

The Vale of Glamorgan Council

Environment and Regeneration Scrutiny Committee: 14 June 2016

Report of the Director of Environment & Housing Services

End of Year Performance Report 2015-16 and Target Setting for 2016-17

Purpose of the Report

1. To present end of year performance results for the period 1st April 2015 to 31st March 2016 for the Visible Services Directorate.
2. To provide the Scrutiny Committee with an update on the developments of the Council's Performance Management Framework.
3. To present the proposed targets for improvement for 2016-17 for existing performance indicators aligned to Well-being Outcome 2, 'An Environmentally Responsible & Prosperous Vale'.

Recommendations

1. That Committee review the Directorate's performance results and the progress made towards achieving key outcomes as outlined in the Corporate Plan 2013-17, the Outcome Agreement with Welsh Government 2013-16 and the Improvement Plan Part 1 2015-16.
2. That Committee note the progress being made on developing the Council's Performance Management Framework.
3. That Committee review and endorse via recommendation to Cabinet, the proposed targets for 2016-17 aligned to Well-being Outcome 2, 'An Environmentally Responsible & Prosperous Vale'.

Reasons for the Recommendations

1. To ensure the Council is effectively assessing its performance in line with the requirement to secure continuous improvement outlined in the Local Government Measure (Wales) 2009.
2. To ensure Committee are aware of the progress being made on developing the Council's Performance Management Framework.

3. To ensure the Council reports a relevant set of performance indicators against which it can demonstrate achievement of its priorities and consistently sets challenging yet realistic performance improvement targets for those priorities in line with requirements under the Local Government (Wales) Measure 2009.

Background

4. The Council's Performance Management Framework is the mechanism through which our key priorities and targets are monitored and realised.
5. This will be the last year that performance linked Directorate Service Plans will be reported following the Council's review of its Performance Management Framework during 2015. In future years, Committees will receive performance information linked with the Council's Well-being Outcomes, with which Scrutiny Committees are aligned.
6. This report presents performance information relating to the previous year's performance reporting framework and will support the Council in meeting its statutory performance reporting requirements for 2015-16. The 2015-16 performance report for the Directorate is attached at **Appendix 1**.
7. This report also provides Members with an update on the progress being made to develop the Council's Performance Management Framework, following the review undertaken in 2015 and changes subsequently approved by Cabinet and Full Council.
8. This report also contains information relating to the proposed targets aligned with the new Corporate Plan Well-being Outcomes. **Appendix 2** outlines the proposed targets for the Environment & Regeneration Scrutiny Committee and includes all relevant performance indicators that fit within the remit of the newly formed Committee. Targets have been set for those performance indicators that are continuing into 2016-17.

Relevant Issues and Options

Directorate End of Year Performance (2015-16)

9. End of year performance reports for 2015-16 focus on the achievement of key objectives within each directorate which in turn contribute towards the achievement of identified outcomes in the Corporate Plan 2013-17, the Outcome Agreement with Welsh Government 2013-16 and the Improvement Plan Part 1 2015-16.
10. End of year (quarter 4) performance reports are cumulative and comprise performance information covering the period 1st April 2015 to 31st March 2016. The performance report (**Appendix 1**) is structured as follows:
 - An overview provides a snapshot of the progress made by the directorate towards achieving the objectives which contribute towards its service outcomes. The overview highlights progress made towards the delivery of key actions in the Corporate Plan 2013-17, the Outcome Agreement 2013-16 and the Improvement Plan Part 1 2014-15 for which the directorate has lead responsibility. Examples of exceptional performance during the quarter are highlighted as are any key areas of slippage and the planned remedial action.
 - A brief evaluation is provided of each service outcome which outlines the overall progress (including actions and performance measures) made towards achieving these outcomes.

- Detailed progress is reported for each service objective considering all actions and is categorised as being completed, on track, slipped and not due. All performance indicators are allocated a performance status (☺ relates to performance that has met or exceeded target, ☹ relates to performance within 10% of target and ☹ relates to performance that has missed target by more than 10%).
 - A direction of travel arrow is also provided against each measure indicating whether current performance has improved, stayed static or declined on the previous year's performance. An upward arrow indicates that performance has improved from the previous year's performance, a static arrow indicates performance has remained the same and a downward arrow shows performance has declined compared to the previous year.
11. The Council is subject to the national performance improvement framework and as such has a duty to collect, monitor and report on a number of performance indicators that are set by Welsh Government. These indicators measure the shared priorities between Welsh Government and local authorities. These indicators are National Statutory Indicators (NSIs) and Public Accountability Measures (PAMs). The Council also reports against a set of local performance indicators which it has developed to help measure progress against its own local priorities.
 12. All measures are reviewed annually to ensure they reflect changes in national policy and remain responsive to local priorities. This ensures residents, elected members and senior officers can scrutinise key areas of Council performance throughout the year.
 13. Members will note that due to the changes to Scrutiny Committee remits from 1 May 2016, the end of year report for 2015-16 will contain some performance information relating to activity that was previously scrutinised by the Economy and Environment Scrutiny Committee that is no longer within the remit of the newly formed Environment and Regeneration Scrutiny Committee and vice versa. For example, the Environment and Regeneration Scrutiny Committee will receive end of year performance information relating to leisure services which now forms part of the remit of the Healthy Living and Social Care Scrutiny Committee. By presenting the end of year performance to the Environment and Regeneration Committee it will ensure that the Committee with knowledge and experience of the performance of the leisure service during the 2015-16 year concludes this work by scrutinising its end of year performance.

Performance snapshot

14. Overall, Visible Services has achieved the majority of its priorities for 2015-16 as outlined in its Service Plan. 17 (71%) of Service Plan actions have been completed at end of year. Of the 24 actions contained within the Service Plan, slippage was reported against 7 actions. Action against all slipped actions is being progressed and these have been carried forward into the Directorate's respective Service Plans for 2016-17.
15. In terms of the contribution made to achieving corporate priorities, the Directorate has completed 7 of its 12 actions against the Corporate Plan, with slippage reported for 5 actions. The Directorate has no Improvement Objective or Outcome Agreement actions for which it is responsible.
16. Of the 28 performance indicators reported at end of year, 16 (57%) have met or exceeded target, 4 (14%) were within 10% of target and 6 (22%) missed the target by more than 10%. For 2 measures a performance status was not applicable.

17. There are currently no Performance Indicators relating to Improvement Objectives. There are 6 Outcome Agreement measures for this Directorate, 3 have met/exceeded target, 1 was within target and 2 missed target by more than 10%.

Progress against service outcomes

18. Against Outcome 1 (Residents of the Vale live in safe, healthy, prosperous and sustainable communities), 'job and finish' concluded the end of November 2015 which is led to a review of terms of conditions that staff within Waste Management and Cleansing have been working to since the 1st December 2015 (VS/A065).
19. Revised zonal collection rounds are now complete and it is anticipated that these will be introduced over the summer which will ensure that service cost savings are realised and the number of vehicles used for collections is reduced therefore reducing the carbon footprint of the Council's fleet (VS/A059).
20. The Council has achieved a 64.36% recycling rate during 2015/16 which exceeds the statutory target of 58%. The recycling of the Incinerator Bottom Ash (IBA) from Prosiect Gwyrdd and Trident Park since August 2015 has helped the Council maintain and improve its overall recycling performance in a quarter that historically dips due to the reduced amounts of garden material and building waste in the off seasons of autumn and winter. This performance will contribute towards ensuring that the Council is environmentally responsible and meets national targets (WMT/009b).
21. Slippage was reported in relation to one action under Outcome 1:
22. VS/A088: The implementation of the Welsh Government preferred method for recycling collection has slipped this year. The WRAP study and collection blue print is complete but only in draft. There is a need for further analysis of the findings and it is anticipated that this will be ongoing throughout 2016.
23. Underperformance was reported in relation to two indicators aligned to Outcome 1:
24. VS/M018: Completion of new waste treatment infrastructure projects, with respect to the new organic treatment plant is scheduled to be completed during spring 2017 and although the Inter Authority Agreement (IAA) has been signed, the Plan is still at construction stage. Commissioning is to commence in January 2017 and the project is on target to be completed and operational by the 31st March 2017.
25. WMT/010i: The percentage of Local Authority collected municipal waste prepared for reuse. This target has been missed as there is a lack of Community Reuse Schemes within the Vale of Glamorgan. Despite the work undertaken with local voluntary and other key organisations, there continues to be limited progress made in increasing the number of Community Reuse Schemes in the Vale.
26. Against Outcome 2 (The Vale is a clean, safe, well maintained and a sustainable place to live or visit), the changes outlined in the EDGE review, ensuring value for money from the Council's transport operations, have now been implemented. Since the review, the number of vehicles in the Highways department has reduced from 44 to 41 with the potential to dispose of an additional 2. This has ensured that the Council's fleet management operation is fit for purpose and has contributed to the Council's priority to reduce the carbon footprint of the Council's fleet (VS/A090).
27. During 2015-16, the Council's Fleet Management and Vehicle Maintenance Department successfully contributed to the introduction of a pool car system by undertaking the e-procurement exercise for 40 pool vehicles. This is anticipated to

save the Council up to £150k per annum whilst supporting the Carbon Management Plan targeted at reducing emissions from council vehicles by reducing unnecessary travel, road congestion and pollution (VS/A090).

