	9.7%	14%		↑
ER12: Improve accessibility to public transport for 16 to 18 year olds and 60 plus by promoting and increasing take up of Welsh Government Concessionary Travel Schemes.							
CPM/155	Satisfaction with public transport including a) accessibility and b) road safety.	a) 80.38% b) 52%	a) 90%, b) 56%	a) 87% b) 41%	N/A	 6	a) ↑ b) ↓
CPM/017	Percentage of adults 60+ who have a concessionary bus pass.	83.29%	84%	85.72%	N/A		↑
ER14: Work with partners to continue the regeneration of Barry Island and promote the development of land at Nells Point for tourism and leisure purposes.							
CPM/158	Public satisfaction with facilities on Barry Island	95.19%	90%	91.52%	N/A		↓



⁵ The original allocation from WG was £814,000 for Local Transport fund, £145,000 for Local Transport Network fund and £12,000 for Active Travel. Due to projects not being at the relevant stage, our claim reduced to £359,823 for the Local Transport Fund. In addition, we were awarded £10,000 as part of a regional project.

⁶ It should be noted that the Council is not responsible for the full extent of public transport in its area; indeed, rail service provision is supplied under franchise to Welsh Government and the majority of local bus service provision is supplied on a commercial basis by private operators. Therefore, whilst there has been no recent supported service withdrawals, there have been changes to commercial services that have affected satisfaction. In addition, Council budgets for maintenance and cleansing of Council owned bus stop infrastructure has been significantly reduced over recent years, meaning maintenance and cleansing of bus stop infrastructure has been reactive rather than proactive.

Corporate Performance Measures							
Corp Plan Priority (Ref)	Indicator	Performance 2017/18	2018/19 Target	2018/19 Performance	Welsh Average 2018/19	Performance Status	Direction of Travel (compared to previous year)
	where they are rated as 'Good' or 'Excellent'.						
ER15: Review and implement the Council's Carbon Management Plan and targets to reduce emissions from council buildings, street lighting and council vehicles.							
CPM/149 (WO2/M0 08)	Quality of the air we breathe: Levels of nitrogen dioxide (NO2) pollution in the air.	10.0 $\mu\text{g m}^{-3}$	N/A	8.0 $\mu\text{g m}^{-3}$	9.0 $\mu\text{g m}^{-3}$	N/A	↑
CPM/151	Percentage increase in mileage undertaken by Council pool car fleet	11.7%	15%	-18.58%	N/A	 7	↓
CPM/153	Percentage change (reduction) in carbon dioxide emissions in the non-domestic public building stock.	5.2%	3%	1.4%	N/A	 8	↓
CPM/154	Percentage of Council street lights that are LED.	33.65%	60%	66.87%	N/A		↑
CPM/006	The percentage change in the average Display Energy Certificate (DEC) score within local authority public buildings over 1,000 square metres.	0.5%	-3%	-2.77%	N/A		↑
ER16: Develop and implement a Waste Reduction Strategy and remodel our waste management infrastructure to increase participation in recycling, reduce the growth of municipal waste and meet national targets							
PAM/030	The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated bio wastes that are composted or treated biologically in another way.	63.21%	65%	67.13%	N/A		↑
CPM/013	The Cleanliness Index.	71.14%	69%	75.96%	N/A		↑
CPM/014 (PAM/010)	The percentage of highways Inspected of a high or acceptable standard of cleanliness.	99.5%	98%	98.1%	94%		↑





⁷ There has been a reduction of 18.6% in pool car usage this year. The reduction can be partly attributed to changes to services, relocation of teams and increased services in cross boundary areas. There has also been an increase in medical exemptions which means that an increasing number of staff are unable to use pool cars on medical grounds and will therefore claim private mileage. The current PI does not measure the private mileage claimed by officers as well as the impact on pool car usage. This is currently being reviewed and will provide context to the measure and identify how efficient the scheme has been during the year.

⁸ The 1.4% reduction in CO₂ is a true reflection of the reduction as it has been adjusted for the weather. One of the main reasons for missing target was the higher than expected gas usage for heating in our buildings. A few notable larger scale buildings are responsible for increasing energy use, whilst others reduced their consumption through the installation of more efficient boilers and plant.








Corporate Performance Measures							
Corp Plan Priority (Ref)	Indicator	Performance 2017/18	2018/19 Target	2018/19 Performance	Welsh Average 2018/19	Performance Status	Direction of Travel (compared to previous year)
ER17: Value biodiversity and enhance and create habitats for important species							
CPM/159	Number of m2 of Parks, Open Spaces & Highways land that has been sown with wildflowers or being maintained as a naturalised area.	2765m2	1710.05m2	43,135	N/A		↑
ER18: Minimise the risk and impact of flooding and coastal erosion via an effective Flood Risk Management Plan, flood reduction measures and a Shoreline Management Plan							
CPM/147 (WO2/M0 06)	Number of properties (homes and businesses) at medium or high risk of flooding from rivers and the sea.	Medium risk ⁹ 1017 High risk: 411	N/A	N/A	N/A	N/A	N/A
ER19: Achieve four National Beach Awards in recognition of the high standard of cleanliness, good facilities and attractiveness of our beaches							
CPM/164	Number of beach awards achieved.	6	6	7	N/A		↑

⁹ The national flood risk assessment data was last updated in 2017. The next update is due during 2019. Across Wales 61,108 properties were at medium or high risk of flooding.

