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| Meeting of:  | <b>Environment and Regeneration Scrutiny Committee</b>   |
| Date of Meeting:   | <b>Tuesday, 19 November 2019</b>   |
| Relevant Scrutiny Committee:   | Environment and Regeneration   |
| Report Title:  | Quarter 1 2019/20 Performance Report: An Environmentally Responsible & Prosperous Vale   |
| Purpose of Report:   | To present quarter 1 performance results for the period 1st April 2019 to 30th June 2019 for the Corporate Plan Well-being Outcome 2, 'An Environmentally Responsible & Prosperous Vale.'  |
| Report Owner:  | Rob Thomas, Managing Director and Sponsoring Director for Well-being Outcome 2, 'An Environmentally Responsible & Prosperous Vale.'  |
| Responsible Officer:   | Rob Thomas, Managing Director and Sponsoring Director for Well-being Outcome 2, 'An Environmentally Responsible & Prosperous Vale.'  |
| Elected Member and Officer Consultation:   | The performance report applies to the whole authority. Quarterly performance reports covering the Corporate Plan Well-being Outcomes and Objectives along with an overall Corporate Health Report will be considered by relevant Scrutiny Committees and Cabinet. Consultation has been undertaken with relevant Sponsoring Directors, Corporate Management Team and the Head of Policy & Business Transformation. |
| Policy Framework:  | This is a matter for Executive decision by Cabinet.  |
| <p>Executive Summary:</p> <ul style="list-style-type: none"> <li>The performance report presents our progress at quarter 1 (1st April to 30th June 2019) towards achieving our Corporate Plan Well-being Outcomes for year 4 of the Corporate Plan 2016-20 as aligned to Well-being Outcome 2, 'An Environmentally Responsible &amp; Prosperous Vale'.</li> <li>Overall, we have made good progress in delivering our Corporate Plan in relation to the Well-being Outcome 2 objectives of, 'Promoting regeneration, economic growth and employment' and 'Promoting sustainable development and protecting our environment'. This has contributed to an overall <b>GREEN</b> status for the Outcome at quarter 1 (Q1).</li> <li>94% (79/84) of planned actions aligned to 'An Environmentally Responsible &amp; Prosperous Vale' have been attributed a Green performance status reflecting the exceptional progress made during the quarter. 1% (1/84) of actions were attributed an Amber status and 5% (4/84) have been attributed a Red status.</li> </ul> |  |

- In relation to Service Plan actions, there is a need to progress works in relation to the Dingle Road improvements, implementation of the Parking Strategy, undertaking the review of the post 16 school transport policy and bringing Household Waste Recycling Centres back in-house pending consideration during quarter 3. Implementation of the Re:fit (energy efficiency improvement) programme across the Council has also slipped this quarter.
- Of the 42 performance indicators aligned to this Well-being Outcome, data was reported for 6 PIs of which a performance status was applicable for all. 17% (1/6) of measures were attributed a Green performance status, 33% (2/6) an Amber status and 50% (3/6) a Red status, contributing to a Red status overall for performance measures aligned to this Well-being Outcome at Q1.
- In relation to our measures, there is a need to improve our performance in relation to the percentage of reported fly tipping incidents which lead to enforcement activity; the percentage of Listed Building applications determined within 8 weeks or subject to Planning Performance Agreement or Extension of Time and the percentage of Council street lights that have been converted to LED.
- The report seeks elected members' consideration of Q1 performance results as aligned to Well-being Outcome 2 and the proposed remedial actions to address areas of identified underperformance. Upon consideration, the Scrutiny Committee is recommended to refer their views and any recommendations to Cabinet for their consideration.

## Recommendations

1. That members consider performance results and progress towards achieving key outcomes in line with our year 4 priorities for Corporate Plan Well-being Outcome 2 - 'The Vale of Glamorgan has a strong and sustainable economy and the local environment is safeguarded for present and future generations'.
2. That members consider the remedial actions to be taken to address areas of underperformance and to tackle the key challenges identified, with their views and recommendations referred thereafter to Cabinet for their consideration and approval.

