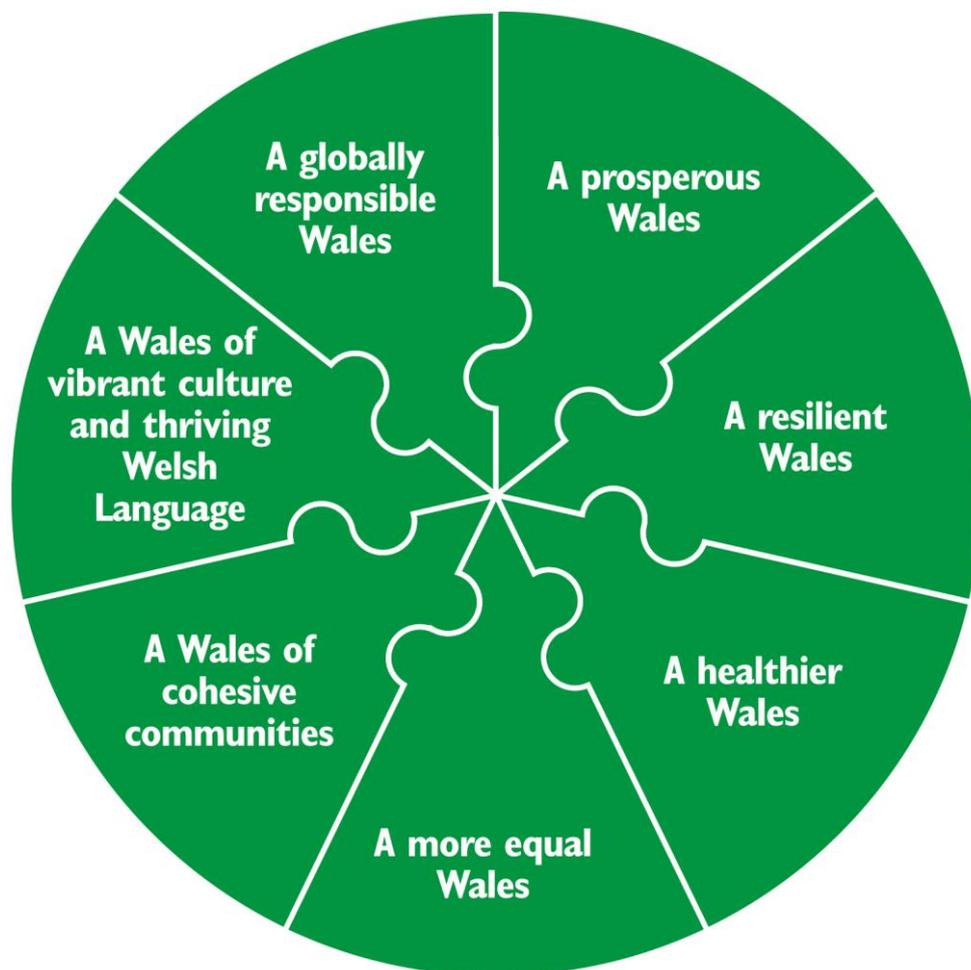


## Section 1: Our Corporate Plan contribution to the Well-being Goals.

Our Corporate Plan has been structured based on 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.

Illustrated below is an overview of our performance in relation to our Well-being Objectives and Outcomes and how we are contributing to the achievement of the national Well-being goals associated with the Act.

## Overall Status of Corporate Plan aligned to the Well-being Goals.



**Please note:** The chart above provides only 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 Objectives.

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

Please note: The chart above provides only 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 Objectives.

## Section 2: Our Well-being Outcome Summary Status

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 a 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 .

In addition to providing an overview of our performance status for the Well-being Outcomes and Objectives, this section also provides a high level summary of the key highlights in terms of achievements during the quarter and challenges we need to overcome to improve performance.

## Our overall RAG status for the Corporate Plan is GREEN

 <p>AN INCLUSIVE VALE</p>	Overall Objective	RAG	Direction of Travel	 <p>ENVIRONMENTALLY RESPONSIBLE &amp; PROSPEROUS</p>	Overall Objective	RAG	Direction of Travel
	Objective 1		N/A <sup>1</sup>		Objective 3		N/A
	Objective 2		N/A		Objective 4		N/A
	Overall Outcome		N/A		Overall Outcome		N/A
 <p>ASPIRATIONAL &amp; CULTURALLY VIBRANT</p>	Overall Objective	RAG	Direction of Travel	 <p>ACTIVE &amp; HEALTHY</p>	Overall Objective	RAG	Direction of Travel
	Objective 5		N/A		Objective 7		N/A
	Objective 6		N/A		Objective 8		N/A
	Overall Outcome		N/A		Overall Outcome		N/A

<sup>1</sup> No direction of travel is applicable, as this is the first quarter's monitoring of the annual performance monitoring cycle.