8.5 OBJECTIVE 5: RAISING OVERALL STANDARDS OF ACHIEVEMENT






Corporate Performance Measures							
Corp Plan Priority (Ref)/ PI (Ref)	Indicator Description	Performance 2017/18 (Academic yr 16/17)	2018/19 Target	2018/19 Performance (Academic yr 2017/18)	Welsh Average 2018/19	Performance Status ¹⁰	Direction of Travel (compared to previous year)
CPM/165 (WO3/M0 01)	Percentage of adults (18-64) with qualifications at the different levels of the National Qualifications Framework: Per category: Below level 2 Level 2 Level 2+ Level 3 Levels 4-6 Levels 4+	95% 11% 17% 84% 19% 33% 48%	No Target	94% 12% 15% 83% 19% 32% 48%	92% 13 % 20 % 79 % 21 % 27% 38%		↓
AC1: Improve standards of achievement for pupils through sharing excellence between schools and the targeting of resources.							
CPM/168 a	Percentage of all year 11 pupils achieving 5 or more GCSEs at grades A* to A.	24.79%	23.60%	27.65%	N/A		↑
CPM/092 (PAM/06)	Percentage of all year 11 pupils achieving the level 2 threshold including a GCSE grade A* - C in English, or Welsh First Language and Mathematics in schools maintained by the local authority.	60.40%	66.72%	66.33%	N/A		↑
CPM/049	Percentage of all pupils (including LAC) in any LA maintained school in year 11 who leave compulsory education, training or work-based learning without an approved external qualification.	0.36%	0%	0.07%	N/A		↑




¹⁰ Performance status: performance is on or above target 😊 ; performance is within 10% of target 😐 ; performance missed target by more than 10% ☹️ . Direction of travel compares 2018/19 performance with the previous year's performance (2017/18) for all local measures. An upward arrow indicates better performance than the previous year whilst a downward arrow indicates performance below last years. National measures have been compared with the 2018/19 Welsh Average performance, where available. An upward arrow indicates the Vale's performance is above the Welsh average, whereas a downward arrow indicates that the Vale's performance is below the Welsh average.

Corp Plan Priority (Ref)/ PI (Ref)	Indicator Description	Performance 2017/18 (Academic yr 16/17)	2018/19 Target	2018/19 Performance (Academic yr 2017/18)	Welsh Average 2018/19	Performance Status ¹¹	Direction of Travel (compared to previous year)
AC2: Secure improved outcomes for groups of learners at risk of underachievement, such as those entitled to free school meals.							
CPM/041	Percentage of FSM pupils in year 11, in schools maintained by the local authority who achieved the level 2 threshold including GCSE grades A* - C in English, Welsh First Language and Mathematics.	27.9%	31.50%	26.47%	N/A	 ¹²	↓
CPM/168b	Percentage of year 11 FSM pupils achieving 5 or more GCSEs at grades A* to A	3.16%	2.5%	2.35%	N/A		↓
CPM/050	Percentage of pupils in local authority care in any LA maintained school, in year 11 who leave compulsory education, training or work-based learning without an approved external qualification.	0.10%	0%	0%	N/A		↑
CPM/104	Percentage of Flying Start children achieving at least the expected outcomes (outcome 5+) for Foundation Phase.	85.04%	88%	82.96%	N/A		↓
AC3: Increase the learning opportunities for disadvantaged individuals and vulnerable families.							
CPM/043	Percentage success rate on accredited courses for priority learners.	96%	96%	91%	N/A		↓
CPM/170	Percentage of users showing satisfaction with a Families First service accessed.	98.23%	97%	98.27%	N/A		↑
AC4: Reduce the number of young people not in education, employment or training.							
CPM/167c	Percentage of Young people leaving year 13 who are not in education, employment or training.	2.85%	3%	1.56%	N/A		↑








¹¹ Performance status: performance is on or above target 😊 ; performance is within 10% of target 😐 ; performance missed target by more than 10% ☹️ . Direction of travel compares 2018/19 performance with the previous year's performance (2017/18) for all local measures. An upward arrow indicates better performance than the previous year whilst a downward arrow indicates performance below last years. National measures have been compared with the 2018/19 Welsh Average performance, where available. An upward arrow indicates the Vale's performance is above the Welsh average, whereas a downward arrow indicates that the Vale's performance is below the Welsh average.

¹² This was below the aggregated target and a decrease of 0.4 percentage points from 2017. Even though the decrease is minimal, the gap widened as a result of significant improvement in the performance of other pupils. This remains an area of focus.

CPM/167 a (PAM/009)	Percentage of Year 11 leavers known not to be in education, training or employment (NEET).	1%	1.50%	0.51%	N/A		↑
CPM/167 b	Percentage of Young people leaving Year 12 who are not in education, employment or training.	1.3%	1.40%	0.39%	N/A		↑
Corp Plan Priority (Ref)/ PI (Ref)	Indicator Description	Performance 2017/18 (Academic yr 16/17)	2018/19 Target	2018/19 Performance (Academic yr 2017/18)	Welsh Average 2018/19	Performance Status¹³	Direction of Travel (compared to previous year)
AC6: Implement the Youth Service National Outcomes Framework to ensure young people (11-25) can access quality youth support services.							
CPM/052	Number of accredited outcomes achieved by learners through the Youth Service.	3,015	2,284	2,942	N/A		↓
AC7: Secure aspirational outcomes for learners with additional learning needs through early intervention and effective collaboration in line with the proposed Additional Learning Needs Bill.							
CPM/038	Percentage of final statements of Special Education Needs issued within 26 weeks including exceptions.	100%	100%	100%	N/A		↔
CPM/039	Percentage of final statements of Special Education Needs issued within 26 weeks excluding exceptions.	100%	100%	100%	N/A		↔

¹³ Performance status: performance is on or above target  ; performance is within 10% of target  ; performance missed target by more than 10%  . Direction of travel compares 2018/19 performance with the previous year's performance (2017/18) for all local measures. An upward arrow indicates better performance than the previous year whilst a downward arrow indicates performance below last years. National measures have been compared with the 2018/19 Welsh Average performance, where available. An upward arrow indicates the Vale's performance is above the Welsh average, whereas a downward arrow indicates that the Vale's performance is below the Welsh average.