28. Work to reduce the problems encountered by the public in relation to pot holes has been completed. The "Big Fill" initiative has successfully visited numerous Wards throughout the Vale repairing and filling potholes to reduce liability claims and improve highways to ensure increased public satisfaction with the standards of highways and footways (VS/A100).
29. Flood reduction and alleviation schemes for high risk areas of the Vale including Boverton, Coldbrook and Llanmaes catchment schemes have been implemented in accordance with the Flood and Water Management Act. This has contributed to the protection of homes, properties and businesses that are potentially vulnerable from flooding events, a key priority for the Council (VS/A092).
30. Six parks within the Vale of Glamorgan have been awarded the coveted Green Flag by Wales' leading environmental charity, Keep Wales Tidy. Belle Vue Park, Alexandra Park and Windsor Gardens in Penarth, and Victoria Park, Romilly Park, and Central Park in Barry, were all given Green Flag status in 2014, with all five retaining the award in 2015. This year the Knap Gardens in Barry became the sixth park in the Vale to join the prestigious ranks. The Green Flag status has recognised the best parks and green spaces in the country and has contributed towards the quality of green spaces in the Vale. The Council was also awarded 3 Green Flag Community Awards during 2015-16, Cowbridge Physic Garden, Cwmtalog Local Nature Reserve and Wenvoe Community Orchard. These awards have recognised the high quality green spaces in the Vale that are managed by voluntary groups and have provided a safe place for residents of all ages to come together to socialise and learn (VS/A096).
31. Of the Council's 65 'O' Licence vehicles (and fleet of 270 circa vehicles), none have been subject to a PG9 roadworthiness prohibition during 2015-16 ensuring the Council operates vehicles that are fit for purpose in undertaking services to Vale residents.
32. During 2015-16, staff in Fleet Management were trained to install tracking equipment into Council vehicles allowing the refit of 52 units and a saving of £5,374 when compared to external provision. Such savings contribute towards the sustainability of the service and the action also illustrates the Council's commitment to the training and development of its workforce.
33. Slippage was reported in relation to 6 actions under Outcome 2:
34. VS/A076: Different tree management systems are currently under review; consequently implementation of a Tree Management Strategy to improve the management of the Council's tree stock has been delayed.
35. VS/A091: The Highways Structured Asset Management Plan is in the latter stages of finalisation and will take place shortly in conjunction with officer attendance at County Surveyors society workshops in the next financial year. On completion this will ensure that the Council manages a fit for purpose highway asset in line with statutory requirements.
36. VS/A094: The project to increase awareness of the Council's emergency planning arrangements has not yet been delivered due to staff sickness therefore it is envisaged that this action will now carry forward into 2016/17.

37. VS/A095: Work with residents and landowners to facilitate an increase in the number of allotment plots available throughout the Vale and VS/A046: Update and finalise the allotment strategy incorporating recent Welsh Government guidelines have both slipped this year as the Council is still awaiting the results of the Welsh Government Consultation on allotments; a draft document remains in place.
38. VS/A098: The Paget Road outdoor leisure development has not yet been delivered and is currently under consultation by Planning and Regeneration.
39. Underperformance was reported in relation to 4 indicators aligned to Outcome 2:
40. STS007: The percentage of reported fly tipping incidents which lead to enforcement activity has missed target. During 2015-16, Enforcement Officers have needed to focus on investigations that involve more fly tipping incidents and enforcement actions have increased however it is recognised that more work needs to be done in this area. Consideration is currently being given to seeking assistance from an environmental enforcement partner.
41. VS/M009b: The total number of successful third party claims against the Council for vehicle damage (carriageway claims) and VS/M010b; the total cost of successful third party claims against the Council for vehicle damage has missed target during 2015-16 due to the general conditions of carriageways deteriorating.
42. The general conditions of carriageways is deteriorating, as a result this has increased third part claims against the Council.
43. VS/M015: The number of returned repairs has missed target during 2015-16 due to the age profile of the Council's fleet and the complexity of faults identified. This will be reviewed during 2016-17.

Development of new Performance Reporting Arrangements

44. Members will be aware of the significant developments to the Performance Management Framework which have taken place over the past few months. This includes the development and adoption of the new Corporate Plan, the publication of the Council's first whole annual Self-Assessment and the alignment of Scrutiny Committees with the Council's Well-being Outcomes contained in the Corporate Plan.
45. The Member Working Group established in December 2015 to consider the Performance Management Framework developments agreed the titles and the remits of the Council's Scrutiny Committees and these were approved by Full Council on 27th April and came into effect in May 2016. This will enable the Council to achieve a more cross-cutting approach to scrutinising the Well-being Outcomes contained in the Corporate Plan 2016-20, whilst reducing the potential for duplication in the work of the Committees.
46. Service Plans have been reported to Scrutiny Committees and the Cabinet during April and May 2016. This year the Plans were developed at Head of Service level and focus on the contribution made to the Council's Well-being Outcomes and Objectives and the way in which the service will manage its resources to do so.
47. Members will note that due to the changes to Scrutiny Committee remits from 1 May 2016, the end of year report for 2015-16 will contain some performance information relating to activity that was previously scrutinised by the Economy and Environment Scrutiny Committee that is no longer within the remit of the newly formed Environment & Regeneration Scrutiny Committee and vice versa. For example, the

Environment & Regeneration Scrutiny Committee will receive end of year performance information relating to leisure services which now forms part of the remit Healthy Living & Social Care Scrutiny Committee. By presenting the end of year performance to the Environment & Regeneration Committee it will ensure that the Committee with knowledge and experience of the performance of the leisure service during the 2015/6 year concludes this work by scrutinising its end of year performance.

48. As reported previously, from 2016-17, the Corporate Plan will be monitored on a quarterly basis by an overall Corporate Health Report and this will be reported to the Corporate Performance & Resources Committee. This will be supplemented by specific quarterly performance reports for each of the four Well-being Outcomes, structured by Well-being Objective. This will enable Members to focus on scrutinising the progress being made towards achieving the Council's Well-being Outcomes. Services will continue to report performance data quarterly to the Council's Performance Team. The Performance Team will then use this information to compile and present the more focused Well-being Outcome Reports.
49. The four Quarterly Well-being Outcome and Objectives Reports will demonstrate progress against each of the individual Well-being Outcomes and associated objectives. Informed by performance data collected from the 2016-17 Service Plans, these reports will demonstrate the cross-cutting nature of the Well-being Outcomes and draw together evidence from the range of the Council's service areas responsible for delivering the actions associated with the outcome. A brief position statement from the sponsoring Director will be provided for the quarter. A brief summary of achievements by objective will be provided and areas of underperformance/ key challenges highlighted, including a description of any remedial actions required to address them.
50. In the coming months, the Scrutiny Committee Chairman as a member of the Working Group (comprising Scrutiny Committee Chairs, Group Leaders and senior Council officers) will be involved in developing the format of the quarterly performance reports including the basket of key measures that will be used to demonstrate the progress being made towards achieving the Council's Well-being Outcomes and Objectives.
51. Work has already commenced in reviewing the Council's existing performance indicator dataset with workshops held for all four Well-being Outcome areas chaired by the respective Sponsoring Director and Lead Officer/ Heads of Service. These workshops discussed and have outlined a proposed basket of measures for consideration by the Working Group for each Well-being Outcome. These measures will be presented to the Working Group in July as the basis for discussion and comprise some existing and some new measures. This will inform the quarter 1 reports that will be presented to Scrutiny Committees in September 2016.
52. The Performance Team is also considering best practice examples of performance reports from other local authorities and this will form the basis for creating a draft Quarterly Well-being Outcome and Objectives report to be discussed with the Member Working Group during July.

Target Setting for 2016-17

53. The Council has a long standing commitment (as outlined in the previous and current Corporate Plan) to continuously improve the services it provides to citizens of the Vale. However, the severe reductions in public sector funding will inevitably impact

on the availability of resources, and in addition, external factors such as the wider economic environment, bring into question the realism of continual improvement in service performance. However, having taken account of these factors, the Council still seeks to establish challenging but realistic targets that are commensurate with the available level of resource.

54. The Council's approach to target setting emphasises this by adopting a challenging approach to how targets are set by ensuring that there is an assessment of how we have performed. This involves evaluating how we have performed against targets and making best use of external benchmarking data (where this available). This is balanced against how much of a priority the indicator is to the Council and whether there is capacity to improve performance. All proposed targets must have an accompanying rationale that clearly explains the reasons for setting the targets at that level.
55. The annual target setting process for 2016-17 has been aligned with the new Corporate Plan Well-being Outcomes. **Appendix 2** outlines the proposed targets for the Environment & Regeneration Committee and includes all relevant performance indicators that fit within the remit of the newly formed Committee. Targets have been set for those performance indicators that are continuing into 2016-17.
56. Members will note that whilst targets have been proposed for the existing performance indicator dataset aligned to this Committee, it is proposed that a smaller basket of key measures will be used in the Quarterly Well-being Outcome and Objectives Reports that will be presented to the Committee. The remaining indicators will become management information. These indicators will be collected by services and, whilst not being reported as part of the key indicator dataset, will provide important contextual information for the position statement on the progress being made to achieve the Objective and Well-being Outcome overall. This management information will also provide important data for service managers to use operationally.
57. 60 Corporate Health indicators are proposed to be carried forward and collected in 2016-17 and 11 are to be deleted. Of the 60 proposed measures for 2016-17, 19 have set targets to improve on the previous year's performance, 5 have targets that have been set to remain the same when compared with the previous year, and 26 have set targets lower than the previous year's performance. 10 measures do not have a set target.
58. Of the 11 proposed deletions, all are local measures and the majority are where the "programme has ended" or performance information has become obsolete.
59. The consideration of these proposed performance improvement targets by Members is a key feature of the internal challenge process. Following review/endorsement by the Committee, these performance targets will be reported to Cabinet in July for approval.
60. Members will note that final agreement on the format of the Quarterly Well-being Outcome and Objectives Reports will be sought via Cabinet in July prior to the reporting of quarter 1 performance in September 2016. This will include the final basket of performance indicators proposed to measure performance against each Well-being Objective and their associated targets. In addition to the consideration of this report and appendices by this Committee, the Member Working Group review of performance indicators and reporting formats will be instrumental in determining the final proposals made to Cabinet. Any new performance indicators agreed as part of this process will be set to establish baseline performance during 2016-17.