## Section 3: Corporate Health: Our contribution to Integrated Planning

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
	<b>G</b>	N/A

## Corporate Health Tracker



Integrated Planning	Action Status	Direction of Travel compared to previous quarter status
<b>CP1:</b> Reshaping Services.	<b>G</b>	N/A
<b>CP2:</b> Workforce Planning.	<b>G</b>	N/A
<b>CP3:</b> Financial Planning.	N/A <sup>2</sup>	N/A
<b>CP4:</b> Well-being Plan.	<b>G</b>	N/A
<b>CP5:</b> Engagement.	<b>A</b>	N/A
<b>CP6:</b> Performance Management Framework.	<b>A</b>	N/A
<b>CP7:</b> Overview and Scrutiny.	<b>G</b>	N/A
<b>CP8:</b> Employee Appraisal and Development.	<b>G</b>	N/A

<sup>2</sup> Work on the action areas not due to commence until later in the financial year.

Integrated Planning	Action Status	Direction of Travel compared to previous quarter status
CP9: Risk Management.		N/A
CP10: Sustainable Procurement		N/A
CP11: Asset Management.		N/A

Customer	Qtr 1 2017/18	Target 2018/19	Qtr 1 2018/19	RAG Status	Direction of Travel
Percentage satisfied with the process for public speaking at meetings.	40%	75%	No data available	N/A	N/A
Percentage of customers who are satisfied with access to Council Services across all channels.	99.08%	98%	98.46%		
Percentage of enquiries resolved via Contact Centre C1V at first contact.	71.19%	70%	78.18%		
Average speed of answer for incoming calls to the Customer Contact Centre.	91 seconds	60 secs	226secs		
Percentage of complaints dealt with within target time.	43.9%	75%	52.9%		
Percentage of complaints resolved at Stage 1.	86.4%	90%	94.3%		
Percentage of complaints resolved at Stage 2.	13.6%	12%	5.7%		
Number of Ombudsman complaints upheld against the Council (including Social Services).	0	5	0		
Average daily reach of Vale of Glamorgan Facebook page.	N/A	N/A	6,886	N/A	N/A
Average daily impressions achieved by @VOGCouncil Twitter account.	8,100	8,000	9,400		
Percentage of residents who are satisfied with communications from the Council.	N/A	N/A	Annual	N/A	N/A

Customer	Qtr 1 2017/18	Target 2018/19	Qtr 1 2018/19	RAG Status	Direction of Travel
Percentage of customers satisfied overall with services provided by the Council.	N/A	N/A	Annual	N/A	N/A
Percentage of black, minority and ethnic respondents to corporate consultation and engagement exercises.	N/A	N/A	Annual	N/A	N/A

People	Qtr 1 2017/18	Target 2018/19	Qtr 1 2018/19	RAG Status	Direction of Travel
Working days per FTE lost due to sickness absence.	2.28	2.09	2.1		
Average days lost due to short term sickness.	0.61	N/A	0.61	N/A	
Average days lost due to long term sickness.	1.67	N/A	1.49	N/A	
Voluntary turnover of employees.	1.63%	1.87%	1.75%		
Percentage of staff appraisals completed.	N/A	N/A	Annual	N/A	N/A

Financial	Qtr 1 2017/18	Target 2018/19	Qtr 1 2018/19	RAG Status	Direction of Travel
Performance against savings targets.	25%	25%	25%		
Performance against agreed reshaping services targets.	25%	25%	25%		
Spend against approved Council revenue programme.	25%	25%	25%		
Spend against approved Council capital programme.	8%	25%	2.23%		
Percentage of Council contracts engaged in via the National Procurement Service framework.	55%	N/A	91.43%	N/A	

Assets	Qtr 1 2017/18	Target 2018/19	Qtr 1 2018/19	RAG Status	Direction of Travel
Percentage change (reduction) in carbon dioxide emissions in the non-domestic public building stock.	N/A	N/A	Annual	N/A	N/A
Number of assets transferred to the community.	N/A	N/A	Annual	N/A	N/A

ICT	Qtr 1 2017/18	Target 2018/19	Qtr 1 2018/19	RAG Status	Direction of Travel
Service availability of top 20 ICT systems.	99.97%	99.95%	99.88%		
Percentage service desk calls/tickets resolved within agreed timescales.	95.2%	95%	96.56%		

## Corporate Risks

Risk Ref	Risk	Residual Risk Score			Direction of Travel	Forecast Direction of Travel
		Likelihood	Impact	Total Residual		
1.	Reshaping Services	2	2	4 (M)	↔	↔
2.	Legislative Change and Local Government Reform	2	3	6 (M)	↔	↔
3.	School Reorganisation & Investment	2	2	4 (M)	↔	↔
4.	Housing Improvement Programme	2	2	4 (M)	↔	↓
5.	Waste	2	2	4 (M)	↔	↑
6.	Workforce Needs	2	2	4 (M)	↔	↔
7.	Information Security	2	2	4 (M)	↔	↔
8.	Environmental Sustainability	2	3	6 (M)	↔	↔
9.	Welfare Reform	2	2	4 (M)	↔	↔
10.	Public Buildings Compliance	2	3	6 (M)	↓	↓
11.	Safeguarding	1	3	3 (M/L)	↔	↔