8.6 OBJECTIVE 6: VALUING CULTURE AND DIVERSITY

Corporate Performance Measures							
Corp Plan Priority (Ref)/ PI (Ref)	Indicator Description	Performance 2017/18 (Academic yr 2016/17)	2018/19 Target	2018/19 Performance (Academic yr 2016/17)	Welsh Average 2018/19	Performance Status	Direction of Travel (compared to previous year)
AC10: Improve our knowledge of the diverse needs of the community, so that groups of people protected under the Equality Act 2010 can better access Council services.							
CPM/171 (WO3/M004)	Percentage of people agreeing that they belong to the area; that people from different backgrounds get on well together; and that people treat each other with respect. (Percentage of adults 16+ agreeing to the above three statements).	56%	No Target	56%	52%		↔
CPM/077	Percentage of black, minority and ethnic respondents to corporate consultation and engagement exercises.	N/A	3.00%	3.36%	N/A		N/A
AC11: Work with partners to promote the use of the Welsh language							
CPM/181	Number of new adult Welsh learners (Welsh for Adults courses).	380	300	380	N/A		↔
CPM/172 (WO3/M005)	Percentage of people (aged 3 and over) who can speak Welsh.	19.2%	No Target	20.9%	29.8%	 14	↑
AC12: Implement the Welsh Language Standards to improve access to services and information.							
CPM/072	The average speed of answer for calls on the Welsh language line (seconds).	77	60	141	N/A	 15	↓
AC13: Work with community partners to deliver a vibrant and diverse library service.							
CPM/051 (PAM/016)	Number of visits to public libraries during the year per 1,000 population.	4,901	4,971	4,638	N/A		↓
AC15: Review and Implement the Vale Arts Strategy with an increased focus on marketing and regional working.							
CPM/174	Percentage of people attending or participating in arts, culture or heritage activities at least 3 times a year.	84%	No Target	84% ¹⁶	75%		↓

¹⁴ There has been an improvement in performance since the last reported survey in 2017/18 and the Council remains committed to promoting the Welsh language in line with the WG vision (Cymraeg 2050.)

¹⁵ The average speed of answer for Welsh language calls was shorter than overall performance (194 seconds) for all calls and showed gradual improvement over the year, however it is well below the target of 60 seconds. During Q4, the average speed of answer was 89 seconds. A total of 759 Welsh language calls were answered during the year. Performance has been impacted by staff turnover driven by high demand for Welsh language skills, increasing work intensification in C1V (97% agent utilisation) and reductions in staffing levels to meet savings targets while not achieving the anticipated increased take up of online self-service options for customers.





¹⁶ Most recent data used. The recent 2018/19 survey will be reported by Welsh Government in June 2020.

Corp Plan Priority (Ref)/ PI (Ref)	Indicator Description	Performance 2017/18 (Academic yr 16/17)	2018/19 Target	2018/19 Performance (Academic yr 2017/18)	Welsh Average 2018/19	Performance Status ¹⁷	Direction of Travel (compared to previous year)
AC16: Protect and where possible enhance the built heritage of the Vale of Glamorgan and preserve it's unique and distinctive heritage assets and environment.							
CPM/088	Percentage of visitors satisfied with Heritage Coast Project as determined via satisfaction survey.	100%	98%	99.32%	N/A		↓
CPM/080	Percentage of customers satisfied with Country Parks.	99.76%	98%	99.6%	N/A		↓
CPM/239	Percentage of Listed Building applications determined within 8 weeks or subject to Planning Performance Agreement or Extension of Time.	N/A	N/A	71.43% ¹⁸	N/A	N/A	N/A

¹⁷ Performance status: performance is on or above target 😊 ; performance is within 10% of target 😐 ; performance missed target by more than 10% ☹️ . Direction of travel compares 2018/19 performance with the previous year's performance (2017/18) for all local measures. An upward arrow indicates better performance than the previous year whilst a downward arrow indicates performance below last years. National measures have been compared with the 2018/19 Welsh Average performance, where available. An upward arrow indicates the Vale's performance is above the Welsh average, whereas a downward arrow indicates that the Vale's performance is below the Welsh average.

¹⁸ The Council benefits from delegated authority to determine LBC's without reference to CADW and has a specialist conservation officer to deliver this service.






8.7 OBJECTIVE 7: ENCOURAGING AND PROMOTING ACTIVE AND HEALTHY LIFESTYLES

Corporate Performance Measures							
Corp Plan Priority (Ref)	Indicator	Performance 2017/18	2018/19 Target	2018/19 Performance	Welsh Average 2018/19	Performance Status ¹⁹	Direction of Travel (compared to previous year)
AH1: Working in partnership to deliver a range of activities through our leisure and community facilities and parks to increase levels of participation and physical activity.							
CPM/182 (WO4/M001)	Percentage of adults aged 16+ who have fewer than two healthy lifestyle behaviours (not smoking, health body mass index, eat five portions fruit or vegetables, not drinking above guidelines, meet guidelines on weekly minutes of physical activity).	N/A	No Target	9% ²⁰	10%		N/A
CPM/191	Percentage of adults reporting that they participate in sports/physical activity three or more times a week.	N/A	No Target	39%	N/A	N/A	N/A
CPM/192	Number of children and young people participating in the 5 x60 scheme.	50,477	44,000	66,462	N/A		↑
CPM/028	Number of sports clubs which offer either inclusive or specific disability opportunities.	50	52	63	N/A		↑
PAM/017	Number of visits to local authority sport and leisure facilities during the year where the visitor will be participating in physical activity per 1,000 population.	11,368	9,500	11,463	9,258.6		↑
AH2: Work with partners to deliver the Cardiff and Vale Substance Misuse Commissioning Strategy 2013-18, providing support, information and effective interventions.							
CPM/187	Improvement in the quality of life of clients accessing substance misuse treatment.	79%	67%	Not Available ²¹	N/A	N/A	N/A







¹⁵Performance status: performance is on or above target 😊; performance is within 10% of target 😊; performance missed target by more than 10% ☹️. Direction of travel compares 2018/19 performance with the previous year's performance (2017/18) for all local measures. An upward arrow indicates better performance than the previous year whilst a downward arrow indicates performance below last years. National measures have been compared with the 2018/19 Welsh Average performance, where available. An upward arrow indicates the Vale's performance is above the Welsh average, whereas a downward arrow indicates that the Vale's performance is below the Welsh average.