Resource Implications (Financial and Employment)

61. There are no additional budgetary implications arising from this report although underperformance in some areas may have a negative impact on external assessments of the Council and could put certain funding opportunities at risk.

Sustainability and Climate Change Implications

62. None directly from this report. The Corporate Plan emphasises the Council's commitment to promoting sustainable development and our understanding of our duties under the Well-being of Future Generations (Wales) Act. The many different aspects of sustainability (environment, economy, culture and social) are covered within the Corporate Plan as well as how the Council will maximise its contribution to the Well-being Goals.

Legal Implications (to Include Human Rights Implications)

63. The Local Government Act 1999, the Wales Programme for Improvement and the Local Government (Wales) Measure 2009 require that the Council secure continuous improvement across the full range of local services for which it is responsible.

Crime and Disorder Implications

64. None directly from this report. Activities to improve community safety are included in the Corporate Plan and one of the Well-being Outcomes is 'An Inclusive and Safe Vale' with a supporting objective 'providing decent homes and safe communities'. The Performance Management Framework will support the delivery of actions associated with these objectives.

Equal Opportunities Implications (to include Welsh Language issues)

65. None directly from this report. An Inclusive and Safe Vale' is one of the Well-being Outcomes in the Corporate Plan with a supporting objective 'reducing poverty and social exclusion'. There is also a Well-being Outcome 'An Aspirational and culturally vibrant Vale' with a supporting action 'valuing culture and diversity'. The Performance Management Framework will support the delivery of actions associated with these objectives.

Corporate/Service Objectives

66. The Performance Management Framework supports the delivery of all of the Council's Corporate and Service Objectives.

Policy Framework and Budget

67. This is a matter for Executive decision.

Consultation (including Ward Member Consultation)

68. The information contained within the report is based on quarterly returns provided by service directorates to the Performance Team. An overall Council report on performance and target setting for improvement will be considered by Cabinet in July 2016. Quarterly performance reports have been presented to relevant Scrutiny Committees throughout the year.

Relevant Scrutiny Committee

69. Environment & Regeneration Scrutiny Committee

Background Papers

Performance Management Framework, Report of the Leader, Cabinet, 25 April 2016

http://www.valeofglamorgan.gov.uk/Documents/_Committee%20Reports/Cabinet/2016/16-04-25/Reports/Performance-Management-Framework-Cabinet-Report.pdf

Contact Officer

Julia Archampong, Corporate Performance Manager

Officers Consulted

Tom Bowring, Operational Manager Performance and Policy

Huw Isaac, Head of Performance and Development

Corporate Management Team

Responsible Officer:

Miles Punter, Director of Environment & Housing Services

Visible Services Performance: Quarter 4 (End of year) Overview Report

Performance Summary

- Overall, Visible Services is on course to achieving its Service Plan priorities, with 71% of actions complete. There are a total of 24 actions in the plan; 17 are complete and 7 have slipped.
- Our contribution to the Corporate Plan is on course, with 58% of actions are complete. Of the 12 Corporate Plan actions, 7 have been completed and 5 have slipped.
- There are currently no Improvement Objectives Actions. There are currently no performance indicators relating to the Improvement Objectives.
- There are currently no Outcome Agreement actions. Of the 6 Outcome Agreement measures, 3 have met target, 1 is within 10% of target and 2 Outcome Agreement Measures have missed target by more than 10 %.
- Of the 28 performance indicators that are monitored on a quarterly basis, 16 (57%) met or exceeded target during the quarter, 4 (14%) are within 10% of target, 6 (22%) have missed target by more than 10% and for 2 (7%) of measures, a status was not available.
- The indicators that have missed target relate to WMT/010i, VS/M009b, VS/M010b, VS/M015, VS/M018, and STS007. Reasons for underperformance and proposed remedial actions where appropriate are outlined in the main body of the report under the relevant objectives.

A summary of action plan and performance status is provided below:

Service Plan Actions 2015/16	Total number	Complete	On Track	Slipped	Not due to have started	Performance Indicators	Total number	😊	😐	☹️	Status not applicable
All Actions	24	17 (71%)	0 (%)	7 (29%)	0	All Measures	28	16 (57 %)	4 (14%)	6 (22 %)	2 (7%)
Corporate Plan Actions	12	7 (58%)	0 (0%)	5 (42%)	0	Improvement Objective Measures	0	0	0	0	0
Improvement Objective Actions	0	0	0	0	0	Outcome Agreement Measures	6	3 (50%)	1 (17)	2 (33%)	0
Outcome Agreement Actions	0	0	0	0	0						

Understanding the Performance Symbols and referencing system

Key		
Measures:	Direction of travel:	Actions:
☺ Performance is on or above target	 Performance has improved on the same quarter last year	Completed: Completed in full by due date.
☹ Performance is within 10% of target	 Performance has remained the same as the same quarter last year	On track: Progressing and due to be completed by due date. On track actions reported at end of year relate to actions with an end date later than 31 March 2015.
⊗ Performance missed target by more than 10%	 Performance has declined compared to the same quarter last year	Slipped: Limited progress has been made and an explanation must be provided including any planned remedial action(s) where appropriate. Not due: Action has been rescheduled for a later start date than that originally planned.

An explanation of the referencing used in this report:

E.g. **VS/A001**

- **VS:** This refers to the service plan, in this case, Visible Services
- **A:** this refers to the fact that this is an action. Performance indicators will have an '**M**' for 'measure' here.
- **001:** this is the unique/individual number reference for the action.

Where our actions link to other strategic plans, the following references may be seen in brackets after the action name:

- **CP/CL1:** The **CP** refers to the Corporate Plan. **CL1** is the reference number of the Corporate Plan objective the action links to.
- **IO/06:** The **IO** refers to the Improvement Objectives. **06**, refers to the number of the Improvement Plan objective linked to.
- **OA/01:** The **OA** refers to the Outcome Agreement with Welsh Government. **01** refers to the number of the Agreement linked to.
- **WAO:** This refers to Wales Audit Office improvement proposals related to the service area.

What have we achieved and is anyone better off?

Outcome 1: Residents of the Vale live in safe, healthy, prosperous and sustainable communities.

Performance snapshot

- 88% of actions are completed against this outcome; the remaining 12% have slipped. Of the 8 actions aligned to this outcome, 7 have been completed, and 1 has slipped.
- Of the 7 performance indicators aligned to this outcome, 4 have met or exceeded their target, 1 has missed target by 10% and 2 have missed target by more than 10%.
- Job and finish concluded the end of November and staff have been working to revised terms and conditions since the 1st December 2015 which has resulted in consistent terms and conditions for staff within Waste Management and Cleansing **(VS/A065)**.
- Communication has taken place with Charities to increase and encourage waste reuse schemes in the Vale **(VS/A087)**.
- Revised zonal collection rounds are complete and it is anticipated that these will be introduced over the summer which will ensure that service cost savings are realised and the number of vehicles used for collections is reduced therefore reducing the carbon footprint of the Council's fleet **(VS/A059)**.
- The Council has achieved a 64.36% recycling rate during 2015/16 which exceeds the statutory target of 58%. The recycling of the Incinerator Bottom Ash (IBA) from Prosiect Gwyrdd and Trident Park since August 2015 has helped the Council maintain and improve its overall recycling performance in a quarter that historically dips due to the reduced amounts of garden material and building waste in the off seasons of autumn and winter. This performance will contribute towards ensuring that the Council is environmentally responsible and meets national targets **(WMT/009b)**.

What will we do to bring our slipped actions and measures back on track?

Actions

- **VS/A088:** The implementation of the Welsh Government preferred method for recycling collection has slipped this year. The WRAP study and collection blue print is complete but only in draft. There is need for further analysis of their findings. It is anticipated that this will be ongoing throughout 2016/17.

Performance Measures

- **VS/M018:** Completion of new waste treatment infrastructure projects has missed target. The new organic treatment plant is scheduled to be completed during Spring 2017 and although the Inter Authority Agreement (IAA) has been signed, the Plan is still at construction stage. Commissioning is to commence in January 2017 and the project is on target to be completed and operational by the 31st March 2017.

- **WMT/010i:** The percentage of Local Authority collected municipal waste prepared for reuse. This target has been missed as there is a lack of Community Reuse Schemes within the Vale of Glamorgan. Despite our work with local voluntary and other key organisations, limited progress has been made in increasing the number of Community Reuse Schemes in the Vale.

Outcome 2: The Vale is a clean, safe, well maintained and sustainable place to live or visit.