## Reasons for Recommendations

1. To ensure the Council clearly demonstrates the progress being made towards achieving its Corporate Plan Well-being Outcomes aimed at making a positive difference to the lives of Vale of Glamorgan citizens.
2. 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 and reflecting the requirement of the Well-being of Future Generations (Wales) Act 2015 that it maximises its contribution to achieving the well-being goals for Wales.

## 1. Background

- 1.1 The Council's Performance Management Framework is the mechanism through which our key priorities and targets are monitored and realised in order to secure continuous improvement.
- 1.2 As part of the review of its Performance Management Framework, the Council has adopted a Corporate Plan (2016-20) which reflects the requirements of the Well-being of Future Generations (Wales) Act 2015 and identifies 4 Well-being Outcomes and 8 Well-being Objectives for the Council.
- 1.3 On a quarterly basis, each Scrutiny Committee receives performance information linked with the Council's Well-being Outcome with which that Committee is aligned. In addition, Corporate Health priorities are also considered by the Corporate Performance and Resources Scrutiny Committee. Work has continued with Officers and a Member Working Group to further develop and enhance our Performance Management Framework arrangements and performance reporting in line with our duties as outlined in the WBFG (Wales) Act and the LGM with reference to the wider local government agenda.
- 1.4 **Appendix A** outlines our performance for the period 1st April to 30th June 2019 as aligned with Well-being Outcome 2, 'An Environmentally Responsible & Prosperous Vale'. The quarterly performance report presents the reader with a more accessible view of performance in relation to our priorities and draws together information from a wide range of sources. An additional overall Corporate Plan Summary Report provides an overview of the contribution to the

national Well-being Goals and overall progress against the Corporate Plan's Well-being Objectives and Corporate Health. This overview has been designed for use by all elected members, Council staff and customers and will be appended to the Cabinet and Corporate Performance and Resources Scrutiny quarterly performance report. The Corporate Plan Summary Report is referenced in the Background Papers to this report.

**1.5** The performance report is structured as follows:

**Section 1:** States the overall RAG status attributed to the Well-being Outcome reflecting the progress made in delivering our priorities.

- **Position Statement:** Provides an overall summary of performance in relation to Corporate Health and highlights the main developments, achievements and challenges for the quarter.
- **Performance Snapshot:** Provides an overview for each Well-being Objective, describing the status of Corporate Plan actions and performance indicators. A RAG status is attributed to actions and measures under each Well-being Objective to reflect overall progress to date and contributes to the overall RAG status for the Well-being Outcome.
- **Performance Exceptions:** For ease of scrutiny, any actions or PIs attributed a Red status are presented here including a direction of travel and commentary on the performance.
- **Achievements:** Highlights the key achievements to date in delivering the intended outcomes for the Well-being Outcome.
- **Challenges:** Highlights the key challenges that are or could impact on achieving the intended outcomes for the Well-being Outcome.

**Section 2:** Corporate Health - Managing our Resources

- Provides a summary of the key issues relating to the use of resources and the impact on delivering improvement during the quarter. The focus is on key aspects relating to People, Finance, Assets, ICT, Customer Focus and Risk Management (both service level and corporate risks) contributing to the Corporate Plan Well-being Outcome.

**Glossary:** Provides an explanation of the performance terms used within the report.

- The performance report uses the traffic light system, that is, a Red, Amber or Green (RAG) status and a Direction of Travel (DOT) to aid performance analysis.
- Progress is reported for all key performance indicators and actions by allocating a RAG performance status.

**Appendices:**

- **Appendix 1:** Provides, by Well-being Objective, detailed information relating to the Service Plan actions which have contributed to Corporate Plan actions.
- **Appendix 2:** Provides detailed performance indicator information linked to each Well-being Objective which show for our planned activities, how much we have done, how well we have performed and what difference this has made. It must be noted that any annually reported performance indicators will be reported at end of

year when data becomes available. In addition, new performance indicators that have been introduced in 2019 as part of the Council's revised Performance Management Framework will not have data available until end of year as this year will be used to establish baseline performance. A Not Available (N/A) status will be attributed to all such measures with commentary provided confirming this status. We will continue to develop our key measures within each Well-being Objective to ensure these most accurately reflect our Corporate Plan Well-being Outcomes.