²⁰ Data is disaggregated to Health Board level only due to sample size. The performance of 9% represents the Cardiff & Vale Health Board area.

²¹ Awaiting end of year data from third party.




Corporate Performance Measures							
Corp Plan Priority (Ref)	Indicator	Performance 2017/18	2018/19 Target	2018/19 Performance	Welsh Average 2018/19	Performance Status ¹⁹	Direction of Travel (compared to previous year)
AH4: Provide and promote a range of early years services including information and support for parents, access to childcare and learning opportunities to recognise the benefits of early development in achieving better outcomes for young people and their families.							
CPM/111	Percentage of eligible Flying Start Children that take up childcare offer.	84.38%	90%	99.36%	N/A		↑
CPM/096	Percentage of attendance at Flying Start childcare.	79.90%	75%	72.53%	N/A		↓
CPM/170	Percentage of users showing satisfaction with a Families First service accessed.	98.23%	97%	98.27%	N/A		↑
AH5: Work with the Cardiff and Vale Health and Well-being Board to undertake a range of actions to prevent and tackle obesity and encourage healthy eating and healthier lifestyles.							
CPM/196	Percentage of Council catered schools that offer healthy food options.	90%	100%	100%	N/A		↑
AH6: Achieve Green Flag status for 7 parks as a mark of excellence, demonstrating good amenities and community involvement in the parks.							
CPM/197	Number of Green Flag Parks.	7	9	10	N/A		↑

8.8 OBJECTIVE 8: SAFEGUARDING THOSE WHO ARE VULNERABLE AND PROMOTING INDEPENDENT LIVING

Corporate Performance Measures							
Corp Plan Priority (Ref)	Indicator	Performance 2017/18	2018/19 Target	2018/19 Performance	Welsh Average 2017/18	Performance Status	Direction of Travel (compared to previous year)
AH8: Improve access to health and social care services by improving the speed, simplicity and choice of how to access services.							
SSM/023	Percentage of adults who have received support from the information, advice and assistance service and have not contacted the service again.	76.50%	85%	88.48%	N/A		↑
CPM/098	Percentage of adult service users receiving a direct payment.	N/A	15%	16.81%	N/A		N/A
CPM/206	Percentage of Telecare customers satisfied with the Telecare monitoring service.	96.9%	97%	100%	N/A		↑
AH9: Work with partners to progress the integration of adult social care and community health services.							
CPM/058	Percentage of adults who completed a period of reablement and have a reduced package of care and support 6 months later.	N/A	10%	Not Available ²²	N/A	N/A	N/A
AH11: Develop and implement a corporate policy on safeguarding to provide a clear and strategic direction and lines of accountability across the Council.							
N/A	Percentage compliance with the Council's Safer Recruitment policy (including schools)	95%	No Target (but working to achieve 100%)	96%	N/A		↑
AH12: Minimise delays in transfers of care and discharge from hospital through improved co-ordination of services and the delivery of the Accommodation Solutions Service.							
CPM/026	Percentage of people who have received a Disabled Facilities Grant who feel that the assistance has made them safer and more independent in their own home.	100%	97%	94.74%	N/A		↓
CPM/057	Rate of delayed transfers of care for social care reasons per 1,000 population aged 75 and over.	2.85%	2.5%	6.568%	N/A	 ²³	↓

²² End of year data not available from Webroster.

²³ Capacity within and viability of the domiciliary sector continues to remain a significant challenge and therefore has impacted negatively on delayed transfers of care.

Corp Plan Priority (Ref)	Indicator	Performance 2017/18	2018/19 Target	2018/19 Performance	Welsh Average 2017/18	Performance Status	Direction of Travel (compared to previous year)
AH13: Review accommodation with care options for older people and develop our commissioning strategy for future years.							
CPM/112	Percentage of Supporting People clients satisfied with the support provided.	94.59%	100%	100%	N/A		↑
CPM/107	Percentage of Supporting People service users who confirm that the support that they have received has assisted them.	82.93%	75%	90%	N/A		↑
AH16: Undertake a programme of targeted inspections at premises undertaking commercial activities that affect vulnerable people.							
N/A	Number of private care home visits undertaken in relation to health and safety issues.	39	40	40	N/A		↑