- 63% of actions are completed against this outcome; the remaining 37% have slipped. Of the 16 actions aligned to this outcome, 10 have been completed and 6 have slipped.
- Of the 21 quarterly performance indicators aligned to this outcome, 12 have met or exceeded target, 3 are within 10% of target, 4 have missed target by more than 10% and for 2 measures a status was not available.
- The changes outlined in the EDGE review ensuring value for money from the Council's transport operations have now been implemented. Since the review, the number of vehicles in the Highways department has reduced from 44 to 41 with the potential to dispose of an additional 2. This has ensured that the Council's fleet management operation is fit for purpose and has contributed to the Council's priority to reduce the carbon footprint of the Council's fleet **(VS/A090)**.
- During 2015/16, the Council's Fleet Management and Vehicle Maintenance Department successfully contributed to the introduction of a pool car system by undertaking the e-procurement exercise for 40 pool vehicles. This action is anticipated to save the Council up to £150k per annum whilst supporting the Carbon Management Plan targeted at reducing emissions from council vehicles by reducing unnecessary travel, road congestion and pollution **(VS/A090)**.
- Work to reduce the problems encountered by the public in relation to pot holes has been completed. The "Big Fill" initiative has successfully visited numerous Wards throughout the Vale repairing and filling potholes to reduce liability claims and improve highways to ensure increased public satisfaction with the standards of highways and footways **(VS/A100)**.
- Flood reduction and alleviation schemes for high risk areas of the Vale including Boverton, Coldbrook and Llanmaes catchment schemes have been implemented in accordance with the Flood and Water Management Act. This action has contributed to the protection of homes, properties and businesses that are potentially vulnerable from flooding events **(VS/A092)**.
- Six parks within the Vale of Glamorgan have been awarded the coveted Green Flag by Wales' leading environmental charity, Keep Wales Tidy. Belle Vue Park, Alexandra Park and Windsor Gardens in Penarth, and Victoria Park, Romilly Park, and Central Park in Barry, were all given Green Flag status in 2014, with all five retaining the award in 2015. This year the Knap Gardens in Barry became the sixth park in the Vale to join the prestigious ranks. The Green Flag status has recognised the best parks and green spaces in the country and has contributed towards the quality of green spaces in the Vale. The Council was also awarded 3 Green Flag Community Awards during 2015/16, Cowbridge Physic Garden, Cwmtalog Local Nature Reserve and Wenvoe Community Orchard. These awards have recognised the high quality green spaces in the Vale that are managed by voluntary groups and have provided a safe place for residents of all ages to come together to socialise and learn **(VS/A096)**.
- Of the Council's 65 'O' Licence vehicles (and fleet of 270 circa vehicles), none have been subject to a PG9 roadworthiness prohibition during 2015/16 suggesting that the condition of the Council's vehicles is well maintained and safe.

- During 2015/16, staff in Fleet Management were trained to install tracking equipment into Council vehicles allowing the removal and refitting of 52 units and a saving of £5,374 when compared to external provision. Such savings contribute towards the sustainability of the service and the action also illustrates the Council's commitment to the development of its workforce.

What will we do to bring our slipped actions and measures back on track?

Actions

- **VS/A076:** The implementation of a Tree Management Strategy to improve the management of the Council's tree stock has slipped. Different tree management systems are currently under review.
- **VS/A091:** The Highways Structured Asset Management Plan is in the latter stages of finalisation and will take place shortly in conjunction with officer attendance at County Surveyors society workshops in the next financial year.
- **VS/A094:** The project to increase awareness of the Council's emergency planning arrangements has slipped due to the Education lead officer being on sick leave therefore it is envisaged that this action will now carry forward into 2016/17.
- **VS/A095:** Work with residents and landowners to facilitate an increase in the number of allotment plots available throughout the Vale and **VS/A046:** Update and finalise the allotment strategy incorporating recent Welsh Government guidelines have both slipped this year as the Council are still awaiting the results of the Welsh Government Consultation on allotments.
- **VS/A098:** The Paget Road outdoor leisure development has not yet been delivered and is currently under consultation by Planning and Regeneration.

Performance Measures

- **STS007:** The percentage of reported fly tipping incidents which lead to enforcement activity has missed target. Enforcement Officers need to focus on investigations that involve more fly tipping incidents and enforcement actions have increased however more work needs to be done in this area. Consideration is currently being given to seeking assistance from an environmental enforcement partner.
- **VS/M009b:** The total number of successful third party claims against the Council for vehicle damage (carriageway claims) has missed target. The general conditions of carriageways is deteriorating, as a result this has increased third part claims against the Council. This poor conditions of carriageways has also caused **VS/M010b**; the total cost of successful third party claims against the Council for vehicle damage to miss target.
- **VS/M015:** The number of returned repairs has missed target during 2015/16 due to the age profile of the Council's fleet and the complexity of faults identified. This will be reviewed during 2016/17.

Annex A: Detailed Quarter 4 (End of year) Report

Outcome 1: Our customers have access to sustainable waste and recycling services.

Objective 1: To reduce municipal waste by increasing re-use, recycling, regulation and enforcement.

Actions - Quarter 4 Progress Update

Completed: 88%; On Track: 0%; Slipped: 12%

Action Ref	Completion Date	% Complete	Status	Progress/ Outcomes
VS/A065 Continue to work with recognised trade unions to move away from task and finish arrangements for staff for the collection of residual waste.	31/03/2016	100	Complete	Job and finish concluded the end of November and staff have been working to revised terms and conditions since the 1st December 2015. This indicator is now completed.
VS/A087 Work with various charitable and community groups across the Vale in order to encourage new waste reuse schemes. (CP/E1)	31/03/2016	100	Complete	Communication has taken place for Charities to increase and encourage reuse schemes. This will continue throughout 2016 / 2017.
VS/A089 Explore options with Bridgend Council for the procurement of recycling and collection and other waste management services. (CP/E1)	31/03/2016	100	Complete	There have been on-going discussions with Bridgend and these have been concluded for this financial year. These will continue in 2016 / 2017 and Bridgend's first waste service contract due for renewal is 2017 / 2018. Future discussions will include possibilities for collaborative working and joint procurement.
VS/A058 Work with key partners to commence the residual waste and recycling collection treatment and disposal services.	31/03/2016	100	Complete	The main Prosiect Gwyrdd contract is complete and commences 1st April 2016. The Organics contract is signed in readiness for commencement 31st March 2017. Regular contract meetings are ongoing with Cardiff in relation to these partnership arrangements. In terms of the collection blueprint and alternative recycling collections / treatment, WRAP has completed a draft assessment and

Action Ref	Completion Date	% Complete	Status	Progress/ Outcomes
				further work will be ongoing throughout 2016.
VS/A059 Complete the restructure of refuse collection and recycling rounds using the available electronic data.	31/03/2016	100	Complete	Revised zonal collection rounds are complete. It is anticipated that these will be introduced over the summer.
VS/A063 Review collection arrangements for commercial residual waste and recycling.	31/03/2016	100	Complete	WRAP have produced a draft commercial waste assessment report but were late producing this along with the principal report relating to domestic collections. It is anticipated that the work will be ongoing throughout 2016.
VS/A066a Implement the new policy for missed refuse and recycling collections from domestic properties.	31/03/2016	100	Complete	The revised Policy has been completed. The new Policy will be implemented when the new collection rounds planned for the summer are introduced.

Action Ref	Completion Date	% Complete	Status	Progress/ Outcomes
VS/A088, Implement the WG preferred method for recycling collection. (CP/E1)	31/03/2016	75	Slipped	The WRAP study in terms of the collection blue print is complete but only in draft. There is a need for further analysis of their findings. It is anticipated that this will be ongoing throughout 2016 / 2017.

Performance Indicators - Quarter 4 Progress Update

PI Ref	Quarter 4 Actual 2015/16	Quarterly Target	Status	Direction of travel	Quarter 4 2014/15	Actual 2014/15	Comment
How Much?							
VS/M018 Completion of new waste treatment infrastructure projects. (OA5)	1.00	2.00	☹	↓	2.00	2.00	Project Gwyrdd has been completed and the principal contract commenced 1 April 2016. The organic treatment process is scheduled to be completed 2016 / 2017. The IAA has been signed but the plan is still at construction stage. Commissioning is to commence January 2017 and the project is on target to be completed and operational by 31 March 2017.
How Well?							
There are no measures applicable this quarter.							
Better Off?							
WMT/010i The percentage of local authority collected municipal waste prepared for reuse. (OA5)	0.29	0.42	☹	↔	0.29	0.29	Target has been missed for quarter one because there is a lack of Community Reuse Schemes within the Vale of Glamorgan.
WMT/010ii The percentage of local authority collected municipal waste recycled.	41.62	34.50	☺	↑	33.69	33.69	The Council is still on target to achieve the dry recycling target with good recycling performance from our kerbside recycling, HWRC centres and the use of Incineration Bottom Ash from the Trident Park EfW plant.

WMT/010iii The percentage of local authority collected municipal waste collected as source segregated bio-wastes and composted or treated biologically in another way. (OA5)	22.45	24.00	☺	↓	26.11	26.11	There isn't any specific rationale for a reduction but it could be as a result or combination of a few matters such as people saving money and not wasting food, residents not recycling as much, an impact from new charges for kitchen caddy liners and also the wet winter that has not encouraged much growth.
WMT/011 The percentage of local authority municipal waste received at all local authority household waste amenity sites that is prepared for reuse, recycled or of source segregated bio-waste that is composted or treated biologically in another way. (OA5)	65.43	58.00	☺	↑	64.50	64.50	Performance by the Council's service provider has been steady over the first three quarters. It should be noted that HWRC performance in the third and fourth quarter is generally reduced because of reduced amounts of green waste and inert building waste.
WMT/004b The percentage of municipal waste collected by local authorities sent to landfill. (OA5)	5.54	30.00	☺	↑	25.00	25.00	The early implementation of the Energy from Waste for Project Gwyrdd - Trident Park has drastically reduced the amount of waste sent to landfill ensuring our data will comply with this performance indicator.
WMT/009b 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 another way. (OA5)	64.36	61.00	☺	↑	59.73	59.73	Overall recycling performance by the Council has been steady over the first three quarters. The recycling of the IBA from PG and Trident Park since August 2015 has helped the Council maintain and improve its overall recycling performance in a quarter that historically dips due to the reduced amounts of garden material and building waste in the off seasons of autumn and winter.