## 2. Key Issues for Consideration

- 2.1 An overall **GREEN** RAG status has been attributed to Well-being Outcome 2, 'An Environmentally Responsible & Prosperous Vale', to reflect the good progress made towards achieving improved outcomes for residents and our customers during the quarter.
- 2.2 In relation to the 85 Service Plan actions aligned to this Well-being Outcome for 2019/20, a status was applicable for 84 actions. 94% (79/84) have been attributed a Green performance status reflecting the progress made during the quarter, 1% (1/84) was attributed an Amber status and 5% (4/84) actions were attributed a Red status.
- 2.3 In relation to Service Plan actions, there is a need to progress a number of actions which have slipped this quarter. These relate to improvements at Dingle Road open space (NS/A052); implementation of the revised Parking Policy; (NS/A057) the review of post 16 School / College transport policy (NS/A060) and bringing household Waste Recycling Centre sites back in house (NS/A072) after consideration, an action that is now more likely to be progressed during quarter 3 and 4. Implementation of the Re:fit (energy efficiency improvement) programme across the Council has also slipped this quarter.
- 2.4 Of the 42 performance indicators aligned to this Well-being Outcome, data was reported for 6 PIs of which a performance status was applicable for all. 17% (1/6) of measures were attributed a Green performance status, 33% (2/6) an Amber status and 50% (3/6) a Red status, contributing to a Red status overall for performance measures aligned to this Well-being Outcome at Q1.
- 2.5 In relation to performance measures, there is a need to improve the percentage of reported fly tipping incidents which lead to enforcement activity (CPM/016); the percentage of Listed Building applications determined within 8 weeks or subject to Planning Performance Agreement or Extension of Time (CPM/154) and the percentage of Council street lights that have been converted to LED (CPM/239).
- 2.6 A detailed report outlining the progress made this quarter towards achieving Well-being Outcome 2 is provided at **Appendix A**.
- 2.7 An overview of overall progress against the Corporate Plan Well-being Objectives and how this contributes to the national Well-being Goals is provided in the [Corporate Plan Summary Report](#)

### **3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?**

- 3.1** Performance Management is an intrinsic part of corporate governance and integrated business planning which underpins the delivery of the Council's Corporate Plan and its Well-being Outcomes. Our Corporate Plan has been structured around the Well-being of Future Generations (Wales) Act 2015, through the development of four Well-being Outcomes and eight Well-being Objectives. By aligning our Well-being Outcomes in the Corporate Plan with the Well-being Goals of the Act, this will enable us to better evidence our contribution to the Goals.
- 3.2** Performance reporting is an important vehicle for showing our progress, not only in terms of impacts across the national well-being goals through achievement of our well-being objectives but also in terms of the changes and improvements made in our approach to integrated planning.
- 3.3** The five ways of working are a key consideration in our corporate Performance Management Framework ensuring that we continue to focus on working differently and in an inclusive way to challenge why, what and how we respond to our key performance challenges.

### **4. Resources and Legal Considerations**

#### **Financial**

- 4.1** 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.
- 4.2** The report includes information relating to the use of financial, asset, ICT and people resources and how these are being deployed to support the delivery of the Council's Well-being Outcomes.

#### **Employment**

- 4.3** There are no direct workforce related implications associated with this report. However, there are a number of issues contained within the performance report that if not effectively managed have the potential to impact on our staff establishment and performance overall. This may in turn impact adversely on achievement of key outcomes associated with the Corporate Plan and our Corporate Health priorities.

#### **Legal (Including Equalities)**

- 4.4** The Local Government (Wales) Measure 2009 requires that the Council secure continuous improvement across the full range of local services for which it is responsible.
- 4.5** The Well-being of Future Generations (Wales) Act 2015 requires the Council to set and publish annual Well-being Objectives that maximise its contribution to

achieving the Well-being goals for Wales and report its progress in meeting these.