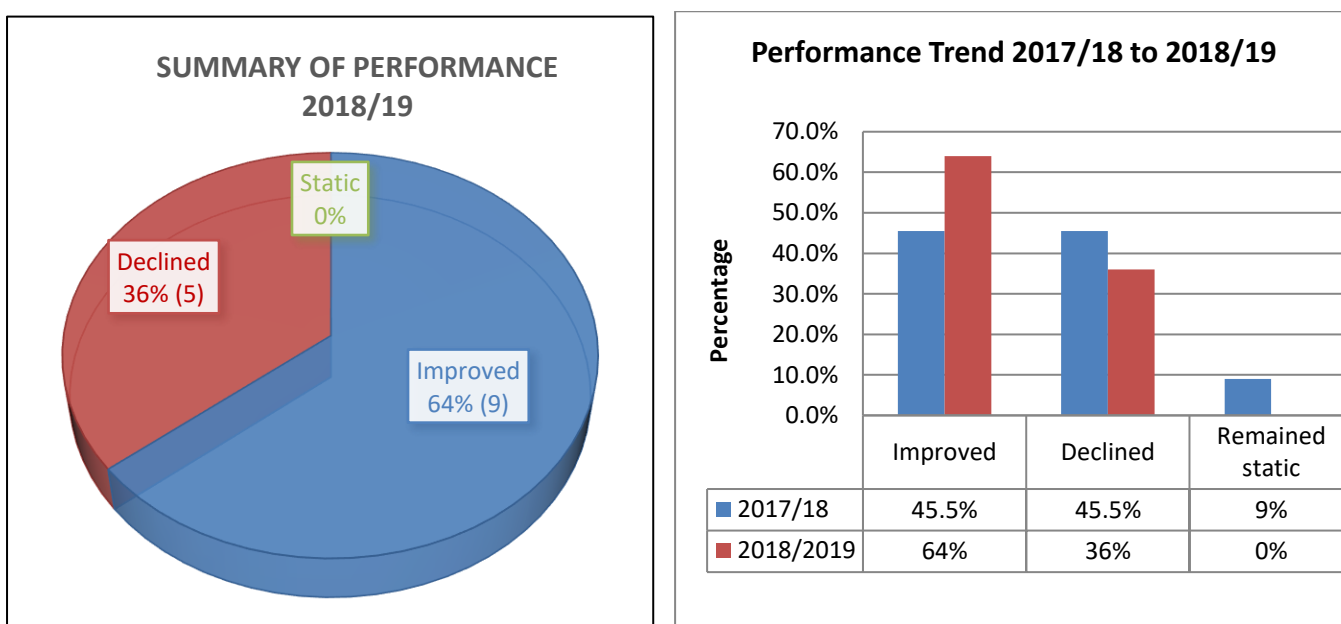
9. VALE OF GLAMORGAN END OF YEAR PERFORMANCE 2018/19: NATIONAL INDICATORS

Summary of performance against National Indicators as at 20/08/2019

Each year, Data Cymru (formerly the Local Government Data Unit) publishes local authority performance information on a range of services, highlighting areas where there have been notable changes in the overall level of performance. This makes it possible to compare the performance of the 22 Welsh local authorities across those service areas. This section summarises how we performed in 2018/19 in comparison with the previous year (2017/18) and with that of other local authorities.

Performance compared with the previous year

During 2018/19, 19 performance indicators were collected and published nationally (this does not include the social services measures which will be published separately by Welsh Government in the Autumn 2019). Of the 19 indicators, 14 have data that can be compared against 2017/18 performance. For the remaining 5 there was no comparative data available for 2017/18¹. The graphs below show a summary of our performance for 2018/19 and our performance trend over the last two years.



- The charts above show that during 2018/19 we have seen a greater improvement in our performance measures in comparison with the previous year. During 2017/18, just under half of all measures showed an improved performance when compared to 2016/17 whereas during 2018/19, 64% of all measures showed an improvement when compared to 2017/18.
- Of these 64% (9) indicators that showed an improvement (based on their PI value) during 2018/19, 3 measures² maintained their top quartile position when compared to the rest of Wales and 1 measure (PAM/001: Number of working days/shifts per full-time equivalent (FTE) employee lost due to sickness absence during the year) improved its quartile position from second to first. The remaining 5 measures that have show improved performance during 2018/19 showed no change in their quartile position when compared with the rest of Wales.
- 36% (5) of measures showed a decline in performance, compared to 45.5% (5) indicators that showed a decline in the previous year. 2 of the 5 measures have continued to show deterioration in performance during 2018/19. These related to PAM/007: Percentage of pupil attendance in primary schools and PAM/015: Average number of calendar days taken to deliver a Disabled Facilities Grant (DFG). In relation to PAM/007, there has been a 0.5% drop in primary school pupil attendance when compared with our performance in

¹ No comparative data available for 2017/18, due to a change in their definition and/or their calculation.

² PAM/012: Percentage of households threatened with homelessness successfully prevented from becoming homeless. PAM/013: Percentage of empty private sector properties brought back into used during the year through direct action by the local authority. PAM/017: Number of visits to local authority sport and leisure facilities during the year where the visitor will be participating in physical activity per 1,000 population.

2017/18, which when compared to the rest of Wales has seen us fall from a top quartile to second quartile position. In relation to the delivery of Disabled Facilities Grants, the average number of days to deliver a grant has increased by 6.5 days when compared to the previous year. Despite this decline in performance, the measure has retained its 2nd quartile position when compared with the rest of Wales.

- There are 2 measures that had previously shown improvement in 2017/18 (based on their PI value) are now showing a decline in their performance in 2018/19. These relate to:
 - PAM/007: (Percentage of pupil attendance in primary schools). Attendance figures for secondary school pupils has dropped by 0.5% (attendance was 95.2% during 2017/18 but decreased to 94.7% during 2018/19). Although the drop in performance is only marginal, our quartile position has shifted from 1st to 2nd quartile and our ranking has dropped from 6th to 8th in Wales.
 - PAM/010: Percentage of highways inspected of a high or acceptable standard. Previously our performance had improved from 96.6% in 2016/17 to 99.5% in 2017/18. But during 2018/19 performance has dipped to 98.1%. Whilst this decline in performance has not impacted on our quartile position (maintained 1st quartile), it has impacted on our ranking where we have dropped from 1st to 4th in Wales.