Outcome 2: The Vale is a clean, safe, well maintained and sustainable place to live or visit.

Objective 2: To improve our highways and infrastructure and manage the effects of climate change on the built and natural environment

Actions - Quarter 4 Progress Update

Completed: 75%; On Track: 0%; Slipped: 25%

Action Ref	Completion Date	% Complete	Status	Progress/ Outcomes
VS/A090 Implement the changes outlined in the EDGE review ensuring value for money from the Council's transport operations. (CP/E3)	31/03/2016	100	Complete	Since the EDGE review the number of vehicles in the department has been reduced by 3 to 41 vehicles with the potential to dispose of an additional 2 vehicles in near future subject to costing and detailed analysis. Vehicle usage is also continually being monitored with a view to vehicle utilisation is maximised and where this falls below category usage C, usage is critically reviewed. Further work is planned to review winter gritting fleet in the next financial year. The department fully cooperates with and utilises the corporate pool car scheme and operates informal car sharing arrangements with its own fleet of vehicles to maximise usage in individual teams.
VS/A031 Introduce off-street car park charging in town centres following Cabinet endorsement.	31/03/2016	100	Complete	Decision made at Cabinet not to proceed with the introduction of car parking charges in town centres following consultation with traders as proposal was not approved by Cabinet.

<p>VS/A100 Undertake work to reduce problems with pot holes and liability claims and increase public satisfaction with the standards of highways and footways. (CP/E6)</p>	<p>31/03/2016</p>	<p>100</p>	<p>Complete</p>	<p>The Big Fill initiative has successfully visited numerous Wards throughout the Vale repairing and filling potholes to reduce liability claims and improve the standard of the highway. The inspection regime for roads has achieved over 80% compliance in accordance with Code of Practice for Highway Maintenance Management with 100% repairs carried out within target dates. The resurfacing programme identified for this year has also been successfully completed.</p>
<p>VS/A092 Implement flood reduction and alleviation schemes for high risk areas of the Vale in accordance with the Flood and Water Management Act including Boverton, Coldbrook and Llanmaes Catchment schemes. (VS/A069, VS/A070, VS/A071) (CP/E5)</p>	<p>31/03/2016</p>	<p>100</p>	<p>Complete</p>	<p>All schemes have been implemented with plans for completion in 2016/17. The Minister for Natural Resources in Welsh Government has announced that funding will be made available to commence construction for both Boverton and Llanmaes Flood Alleviation Schemes in 2016/17. Both schemes are at an advanced detailed design stage with ongoing liaison with Natural Resources Wales and other interested parties. The Coldbrook Flood Alleviation scheme construction continues to programme for completion in October 2016.</p>
<p>VS/A073 Review civil parking enforcement arrangements in conjunction with our partners Bridgend County Borough Council.</p>	<p>31/03/2016</p>	<p>100</p>	<p>Complete</p>	<p>The amendment and rationalisation has been discussed and agreed during the latest Project Board Meeting and the revised apportionment document is to be submitted by the Council's Civil Parking Enforcement Partners (BCBC). Following the decision by Cabinet in the final quarter not to proceed with future car park charging in Barry and Cowbridge town centres, a further more detailed review of the Service Agreement and Apportionment costs will now be considered for next financial year. This will preferably be programmed to follow the proposed relocation of CEO's from the Dock Office to other suitable accommodation closer to Barry Town centre to reduce travel time and increase productivity which will directly affect transport costs associated with the service.</p>

Action Ref	Completion Date	% Complete	Status	Progress/ Outcomes
VS/A093 Review the Highways Service as part of tranche 1 of the Council's Reshaping Change Programme. (VS/A068)	31/03/2016	100	Complete	The Highways Service Tranche 1 Reshaping Agenda has now been broadened to be included within a larger review of Visible Services and Transport. Consultants People too have completed a high level review and appraisal with a decision made to pursue an in-house and collaboration model option for future service delivery generally within Visible Services and Transport. The highways service will continue separately with proposals to progress a number of quick wins identified subject to approval of the Project Board in new financial year

Action Ref	Completion Date	% Complete	Status	Progress/ Outcomes
VS/A094 Increase the awareness of the Council's emergency planning arrangements to ensure that staff are prepared and contingency arrangements are in place in the event of an emergency incident. (CP/CPS1)	31/03/2016	55	Slipped	Project has been delayed due to the Education lead officer being on sick leave which has delayed progress. Business Impact Analysis (BIA) was redesigned as part of project with Education. Furthermore, Social Services work requires additional support which was not accounted for at start of project.
VS/A091 Develop and implement a Highways Structured Asset Management Plan (HSAMP). (CP/E6)	31/03/2016	90	Slipped	All structures added to new AMX database. All updated general inspections have also been added. The HSAMP is in the latter stages of finalisation which will take place shortly and in conjunction with officer attendance at CSS workshops in the next financial year.

Performance Indicators - Quarter 4 Progress Update

PI Ref	Quarter 4 Actual 2015/16	Quarterly Target	Status	Direction of travel	Quarter 4 2014/15	Actual 2014/15	Comment
How Much?							
VS/M007 Number of dropped crossing points provided for community use.	32.00	32.00	☺	↔	32.00	32.00	Target has been reached for the 2015 / 2016. Work was carried out in Quarter 4 to ensure we have a suitable programme for works that is cost effective.
VS/M009a The total number of successful third party claims against the Council for trips and falls (footway claims).	23.00	23.00	☺	↓	16.00	16.00	We have successfully ensured that the relevant Section 58 of the Highways Act (1980) is in place.
VS/M009b The total number of successful third party claims against the Council for vehicle damage (carriageway claims).	57.00	15.00	☹	↓	39.00	39.00	The general conditions of carriageways is deteriorating and which has increased third party claims against the Council.
VS/M010a The total cost of successful third party claims against the Council for trips and falls (footway claims).	180385.56	225000.00	☺	↓	155651.28	155651.28	We have successfully ensured that the relevant Section 58 of the Highways Act (1980) is in place.
VS/M010b The total cost of successful third party claims against the Council for vehicle damage (carriageway claims).	24645.60	12000.00	☹	↑	28639.75	28639.75	The general conditions of carriageways is deteriorating and which has increased the cost of third party claims against the Council.

VS/M015 The number of returned repairs.	8.00	5.00	☹	↓	6.00	6.00	The number of returned repairs has missed target during 2015/16 due to the age profile of the Council's fleet and the complexity of faults identified. This will be reviewed during 2016/17.
VS/M016 The number of own fault accidents.	44.00	55.00	☺	↑	60.00	60.00	Monitoring of accidents is on-going.
THS011a Percentage of principal (A) roads that are in overall poor condition.	5.87	5.62	☹	↓	5.62	5.62	Target not reached due to lack of funding.
THS011b Percentage of non-principal/classified (B) roads that are in overall poor condition.	4.73	5.04	☺	↑	5.04	5.04	Target reached regarding the condition of the B Roads.
THS011c Percentage of non-principal/classified (C) roads that are in overall poor condition.	12.33	13.91	☺	↑	13.91	13.91	Target reached regarding the condition of the C Roads.
THS012 The percentage of principal (A) roads, non-principal (B) roads and non-principal (C) roads that are in overall poor condition.	9.16	9.91	☺	↑	9.91	9.91	N/A
VS/M013 Percentage of scheduled services and safety inspections due that were undertaken.	94.49	95.00	☹	↑	90.27	90.27	Yearly target missed due to an error within the "O" licencing scheduling system. Issue has now been identified and rectified.
VS/M011 Percentage of safety inspection that were completed on time.	99.68	90.00	☺	↑	90.27	90.27	Inspecting vehicles in line with VOSA standards.
VS/M014 Percentage satisfaction with fleet services.	90.00	95.00	☹	↓	100.00	100.00	Fleet Management and Vehicle Maintenance departments are currently

							reviewing how the service is being delivered to clients in line with the recs made in the Edge Report.
How Well?							
THS009 The average number of calendar days taken to repair street lamp failures during the year.	3.20	3.50	☺	↑	3.91	4.02	It is suggested that this target be changed to 5 days as the current target is not achievable with the resources now available within the street lighting team. In order for the target to be met, more resources would be required to plan the works to ensure the target is achieved. The majority of the work is located on principle road and requires specialists target management to carry out the repairs. Work is carried out in batches to ensure cost efficiency.
VS/M005 Percentage of customers satisfied with the condition of roads.	N/A	N/A	N/A	↓	39.00	39.00	Biennial Survey - Consultation to be carried out in 2016 / 2017. Corporate.
VS/M006 Percentage of customers satisfied with the condition of pavements.	N/A	N/A	N/A	↓	50.00	50.00	Biennial Survey - Consultation to be carried out in 2016 / 2017. Corporate.
VS/M012 Percentage of large goods vehicles that pass the annual MOT first time.	95.24	94.00	☺	↓	100.00	93.18	New workshop processes are in place, all vehicles are inspected in-line with VOSA recommendations.
Better Off?							
There are no measures applicable this quarter.							

Objective 3: To provide opportunities for outdoor play, recreation and education by creating and maintaining public green spaces.