## **5. Background Papers**

[Corporate Plan Summary Report](#)

ENVIRONMENTALLY  
RESPONSIBLE  
& PROSPEROUS



## VALE OF GLAMORGAN COUNCIL

### Environmentally Responsible & Prosperous Vale Performance Report

QUARTER 1: 1 APRIL 2019 – 30 JUNE 2019



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

## 1.0 POSITION STATEMENT

We have made good progress in delivering our Corporate Plan priorities in relation to the Well-being Outcome 2 Objectives, 'Promoting regeneration, economic growth and employment' and 'Promoting sustainable development and protecting our environment'. This has contributed to an overall GREEN RAG status for the Outcome at quarter 1.

At quarter 1, 94% (79/84) of our **Service Plan actions** were attributed a Green RAG status therefore were on track for completion at the end of the year. The remaining 6% consists of 5 actions, 4 of which were attributed a Red status and 1, an Amber status. Therefore, there is a need to progress works in relation to the Dingle Road improvements, implementation of the Parking Strategy, undertaking the review of the post 16 school transport policy and bringing Household Waste Recycling Centres back in-house pending consideration during quarter 3. Implementation of the Re:fit (energy efficiency improvement) programme across the Council has also slipped this quarter.

Of the 42 **performance indicators** aligned to this Well-being Outcome, data was reported for 6 and a RAG status was applicable for all. 17% (1/6) of measures were attributed a Green performance status, 33% (2/6) an Amber status and 50% (3/6) a Red status, contributing to a Red status overall for performance measures aligned to this Well-being Outcome. The measures that were attributed a Red status relate to the percentage of reported fly tipping incidents which lead to enforcement activity which remains low due to the difficulties in relation to a lack of evidence which is needed for successful prosecution; and the percentage of Listed Building applications determined within 8 weeks or subject to Planning Performance Agreement or Extension of Time. The percentage of Council street lights that have been converted to LED has also missed target this quarter with 67.34% of street lights having been converted against a target of 80% for the year. Funding is available to undertake the replacement of lanterns, but work is yet to begin on this project.

## 1.1 PERFORMANCE SNAPSHOT

### ACTIONS

Our performance against the Service Plan actions is on track for delivery, giving us an overall **GREEN** RAG status for this outcome.

#### Service Plan Actions

**Objective 3: Promoting regeneration, economic growth and employment**

|  |  |  |     |       |
|--|--|--|-----|-------|
|  |  |  | N/A | Total |
|  |  |  | 0   | 30    |

**Objective 4: Promoting sustainable development and protecting our environment**

|  |  |  |     |       |
|--|--|--|-----|-------|
|  |  |  | N/A | Total |
|  |  |  | 1   | 55    |

### PERFORMANCE MEASURES

Our performance against performance measures is on track, giving us an overall **RED** RAG Status against this outcome.

#### Performance Measures

**Objective 3: Promoting regeneration, economic growth and employment**

|  |  |  |     |       |
|--|--|--|-----|-------|
|  |  |  | N/A | Total |
|  |  |  | 16  | 16    |

**Objective 4: Promoting sustainable development and protecting our environment**

|  |  |  |     |       |
|--|--|--|-----|-------|
|  |  |  | N/A | Total |
|  |  |  | 20  | 26    |

| Total for the Outcome   |   |   |     |       |
|---|---|---|-----|-------|
|  |  |  | N/A | Total |
|   |   |   | 1   | 85    |

| Total for the Outcome   |  |   |     |       |
|---|--|---|-----|-------|
|  |  |  | N/A | Total |
|   |  |   | 36  | 42    |

## 1.2 Objective 3: Promoting regeneration, economic growth and employment

All measures for this objective are reported annually.