Analysis of indicators by quartile

It is possible to undertake an analysis of performance by their quartiles. The performance quartiles are 'Upper Quarter (1st), Upper middle quarter (2nd), lower middle quarter (3rd) and lower quarter (4th)' where the upper quartile is the highest 25% of performance (also known as the 75th percentile) and the lower quartile represents the lowest 25% of performance (or the 25th percentile). In relation to the 2018/19 Public Accountability Measures, there are 19 measures (excludes Social Services Measures) where a quartile could be applied.

Upper quartile (1st):

- 47.4% (9) measures were in the upper quartile of performance for 2018/19, compared to 46.7% (7) reported in the upper quartile for their performance in 2017/18.

Upper Middle quartile (2nd):

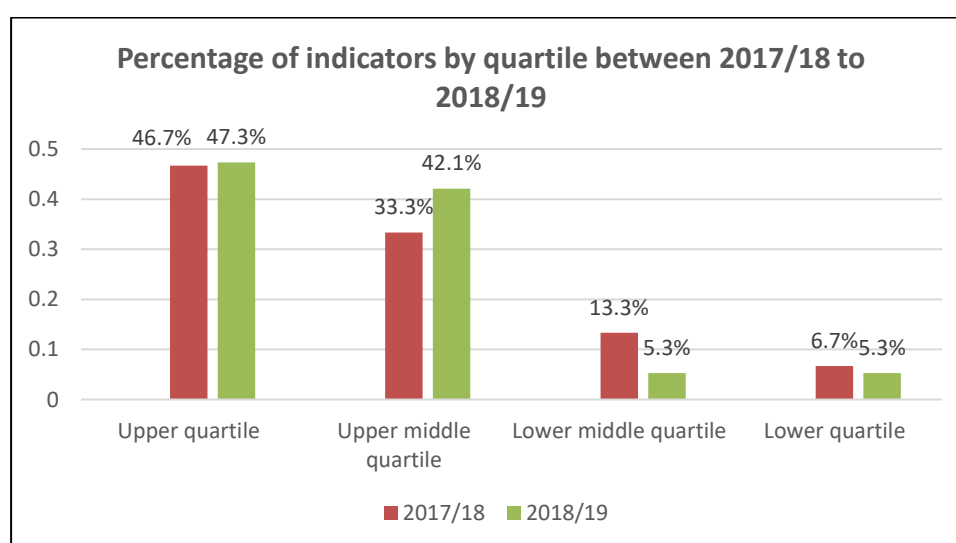
- 42.1% (8) measures were in the upper middle quartile (2nd) during 2018/19 compared with 33.3% (5) of measures in 2017/18.

Lower Middle quartile (3rd):

- The percentage of measures in the lower middle quartile position has decreased slightly from 13.3% (2) in 2017/18 to 5.3% (1) during 2018/19.

Bottom quartile (4th):

- Just one measure remains in the bottom quartile for performance in relation to PAM/021 (Percentage of B roads that are in overall poor condition) and has stayed in the bottom quartile during 2017/18 and 2018/19.



A higher percentage of measures now sit within the upper quartiles. 89.4% of indicators now sit within the upper and upper middle quartiles compared with 80% in 2017/18. 10.6% of measures sit within the lower middle and lower quartiles during 2018/19 compared with 20% in the previous year (2017/18). In total 5 measures achieved

top quartile performance position in 2018/19, where our performance was ranked first across Wales³ compared with 2 in the previous year (2017/18). PAM/013 scored particularly highly with 14.1% of empty private sector properties being brought back into use during the year through direct action which consequently has ranked us first in Wales. Our performance during 2018/19 in relation to this measure, has doubled when compared to last year's performance of 7.6%.

One measure, PAM/001 (Number of working days/shifts per full-time equivalent (FTE) employee lost due to sickness absence) has shown an improvement in its quartile position when compared to the previous year improving from 2nd quartile to 1st quartile. Our performance improved from 10.1 days/shifts lost per FTE due to sickness in 2017/18 to 9.1 days/shifts lost per FTE in 2018/19. As a result of this improved performance our ranking has improved from 10th to 4th in Wales.

Two measures have shown a decline in their performance where previously the Council has performed well. These are in relation to:

- PAM/007: (Percentage of pupil attendance in primary schools) this has fallen from a 1st quartile position in 2017/18 to a 2nd quartile position in 2018/19. This has resulted in us dropping our ranking from 6th to 8th in Wales.
- PAM/018: (Percentage of all planning applications determined within required time periods) has dropped from 1st quartile position in 2017/18 to 2nd quartile during 2018/19. Consequently, we are now ranked 7th compared to 5th in Wales during 2017/18.

Of the two measures that currently sit within the lower middle and lower quartiles, both were previously in the lower/lower middle quartiles in the previous year (2017/18), indicating there have not been any significant improvements to enable these measures to move out of the lower quartiles for their performance. These indicators relate to: PAM/020 (percentage of principal A roads that are in overall poor condition) and PAM/022 (percentage of C roads that are in overall poor condition). We persistently perform in the lower quartiles for these measures because the Vale's road network is a continually deteriorating asset which requires ongoing and significant investment in excess of £2m year a year in order to maintain a steady state condition.

Benchmarking our performance across Wales

Our performance can be benchmarked against the other 22 local authorities, by analysing the proportion of measures across all local authorities in terms of the measures in the top, upper middle, lower middle and bottom quartiles for their performance. Until recently this was an analysis that was undertaken by Data Cymru. Although this analysis is no longer undertaken, for the purpose of this Annual Report, we undertook our own analysis using the same methodology. This approach involves awarding points to each indicator based on their quartile position, so top quartile measures are allocated 4 points, upper middle 3 points, lower middle 2 points and bottom 1 point. This analysis has been based on the 19 measures where benchmarking data was published for the 22 Welsh local authorities. No points are awarded if the measure in question was not reported to Data Cymru. There is a maximum of 76 points that could be awarded (based on all 19 indicators having a top quartile position). Using this points system, a local authority's performance can then be ranked.