Actions - Quarter 4 Progress Update

Completed: 33%; On Track: 0%; Slipped: 67%

Action Ref	Completion Date	% Complete	Status	Progress/ Outcomes
VS/A096 Work collaboratively with local residents, community groups and users to improve and ensure good standards across all our public green spaces and local facilities. (POS)	31/03/2016	100	Complete	All relevant applications for Green Flag Parks have been submitted. This required a significant amount of communication with local communities.
VS/A097 Establish a long term future for Jenner Park.	31/03/2016	100	Complete	Jenner Park is now fully operational and used by more customers for more hours than previous.

Action Ref	Completion Date	% Complete	Status	Progress/ Outcomes
VS/A076 Implement a Tree Management Strategy to improve the management of the Council's tree stock and monitoring for diseases. (CP/E9)	31/03/2016	40	Slipped	Demonstration of systems currently being progressed.
VS/A098 Deliver the Paget Road outdoor leisure development.	31/03/2016	50	Slipped	Consultation with Regeneration and Planning currently ongoing and handled corporately..
VS/A095 Work with residents and landowners to facilitate an increase in the number of allotment plots available throughout the Vale. (CP/E12)	31/03/2016	0	Slipped	Still awaiting the results of the Welsh Government Consultation on Allotments.
VS/A046 Update and finalise the allotment strategy incorporating recent Welsh Government guidelines. (CP/E12)	31/03/2016	0	Slipped	Still awaiting the results of the Welsh Government Consultation on Allotments.

PI Ref	Quarter 4 Actual 2015/16	Quarterly Target	Status	Direction of travel	Quarter 4 2014/15	Actual 2014/15	Comment
There are no quarterly measures applicable to this outcome.							

Objective 4: To maintain the standard of cleanliness and visual appearance of the local environment.

Actions - Quarter 4 Progress Update

Completed: 100%; On Track: 0%; Slipped: 0%

Action Ref	Completion Date	% Complete	Status	Progress/ Outcomes
VS/A099 Continue to work towards reducing fly tipping, litter, dog fouling and graffiti through zero tolerance high profile enforcement arrangements and education and awareness raising campaigns. (CP/E2)	31/03/2016	100	Complete	The tender exercise is complete and there are options for consideration to introduce zero tolerance enforcement services to help reduce environment crime. Throughout this year there have been various initiatives such as the Visible Services Tidy Towns initiatives, work with Youth Offending Teams and Probation Services and Community Partnerships. The in-house enforcement team have also issued 60 FPN's.
VS/A025 Implement the investment programme to refurbish public conveniences. (CP/E13) (POS)	31/03/2016	100	Complete	Progress on completing a new disabled facility at Jackson's Bay public convenience commenced in late February 2016. This was following initial discussions with the sitting tenants (Local Swimming Club) to design a scheme that satisfied the needs of both parties. This was agreed in mid-February and work on site commenced in March 2016. Whilst site work is progressing well, the initial delays in agreeing the scheme have meant site work has slipped slightly. Officers anticipate the scheme, which has been committed too financially, will be fully completed by mid-April 2016.

Performance Indicators - Quarter 4 Progress Update

PI Ref	Quarter 4 Actual 2015/16	Quarterly Target	Status	Direction of travel	Quarter 4 2014/15	Actual 2014/15	Comment
How Much?							
There are no measures applicable this quarter							
How Well?							
STS005b The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness.	97.01	96.50	☺	↑	95.69	95.69	Whilst the figure for this quarter has shown a slight improvement on previous quarters there is no obvious reason as to why this change has arisen.
STS006 The percentage of reported fly tipping incidents cleared within 5 working days.	97.90	97.00	☺	↑	96.39	96.39	On the whole this service area has seen a vast improvement in performance.
Better Off?							
STS007 The percentage of reported fly tipping incidents which lead to enforcement activity.	28.36	35.00	☹	↑	15.61	15.61	As from the previous quarter Enforcement Officers have looked to focus on investigations associated with fly tipping incidents which has seen a small increase in performance but more work needs to be done in this area.

Objective 3: Promoting regeneration, economic growth and employment.

PI description	Local/ National	PI owner	Performance Trend			National benchmarking		Other considerations National minimum standards/ statutory targets	Target 2016/17	Direction of travel (Proposed target compared to previous year's performance)	Target setting Rationale for Target
			2013/14	2014/15	2015/16	Wales top quartile 2014/15	Wales average 2014/15				
DS/M019 Total number of visitors to the Vale of Glamorgan for tourism purposes (as measured by the STEAM survey).	Local	Bob Guy	3,742,000	3,663,000	Awaiting STEAM data	N/A	N/A	N/A	Not set	N/A	Data from STEAM survey to be published during summer.
DS/M021 Average percentage vacancy rate for floor space units in main Vale shopping areas.	Local	Bob Guy	N/A	9.60%	6.40%	N/A	N/A	N/A	6.30%	↑	Continuous improvement
DS/M022b Percentage vacancy rate for retail floor space in Barry Town Centre, Holton Road.	Local	Bob Guy	N/A	8.66%	7.55%	N/A	N/A	N/A	7.40%	↑	Continuous improvement
DS/M022c Percentage vacancy rate for retail floor space in Cowbridge.	Local	Bob Guy	N/A	8.03%	5.45%	N/A	N/A	N/A	5%	↑	Continuous improvement
DS/M022d Percentage vacancy rate for retail floor space in Windsor Road, Penarth.	Local	Bob Guy	N/A	4.18%	3.06%	N/A	N/A	N/A	3%	↑	Continuous improvement
DS/M022e Percentage vacancy rate for retail floor space in Broad Street/High Street, Barry.	Local	Bob Guy	N/A	9.92%	8.15%	N/A	N/A	N/A	8%	↑	Continuous improvement
DS/M022f Percentage vacancy rate for retail floor space in Llantwit Major.	Local	Bob Guy	N/A	3.21%	1.12%	N/A	N/A	N/A	1.12%	↔	Current vacancy level is exceptionally low and passing vacancies are inevitable even in a healthy town centre
DS/M024 Number of facilitated visits to country parks and heritage coast.	Local	Bob Guy	212.00	221.00	245	N/A	N/A	N/A	245	↔	At delivery capacity and target is to maintain
DS/M025 Percentage customer satisfaction with country parks.	Local	Bob Guy	0.00	99.18%	97.23%	N/A	N/A	N/A	98%	↑	Continuous improvement
DS/M037 Percentage of surveyed residents who consider our town centres to be attractive places to visit and shop.	Local	Bob Guy	N/A	75.93%	75.93%	N/A	N/A	N/A	77%	↑	Bi-ennial survey due during 2016/17.
DS/M041 Percentage of residents who consider the town centre of Barry to be good or excellent in respect of overall attractiveness.	Local	Bob Guy	N/A	76%	76%	N/A	N/A	N/A	N/A	Not set	Bi-ennial survey due during 2016/17.
HS/M35 Percentage of tenants satisfied with a responsive repair.	Local	Glyn Davies	N/A	92.00%	No data	N/A	N/A	N/A	95	N/A	To evaluate and monitor the quality of repair and service delivery. This will help improve the service being provided to customers and will assist in reinforcing the a first time fix policy.
Percentage customer satisfaction with Heritage Coast (new for 16/17).	Local	Bob Guy	N/A	N/A	N/A	N/A	N/A	N/A	Establish baseline	Not set	Baseline performance to be established during 2016/17

Objective 4: Promoting sustainable development and protecting our environment.

PI description	Local/ National	PI owner	Performance Trend			National benchmarking		Other considerations	Target 2016/17	Direction of travel	Target setting Rationale for Target
			2013/14	2014/15	2015/16	Wales top quartile 2014/15	Wales average 2014/15				
STS005a The Cleanliness Index.	Local	Colin Smith	72.23	68.09	69.75	N/A	N/A	There are no National Minimum standard/statutory target associated with this indicator. However, the indicator is used to benchmark our performance annually against all Welsh local authorities and the results are published by Welsh Government's Statistics' Office on the Webpages.	73.2	↑	The target has increased to achieve the Welsh Average.
STS005b The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness.	PAM	Colin Smith	96.30%	95.69%	97.01%	98.30%	96.90%	There are no National Minimum standard/statutory target associated with this indicator. However, the indicator is used to benchmark our performance annually against all Welsh local authorities and the results are published by Welsh Government's Statistics' Office on the Webpages.	97.0%	↓	The street cleansing service has been subject to a 25% service efficiency review and therefore the target for 2016/17 is set at maintaining the same level of service with less resources and 0.1% above the Wales Average.
STS006 The percentage of reported fly tipping incidents cleared within 5 working days.	NSI	Colin Smith	80.26%	96.39%	97.90%	97.72%	93.05%	There are no National Minimum standard/statutory target associated with this indicator. However, the indicator is used to benchmark our performance annually against all Welsh local authorities and the results are published by Welsh Government's Statistics' Office on the Webpages.	97.50%	↓	This target has been increased since last year to work towards achieving Wales top quartile. The street cleansing service has been subject to a 25% service efficiency review and therefore the target for 2016/17 is set at maintaining above the Wales Average with less resources.
STS007 The percentage of reported fly tipping incidents which lead to enforcement activity.	Local	Colin Smith	34.79%	15.61%	28.36%	N/A	N/A	There are no National Minimum standard/statutory target associated with this indicator. However, the indicator is used to benchmark our performance annually against all Welsh local authorities and the results are published by Welsh Government's Statistics' Office on the Webpages.	37.50%	↑	This target has increased with the aim of achieving a higher level of enforcement action.
THS009 The average number of calendar days taken to repair street lamp failures during the year.	Local	Mike Clogg	3.37	4.02	3.2	N/A	N/A	N/A	5	↓	The carefully managed working arrangements / practices to accommodate safe and efficient traffic management arrangements on many roads restrict the target achievable if the service is to be delivered in a cost effective manner and the target has therefore been adjusted to reflect these necessary working arrangements. This PI will assist to monitor and improve the performance and efficiency of the street lighting service provided to citizens of the Vale. The future delivery model for the service will be considered as part of the reshaping services programme.