Risk Ref	Risk	Residual Risk Score			Direction of Travel	Forecast Direction of Travel
		Likelihood	Impact	Total Residual		
12.	Integrated Health and Social Care	2	2			
13.	Unauthorised Deprivation of Liberty Safeguards	4	3			
14.	Contract Management	1	3			
15.	Welsh Community Care Information System (WCCIS)	2	4			

### Further Information:

For further information/details regarding any performance against this outcome area please contact the Improvement and Development Team

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## Glossary of Terms

**Well-being Outcome:** The relevant Well-being Outcome set by the Council and featured in the Corporate Plan 2016-20.

**Well-being Objective:** The relevant Well-being Objective set by the Council and featured in the Corporate Plan 2016-20.

**Population level Performance Indicators:** These headline performance indicators demonstrate progress in achieving outcomes at the community level rather than the individual level. The Council will certainly contribute towards population indicators through its work, however, it does not have sole responsibility for them and delivering sustained improvement on these indicators will involve a wide range of organisations working effectively in partnership

**Local Council Performance indicators:** These are performance indicators which tell us how well we are delivering our services or activities and will identify how these contribute to the overall community-wide impact. The focus is on whether customers are better off as a result of what we do. In order to identify the most important performance measures to demonstrate our progress we need know: How much did we do? How well did we do it and; What difference have we made?

What difference have we made?	How well have we performed?	How much? (contextual data)
These performance measures will help us demonstrate whether customers in the Vale are better off. They will seek to measure the quantity/quality of change for the better for customers.	These performance indicators are qualitative and will be used to demonstrate how well the Council performed its activities.	These performance indicators are quantitative and will be used to measure how much and/or what the Council delivered.

**Overall RAG status:** Provides an overall RAG health check showing our performance status against the Well-being Objective.

Measures (RAG)	Direction of travel (DOT)	Actions (RAG)	Overall (RAG) status Objective
<b>Green:</b> Performance is on or above target	<b>↑</b> : Performance has improved on the same quarter last year	<b>Green:</b> Action completed or on track to be completed in full by due date.	<b>Green:</b> indicates that we are well on track to deliver the key outcomes relating to the Objective as set out in the Corporate Plan.
<b>Amber:</b> Performance is within 10% of target	<b>↔</b> : Performance has remained the same as the same quarter last year	<b>Amber:</b> Minor delay but action is being taken to bring action back on track.	<b>Amber:</b> indicates that at this stage, we are on target to deliver the Objective but some aspects need to be addressed in order to ensure we remain on track to fully achieve the Objective.
<b>Red:</b> Performance missed target by more than 10%	<b>↓</b> : Performance has declined compared to the same quarter last year	<b>Red:</b> Action has slipped with limited progress made and an explanation must be provided including any planned remedial action(s) and where appropriate a revised completion date.	<b>Red:</b> indicates that at this stage, we are not on target to deliver key outcomes relating to the Objective as set out in the Corporate Plan.

## Risk Matrix

The **Inherent Risk** defines the risk score in a pre-control environment i.e. what the risk would look like (score) without any controls in place to manage the risk.

The **Residual Risk** can be defined as the subsequent risk score as a consequence of applying controls to mitigate this risk.

Possible Impact or Magnitude of Risk	Catastrophic	4 <i>MEDIUM</i>	8 MEDIUM/HIGH	12 HIGH	16 VERY HIGH
	High	3 <i>MEDIUM/LOW</i>	6 <i>MEDIUM</i>	9 MEDIUM/HIGH	12 HIGH
	Medium	2 LOW	4 <i>MEDIUM</i>	6 <i>MEDIUM</i>	8 MEDIUM/HIGH
	Low	1 VERY LOW	2 LOW	3 <i>MEDIUM/LOW</i>	4 <i>MEDIUM</i>
Low 1-2 Low/Medium 3 Medium 4-6 Medium/High 8-10 High 12-16		Very Unlikely	Possible	Probable	Almost Certain
		Likelihood/Probability of Risk Occurring			

**Direction of travel** compares residual risk score for the current quarter with the previous quarter to indicate whether the risk is increasing/ decreasing or staying static.

**Forecast direction of travel** anticipates the future direction of the risk by taking into account factors that are likely to impact on it.

Risk Key;

	Risk level <b>increased</b> at last review
	Risk level <b>decreased</b> at last review
	Risk level <b>unchanged</b> at last review

## Service Plan Actions

NS: Neighbourhood Services and Transport	CS: Children and Young People Service	AS: Adult Services	HR: Human Resources
HS: Housing and Building Services	RM: Resources Management, Safeguarding and Performance	PD: Performance and Development	SRS: Shared Regulatory Services
DS: Democratic Services	FIT: Financial Services and ICT	LS: Legal Services	SL: Strategy, Community Learning and Resources
AA: Achievement for All	RP: Regeneration and Planning		