This benchmarking exercise confirms that the Vale of Glamorgan continues to be the top performing Local Authority in Wales for the fifth year running. The table below shows we scored a total of 63 points (1st position), followed by Isle of Anglesey who were ranked 2nd with 59 points, Swansea who were ranked 3rd with 53 points and Powys who were ranked 4th with a total of 51 points.

9.1 PERFORMANCE RANKING BY LOCAL AUTHORITY FOR PUBLIC ACCOUNTABILITY MEASURES 2018/19

³ These indicators were in relation to PAM/010 (percentage of highways inspected of a high or acceptable standard of cleanliness) PAM/011 (percentage of reported fly-tipping incidents cleared within 5 working days of the incident being reported) and PAM/017 (Number of visits to local authority sport and leisure facilities during the year where the visitor will be participating in physical activity per 1, 000 population).

Performance Ranking by Local Authority for National Data Set Measures (Public Accountability Measures) 2018/19

	Upper quarter (1)		Upper middle quarter (2)		Lower middle quarter (3)		Lower quarter (4)		N/A		Points	Rank
	#	%	#	%	#	%	#	%	#	%		
Vale of Glamorgan	9	47.4	8	42.1	1	5.3	1	5.3	12	38.7	63	1
Isle of Anglesey	9	47.4	5	26.3	3	15.8	2	10.5	12	38.7	59	2
Swansea	5	26.3	7	36.8	5	26.3	2	10.5	12	38.7	53	3
Powys	8	42.1	2	10.5	4	21.1	5	26.3	12	38.7	51	4
Denbighshire	6	31.6	3	15.8	7	36.8	3	15.8	12	38.7	50	5
Gwynedd	6	37.5	7	43.8	1	6.3	2	12.5	15	48.4	49	6
Cardiff	4	21.1	7	36.8	4	21.1	4	21.1	12	38.7	49	6
Pembrokeshire	6	31.6	2	10.5	6	31.6	5	26.3	12	38.7	47	8
Bridgend	5	29.4	5	29.4	3	17.6	4	23.5	14	45.2	45	9
Caerphilly	4	21.1	4	21.1	5	26.3	6	31.6	12	38.7	44	10
Flintshire	5	29.4	3	17.6	5	29.4	4	23.5	14	45.2	43	11
Conwy	4	23.5	6	35.3	2	11.8	5	29.4	14	45.2	43	11
Torfaen	5	29.4	2	11.8	5	29.4	5	29.4	14	45.2	41	13
Newport	4	23.5	4	23.5	4	23.5	5	29.4	14	45.2	41	13
Wrexham	4	21.1	4	21.1	2	10.5	9	47.4	12	38.7	41	13
Monmouthshire	3	17.6	6	35.3	3	17.6	5	29.4	14	45.2	41	13
Ceredigion	5	29.4	1	5.9	5	29.4	6	35.3	14	45.2	39	17
Merthyr Tydfil	4	23.5	5	29.4	0	0.0	8	47.1	14	45.2	39	17
Neath Port Talbot	4	23.5	1	5.9	6	35.3	6	35.3	14	45.2	37	19
Carmarthenshire	3	15.8	5	26.3	5	26.3	6	31.6	12	38.7	35	20
Rhondda Cynon Taff	2	12.5	4	25.0	4	25.0	6	37.5	15	48.4	34	21
Blaenau Gwent	3	17.6	0	0.0	5	29.4	9	52.9	14	45.2	31	22

Our strong performance in 2018/19 shows that we have continued to sustain improvements within many of our service areas. We have achieved this success despite operating in an increasingly challenging environment where resources are diminishing yet demand for our services continues to increase. The impact of austerity continues to be felt and the uncertainty in the external policy environment, particularly in relation to Brexit, remains an ongoing concern in terms of how we 'future proof' our services.

An analysis of our performance in relation to the all Wales average and South East Wales region has also been undertaken. Overall, we have consistently performed well across the breadth of all measures when compared with Wales and South East Wales as a region. For example, during 2018/19, 64% (9) of the comparable measures showed an improvement in performance on the previous year compared to 42.9% (6) in relation to Wales. The Vale of Glamorgan has performed significantly well when compared to the all Wales and South East Wales averages, as 94.7% (18) of our measures performed better than the all Wales average and 88.9% (16) of our measures performed better than the SE Wales average. The only measures where we performed below average relative to the Wales/South East Wales was in relation to:

- PAM/020 (percentage of principal A roads that are in overall poor condition). The Welsh average was 3.9 and the South East Wales average was 4.0 whereas we reported 6.3 placing the Council in the lower quartile position in terms of performance.
- PAM/022 (Percentage of C roads that are in overall poor condition). Although our performance of 9.7% was better than the all Wales average of 14% our performance was worse than the SE Wales average of 6.9%.

The table below provides a more detailed breakdown of the comparison of our performance in relation to Wales and South East Wales by service area.

9.2 PERFORMANCE COMPARED WITH WALES & SOUTH EAST (SE) WALES REGION

Service area	No. of indicators where it is possible to compare improvements	% of comparable indicators that improved			Comparison with Wales and SE Wales Averages for 2018/19		
		Vale of Glamorgan	Wales	South East Wales	No. of indicators with comparable data	Vale better than Wales	Vale better than South East Wales
Social Care	N/A ⁴	N/A	N/A	N/A	N/A	N/A	N/A
Education	2	0% (0)	0% (0)	0% (0)	3	100% (3)	100% (3)
Transport and Highways	4	75% (3)	25% (1)	75% (3)	4	75% (3)	50% (2)
Housing and Planning	5	60% (3)	60% (3)	80% (4)	7	100% (7)	100% (7)
Regulatory Services	1	100% (1)	100% (1)	100% (1)	1	100% (1)	100% (1)
Leisure and Culture	1	100% (1)	100% (1)	100% (1)	1	100% (1)	100% (1)
Waste Management & Cleanliness	N/A ⁵	N/A	N/A	N/A	1 ⁶	100% (1)	100% (1)
Workforce	1	100% (1)	0%(0)	0% (0)	1	100% (1)	100% (1)
Overall	Comparable year on year data is available for 14 measures ⁷	64.3% (9)	42.9% (6)	64.3% (9)	Comparable data across Wales and South East Wales is available for 18 measures	88.9% (16)	83.3% (15)

⁴ No data has been published for the 4 Social Care measures that make up the suite of Public Accountability Measures. Once published, the data will be reflected in our performance framework.