THS011a Percentage of principal (A) roads that are in overall poor condition.	Local	Mike Clogg	6.03%	5.62%	5.87%	N/A	N/A	N/A	5.62	↑	The target is set to same as 2015 /2016 to maintain current performance. It is not considered feasible to match Welsh average and top quartile performance due to reduction in capital monies available for highway improvement works since LGBI funding ceased in 2014 / 2015. This therefore reflect the reality that capital monies for road improvement works have decreased as LGBI funding is no longer available, however, this PI will assist to monitor condition of the adopted highway network and act as comparison with Wales average with a view to improving management of the highway asset.
THS011b Percentage of non-principal/classified (B) roads that are in overall poor condition.	Local	Mike Clogg	4.81%	5.04%	4.73%	N/A	N/A	N/A	5.04	↓	Target set at the same as 2015 / 2016 to maintain performance achieved. This reflects the reality that Capital monies for road improvement works was reduced since LGBI funding ceased in 2014 / 2015 and is no longer available. This PI will assist to monitor condition of the adopted highway network and act as comparison with Wales average with a view to improving management for the highway asset.
THS011c Percentage of non-principal/classified (C) roads that are in overall poor condition.	Local	Mike Clogg	15.13%	13.91%	12.33%	N/A	N/A	N/A	13.91	↓	Target set at the same as 2015 / 2016 to maintain performance achieved. This reflects the reality that Capital monies for road improvement works was reduced since LGBI funding ceased in 2014 / 2015 and is no longer available. This PI will assist to monitor condition of the adopted highway network and act as comparison with Wales average with a view to improving management for the highway asset.
THS012 The percentage of principal (A) roads, non-principal (B) roads and non-principal (C) roads that are in overall poor condition.	PAM	Mike Clogg	9.89%	9.91%	9.16%	6.50%	11.90%	N/A	9.91	↓	Target set static at 2015 / 2016 level to maintain actual performance achieved last year. This reflects the reality that capital monies for road improvement works has been reduced substantially since LGBI funding ceased at the end of 2014 / 2015 and is no longer available. This maintains position above the wales top quartile performance in 2013 / 2014. This PI will assist to monitor condition of the adopted highway network and as comparison with similar local highway authorities with a view to improving management of the highway asset.
WMT/004b The percentage of municipal waste collected by local authorities sent to landfill.	NSI/ PAM	Colin Smith	43.18%	25.00%	5.54%	15.18%	29.38%	35% of the Biodegradable Municipal Waste (BMW) produced in 1995 landfilled by 2020.	20%	↓	This target has decreased to reflect our new arrangements for waste disposal. All our residual biodegradable municipal waste is sent to energy recovery at Viridor's Trident Park (ERF). As from 1st April, 2016 this will include IBA recycling. This target has been set in line with the top quartile. Note: the lower the figure the better the performance. Therefore we are actually one of the highest performing authorities in Wales (Less waste to landfill means a lesser %)
WMT/009b 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. (OA5)	NSI/ PAM	Colin Smith	54.77%	59.73%	64.36%	58.82%	56.24%	N/A	62%	↓	This target has been set in preparation for our next statutory target of 64% (by 2019/2020). This target exceeds the statutory performance target of 58% for 2015 / 2016 and set above the top quartile. The target for last year was 58% which we exceeded due to purchases of IBA and post sorting of waste from HWRC's. As this is undertaken at a premium rate to ensure we met the statutory 58% we will not be required to achieve this higher level in 2016/17 but the performance target sets a realistic target without any financial burden.

WMT/010i The percentage of local authority collected municipal waste prepared for reuse.	Local	Colin Smith	0.40%	0.29%	0.29%	N/A	N/A	58% minimum levels of preparing for reuse and recycling/composting (or AD) for municipal waste.		↓	The target is set above the Welsh Average. Currently, in Wales there are no markets for reuse and not additional funding available for separating the materials from collected waste. However, we aim to work more closely with charitable organisations such as Ty Hafan to improve our performance in this area. There are no markets for reuse materials at present. However, we will be trying establish outlets with charitable groups during 2016/17 and a higher rate isn't achievable at present.
WMT/010ii The percentage of local authority collected municipal waste recycled.	Local	Colin Smith	33.80%	33.69%	41.62%	N/A	N/A	58% minimum levels of preparing for reuse and recycling/composting (or AD) for municipal waste.	35%	↓	This is expected to increase during 2016 / 2017 with further work encouraging our performance. This will be arranged through authority lead initiatives and with the Welsh Government Collaborative Change Programme (CCP) consultants Waste Resources Action Programme. (WRAP) who will undertake service reviews to assist with increasing performance. This target has been set just above the Welsh average. During 2015/16 additional recycling was captured from HWRC's but at a premium financial rate to ensure we made our statutory target of 58%. We have ceased this arrangement and will now focus on steadily improving participation in readiness for our next target of 64% in 2019/20 at a sustainable cost. Therefore this will be set at an improved rate from 2014/15.
WMT/010iii The percentage of local authority collected municipal waste collected as source segregated bio-wastes and composted or treated biologically in another way.	Local	Colin Smith	21.05%	26.11%	22.45%	N/A	N/A	58% minimum levels of preparing for reuse and recycling/composting (or AD) for municipal waste.	24%	↑	This target has been set in line with WG's Outcome Agreement target of 24%. Ongoing work in consultation with other lead authorities establishing new initiatives will continue throughout 2016 / 2017 as well as working with Welsh Government's Collaborative Change Programme (CCP) consultation Waste Resource Action Programme (WRAP) who are undertaking our service appraisal. This target has been set in the top quartile and above Welsh average performance. 24% is an increase on the performance of 2015/16 and set at a previous baseline figure. Ongoing work in consultation with other lead authorities establishing new initiatives will continue throughout 2016 / 2017 as well as working with Welsh Government's Collaborative Change Programme (CCP) consultation Waste Resource Action Programme (WRAP) who are undertaking our service appraisal. In addition, commissioning one the new AD plant (EFW) will commence December 2016 and through the year it is very weather dependant (output of green waste).
WMT/011 The percentage of local authority municipal waste received at all local authority household waste amenity sites that is prepared for reuse, recycled or of source segregated bio-waste that is composted or treated biologically in another way.	Local	Colin Smith	63.32%	63.87%	65.43%	N/A	N/A	There are no National Minimum standard/statutory target associated with this indicator. However, the indicator is used to benchmark our performance annually against all Welsh local authorities and the results are publish by Welsh Government's Statistics' Office on the Webpages.	67.5	↑	This target has increased to reflect the appointment of a new service provider for HWRC management from 1 June, 2016 (FCC). This should increase performance with an aspirational target of 72% in the figure.
VS/M003 Percentage of people satisfied with cleanliness standards.	Local	Colin Smith	80.00%	88.00%	88.00%	N/A	N/A	N/A	N/A	N/A	Biennial Survey - due for consultation in 2016 / 2017.
VS/M005 Percentage of customers satisfied with the condition of roads.	Local	Mike Clogg	N/A	39.00%	39.00%	N/A	N/A	N/A	N/A	N/A	Biennial Survey - due for consultation in 2016 / 2017.
VS/M006 Percentage of customers satisfied with the condition of pavements.	Local	Mike Clogg	N/A	50.00%	50.00%	N/A	N/A	N/A	N/A	N/A	Biennial Survey - due for consultation in 2016 / 2017.

VS/M007 Number of dropped crossing points provided for community use.	Local	Ken Evans	30.00	32.00	32.00	N/A	N/A	N/A	33	↑	Target set to at 2015 / 2016 level to maintain performance achieved and to monitor the provision of drop kerb crossing points to ensure continual improvement in disabled access provision on the adopted highway and the needs to disabled persons are adequately addressed. The target is specifically related to and will be impacted by final budget allocation for routine maintenance.
VS/M009a The total number of successful third party claims against the Council for trips and falls (footway claims).	Local	Mike Clogg	7.00	16.00	23.00	N/A	N/A	N/A	20	↓	Target set below 2015 / 2016 level to maintain performance achieved and is set at a realistic outcome to reflect timeframe for dealing with footway claims and given the actual footway injury claims settled in previous two years from April 2014 to March 2016. The target will assist in monitoring successful third party claims against previous years performance to ensure that inspection maintenance and repair procedures for footways and carriageways are as effective as possible.
VS/M009b The total number of successful third party claims against the Council for vehicle damage (carriageway claims).	Local	Mike Clogg	11.00	39.00	57.00	N/A	N/A	N/A	58	↓	This is considered to be a reasonable target and outcome given the level of increase of successful claims for vehicle damage in recent years. The target will assist in monitoring successful third party claims against previous years and ensure that inspection maintenance and repair procedures for footways and carriageways are effective as possible.
VS/M010a The total cost of successful third party claims against the Council for trips and falls (footway claims).	Local	Mike Clogg	196663.60	155651.28	180385.60	N/A	N/A	N/A	260,000	↓	This target has been set to reflect the higher target for footway claims in VS/M009a and calculated proportionately based on actual cost of claims in 2015 / 2016. The target will enable the cost of successful third party claims against the Council for trips and falls to be monitored and ensure that inspections maintained and repairs procedures for footways and carriageways are effective as possible.
VS/M010b The total cost of successful third party claims against the Council for vehicle damage (carriageway claims).	Local	Mike Clogg	36,091.48	28,639.75	24,645.60	N/A	N/A	N/A	25,000	↓	This target has been set to reflect the target for carriageway claims in VS/M009b and calculated proportionately based on actual costs of claims in 2015 / 2016. The target will enable the cost of successful third party claims against the Council for trips and falls to be monitored and ensure that inspection maintenance and repair procedures for footways and carriageways are effective as possible.
VS/M011 Percentage of safety inspection that were completed on time.	Local	Gareth George	N/A	90.27%	99.68%	N/A	N/A	N/A	95	↓	Target reflects national target. Target adjusted due to age profile of fleet which compensates for vehicles being out of service for longer period.
VS/M012 Percentage of large goods vehicles that pass the annual MOT first time.	Local	Gareth George	86.27%	93.18%	95.24%	N/A	N/A	N/A	94	↓	This represents an improvement in the previous year's performance and is well above the VOSA National average. Target adjusted to match current VOSA pass rate which is recognised as the industries standard to compensates for an ageing fleet.
VS/M013 Percentage of scheduled services and safety inspections due that were undertaken.	Local	Gareth George	93.09%	90.27%	94.49%	N/A	N/A	N/A	95	↑	This is already a high standard. Budget challenges are reducing vehicle numbers and increasing demand. This is likely to affect the time that vehicles can be taken off the road for inspection.
VS/M014 Percentage satisfaction with fleet services.	Local	Gareth George	95.00%	100.00%	90.00%	N/A	N/A	N/A	95	↑	Reducing vehicle numbers will put pressure on users and the maintenance of vehicles. This could detrimentally affect the satisfaction of users.
VS/M015 The number of returned repairs.	Local	Gareth George	N/A	6.00	8.00	N/A	N/A	N/A	5	↓	This represents an improvement on the previous year's figure.
VS/M016 The number of own fault accidents.	Local	Gareth George	33.00	60.00	44.00	N/A	N/A	N/A	55	↓	A new policy on "on fault" accidents is being introduced and this should help reduce these types of accidents in future.

VS/M017 Percentage of customers satisfied with the overall management of parks.	Local	Dave Knevett	86.00%	92.00%	92.00%	N/A	N/A	N/A	N/A	N/A	Biennial Survey - due for consultation in 2016 / 2017.
VS/M018 Completion of new waste treatment infrastructure projects.	Local	John Davies	2.00	2.00	1.00	N/A	N/A	N/A	1	↔	Project Gwyrdd has been completed and the principle contract commenced 1 April, 2016. The organic treatment process, is scheduled to be completed 2016 / 2017. The IAA has been signed but the plan is still at construction stage. Commissioning is to commence January, 2017 and the project is on target to be completed and operational by 31 March, 2017.
BCT004 Percentage of building control 'full plan' applications checked within 15 working days during the year.	Local	Marcus Goldsworthy	99.20%	93.22%	98.40%	93.60%	N/A	N/A	95.00%	↓	This remains a top quartile performance within Wales and allows for an increasing number of applications being submitted
BCT007 Percentage of 'full plan' applications approved first time.	Local	Marcus Goldsworthy	99.20%	100.00%	99.00%	97.00%	N/A	N/A	99.00%	↔	Council's commitment to remain in the top quartile whilst continuing to receive increased applications.
CMT001 The percentage of total length of Rights of Way which are easy to use by members of the public.	Local	Bob Guy	68.94%	62.54%	82.00%	69.00%	N/A	N/A	73.00%	↓	Target is based on remaining well within the Wales top quartile, whilst maintaining a long term upward trend disregarding what could be a short term spike in performance due to specific conditions such as weather.
PLA006 The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year.	NSI	Rob Thomas	31.33%	35.48%	47.00%	37.00%	N/A	N/A	NA	N/A	The Vale of Glamorgan is not responsible for all the data that is collected and used to calculate the indicator. We will not set a target for 2016/17 as we are unable to influence or control it. Both the numerator and denominator are repopulated from the Affordable Housing return submitted to Welsh Government and coordinated at a central point.
THS007 The percentage of adults aged 60+ who hold a concessionary bus pass.	NSI	Emma Reed	80.39%	82.37%	82.40%	90.60%	85.80%	N/A	82%	↓	Target reflects current performance. The rural nature of the Vale means that people often do not apply for bus passes, rather they rely on the private car. To attempt to increase the number applying for concessionary passes, a reminder of their availability will be placed on the Council's website. The promotion of the passes will also be part of a service action in the corporate plan.
DS/M026 The percentage of inspections of processes with Environmental Permits completed in accordance with guidance.	Local	Dave Holland	100.00%	100.00%	90.48%	N/A	N/A	N/A	100	↑	Maintain best possible performance.
DS/M027 The average cost subsidy per single passenger journey on the Greenlinks Community Transport Service.	Local	Emma Reed	9.04	9.40	7.89	N/A	N/A	N/A	7.89	↔	Target reflects our aspirations to carry additional passengers at a lower cost. As the service is reactive it is not possible to easily determine the demand. High passenger uptake one year does not mean uptake will be high in subsequent years. The cost per head is worked out by passenger numbers and net cost of the service – again, net service cost is not easy to determine due to vehicle breakdown and repairs. The reduction in the Bus Service Support Grant in 16/17 will also lead to higher costs. The reduction in cost per head from 2014/15 to 2015/16 was greater than anticipated and it is not felt any further reduction is viable at the present time. Maintaining the same cost per head in 16/17 is achievable.
DS/M028 The percentage of people satisfied with public transport information.	Local	Emma Reed	N/A	61.00%	61%	N/A	N/A	N/A	65%	↑	Biennial Survey - Consultation due to be carried out 2016 / 2017
DS/M029a Kilometres of additional on-road cycle path provided during the year.	Local	Emma Reed	0.23	25.10	0	N/A	N/A	N/A	2	↑	This target reflects the fact that success is largely dependent of external funding.

DS/M029b Kilometres of additional off-road cycle path provided during the year.	Local	Emma Reed	2.91	1.79	2.3	N/A	N/A	N/A	2	↓	Success is dependant on external funding.
RS/M012 Percentage reduction in carbon dioxide emissions in the non domestic public building stock.	Local	Jane Wade	1.21%	7.07%	1.30%	N/A	N/A	Welsh Government Target of 3% per annum up to 2020 was set in 2011	3%	↑	3% is in keeping with Welsh Government aspirations to reduce emissions
DS/M049 - The percentage of planning applications determined within 8 weeks.	Local	Victoria Robinson	N/A	N/A	85.70%	N/A	73%	N/A	80%	↓	Greater than 80% performance represents a level of 'Good' in the Welsh Government Annual Performance Report
DS/M051 - The percentage of householder planning applications determined within 8 weeks.	Local	Victoria Robinson	N/A	N/A	93.60%	N/A	N/A	N/A	90%	↓	Based on the continuing increase in the numbers of planning applications being submitted a realistic target must be set. 2015/16 outturn puts us in top quartile performance
DS/M050 – The percentage of minor applications determined within 8 weeks.	Local	Victoria Robinson	N/A	N/A	82%	N/A	N/A	N/A	75%	↓	Based on the continuing increase in the numbers of planning applications being submitted a realistic target must be set.
The percentage of major applications determined within 8 weeks (new PI).	Local	Victoria Robinson	N/A	N/A	NA	N/A	N/A	N/A	Establish baseline	N/A	Baseline performance to be established during 2016/17
DS/M052 - The percentage of decisions made contrary to officer recommendation.	Local	Victoria Robinson	N/A	N/A	0%	N/A	N/A	N/A	10%	↓	Given the numbers and complexity of applications there is an increased risk if decisions being made contrary to officer recommendation

Well-being Outcome 2: Proposed performance indicator deletions 2016/17

Appendix 2

PI description	Local/ National	PI owner	Rationale for deletion
DS/M045 Number of farming diversification projects supported.	Local	Bob Guy	The target for this OA for 2015/16 was set at 0 as the program was due to conclude. Nothing will be done as the programme has ended.
DS/M047 Number of rural tourism businesses advised.	Local	Bob Guy	Programme has ended
DS/M048 Number of new products/services supported to be launched in the rural Vale.	Local	Bob Guy	Programme has ended
DS/M031 Number of web hits on the Council's tourism website.	Local	Bob Guy	No comment provided
DS/M032a Percentage of planning applications submitted online.	Local	Marcus Goldsworthy	This indicator is now meaningless given that we are achieving at least 50% of applications online
DS/M032b Percentage of building control applications submitted online.	Local	Marcus Goldsworthy	We have no control over the numbers of applications submitted online and therefore this does not represent a measure of the Council's performance
DS/M034 Number of members of the Vale's online business forum.	Local	Bob Guy	No comment provided
DS/M040 Number of blocks in upper Holton Road offered grant support for improvement.	Local	Bob Guy	Programme has ended
DS/M046 Number of visitors to Council-led or supported events.	Local	Bob Guy	this cannot be accurately measured as many events are not ticketed
RS/M024 Average number of apprenticeships employed as a result of WHQS investment.	Local	Jane Wade	WHQS work is now being solely coordinated within Housing and Building Services and the service has existing measures in place
RS/M025 Percentage of local labour employed within 25 miles of Barry as a result of the WHQS investment.	Local	Jane Wade	WHQS work is now being solely coordinated within Housing and Building Services and the service has existing measures in place