⁵ PAM/035: Fly tipping has been published, but there is no year on year comparison data is available to judge any improvements in performance. Data relating to the remaining 2 waste measures, that make up this suite of Public Accountability Measures, has not yet been published. Once published, the data will be reflected in our performance framework.

⁶ This relates to one measure PAM/035: Average number of working days to clear fly-tipping incidents reported to the authority during the year.

⁷ Of the suite of Public Accountability Measures published data, comparable data in terms of measuring improvement compared with the previous year was available for 14 measures.

Direction of Travel Key	
Improved	↑
Static	↔
Declined	↓
Best possible performance	BP

[illegible]

Resources																											
	Our 2017/18 result	Has our result improved from 2017/18 to 2018/19		22 nd	21 st	20 th	19 th	18 th	17 th	16 th	15 th	14 th	13 th	12 th	11 th	10 th	9 th	8 th	7 th	6 th	5 th	4 th	3 rd	2 nd	1 st		
		Our 2018/19 result	Improved ↑ Static ↔ Declined ↓	Worst resultsBest Results																							
				Ranking																							
				Arrows start from our 2017/18 position to our 2018/19 position																							
PAM/015: Average number of days taken to deliver a Disabled Facilities Grant	188.2	194.7	↓															↔									
PAM/001: Number of working days/shifts per full-time equivalent (FTE) local authority employee lost due to sickness absence during the year	10.1	9.1	↑															→									
PAM/018: Percentage of all planning applications determined within required time periods	92.2%	91.20%	↓																←								
PAM/019: Percentage of appeals against planning application decisions dismissed	64.3%	71.4%	↑															→						96			

Environment, Leisure and Housing																											
	Our 2017/18 result	Has our result improved from 2017/18 to 2018/19		22 nd	21 st	20 th	19 th	18 th	17 th	16 th	15 th	14 th	13 th	12 th	11 th	10 th	9 th	8 th	7 th	6 th	5 th	4 th	3 rd	2 nd	1 st		
		Our 2018/19 result	Improved ↑ Static ↔ Declined ↓	Worst results										Best Results													
				Ranking Arrows start from our 2017/18 position to our 2018/19 position																							
PAM/020: Percentage of principal A roads that are in overall poor condition	6.5%	6.3%	↑	↔																							
PAM/021: Percentage of B roads that are in overall poor condition	4.2%	4.1%	↑															←									
PAM/022: Percentage of C roads that are in overall poor condition	10.5%	9.7%	↑							↔																	
PAM/010: Percentage of highways inspected for high/acceptable standard of cleanliness.	99.5%	98.1%	↓																				←				
PAM/035: Average number of working days taken to clear flytipping incidents reported to the authority during the year.	N/A	1.6																									
PAM/012: Percentage of households threatened with homelessness successfully prevented from becoming homeless	71.4%	82.4%	↑																								
PAM/013: Percentage of empty private sector properties brought back into use during the year through direct action by the local authority	7.6%	14.1%	↑																								
PAM/017: Number of visits to local authority sport and leisure facilities during the year where the visitor will be participating in physical activity per 1,000 population	11,368	11,450	↑																								
PAM/023: Percentage of food establishments which are 'broadly compliant' with food hygiene standards	95.4%	95.9%	↑																								
PAM/037: Average number of calendar days taken to complete all repairs.	N/A	10.3																									
PAM/039: Percentage of rent debit lost due to lettable units of permanent accommodation being empty during the year.	N/A	0.7%																									

9.4 COMMENTARY ON BOTTOM QUARTILE PERFORMANCE INDICATORS

Service Area	Performance Indicator	Commentary on 2018/19 performance
Environment and Housing	<p>PAM/020: Percentage of 'A' roads that are in overall poor condition</p> <p>PAM/022: Percentage of 'C' roads that are in overall poor condition</p>	<p>The Vale's road network is a continuing deteriorating asset which requires continual and significant investment in excess of £2m year a year in order to maintain a steady state condition.</p> <p>Since the Welsh Government's Local Government Borrowing Initiative (LGBI) ended in 2015, capital investment in the Vale's highways asset has reduced to some 50% of that required to maintain a steady state condition and this has been further exacerbated by the general increase in all road classes experiencing higher volumes of traffic.</p> <p>Consequently, the overall condition of the highway network has generally deteriorated since the end of LGBI investment somewhat negating the improvements made at that time. However, through careful prioritisation and allocation of capital expenditure through the Council's Highway Maintenance 3-year Plan which is currently reviewed annually, we are working to maximise our ability to maintain the local highway network, ensuring that the roads that require the most urgent works are prioritised and addressed. In addition, we continue to consider innovative surface treatments to improve and protect the highway asset as well as prolong the previous capital works investment in road network.</p> <p>In addition to the above measures, recent Welsh Government funding (circa £2.5m) has been allocated to highway resurfacing works in 2018/19 and there is potential for further capital monies via Welsh Government and the Council's own capital funding in future years and it is anticipated that this investment will contribute to improvements in the Council's highway network going forward.</p>