| Corporate Plan Actions  | Action               |   | Direction of Travel compared to previous quarter status |
|---|----------------------|---|---|
|   | Service Plan Actions | Action Status   |   |
| <b>ER1:</b> Maximise economic growth, inward investment and employment opportunities through the Capital region and Cardiff Airport and St Athan Enterprise Zone. (2019/20)   | 6                    |     |   |
| <b>ER2:</b> Develop opportunities for employment and training through new developments, regeneration schemes and the management of the Council's assets. (2019/20)  | 7                    |     |   |
| <b>ER3:</b> Implement a comprehensive programme of regeneration across the Vale including: <ul style="list-style-type: none"> <li>• The Rural Local Development Strategy</li> <li>• Town Centres Framework</li> <li>• Penarth Esplanade</li> <li>• Barry Waterfront including the Barry Island Link Road</li> <li>• Links between Penarth Haven and the Town Centre. (2019/20)</li> </ul> | 10                   |  |   |
| <b>ER4:</b> Deliver transport improvement schemes associated with the Cardiff Capital Region Metro including bus prioritisation measures at Port Road and Cardiff Road. (2018/19)   | 3                    |  |   |
| <b>ER5:</b> Implement Integrated Network and Active Travel Maps to provide residents and visitors with a comprehensive information resource to travel efficiently and safely. (2018/19)   | 1                    |  |   |
| <b>ER6:</b> Support local businesses and increase the number of visitors to the Vale through the implementation of the Tourist Destination Management Plan and an annual programme of events and festivals. (2019/20)   | 4                    |  |   |

## 1.3 Objective 4: Promoting sustainable development and protecting our environment

Of the 26 indicators identified under Objective 4, 20 are reported annually and 6 quarterly. Of the 6 indicators where data was reported at quarter 1, all could be attributed a RAG Status. 1 was attributed a Green status (CPM/238), 2 an Amber status (CPM/020 & CPM/021) and 3 were attributed a Red performance status (CPM/016, CPM/154 & CPM/239).

| Corporate Plan Actions  | Action               |   | Direction of Travel compared to previous quarter |
|---|----------------------|---|--|
|   | Service Plan Actions | Action Status   |  |
| <b>ER7:</b> Adopt and implement the LDP as a framework for sustainable development in the Vale of Glamorgan. (2016/17)  | 5                    |    |  |
| <b>ER8:</b> Develop and adopt a Community Infrastructure Levy which uses developer contributions to improve community facilities. (2016/17)   | 1                    |    |  |
| <b>ER9:</b> Implement a Local Transport Plan to improve accessibility, road safety, air quality and reduce congestion. (2019/20)  | 9                    |    |  |
| <b>ER10:</b> Work with Welsh Government to deliver improvements to Five Mile Lane. (2018/19)  | 3                    |    |  |
| <b>ER11:</b> Complete the National Cycling Network Route 88 to promote active travel and healthier lifestyles and reduce unnecessary vehicle travel, road congestion and pollution. (2017/18)                                   | 3                    |  |  |
| <b>ER12:</b> Improve accessibility to public transport for 16 to 18 year olds and 60 plus by promoting and increasing take up of Welsh Government Concessionary Travel Schemes. (2018/19)                                       | 1                    |  |  |
| <b>ER13:</b> Deliver a co-ordinated approach to managing the Barry Island. (2018/19)  | 1                    |  |  |
| <b>ER14:</b> Work with partners to continue the regeneration of Barry Island and promote the development of land at Nells Point for tourism and leisure purposes. (2018/19)   | 7                    |  |  |
| <b>ER15:</b> Review and implement the Council's Carbon Management Plan and targets to reduce emissions from council buildings, street lighting and council vehicles. (2017/18)  | 5                    |  |  |
| <b>ER16:</b> Develop and implement a Waste Reduction Strategy and remodel our waste management infrastructure to increase participation in recycling, reduce the growth of municipal waste and meet national targets. (2018/19) | 15                   |  |  |
| <b>ER17:</b> Value biodiversity and enhance and create habitats for important species. (2019/20)  |                      |   |  |

| Corporate Plan Actions  | Action               |   | Direction of Travel compared to previous quarter |
|---|----------------------|---|--|
|   | Service Plan Actions | Action Status   |  |
| <b>ER18:</b> Minimise the risk and impact of flooding and coastal erosion via an effective Flood Management Plan, flood reduction measures and a Shoreline Management Plan. (2017/18) | 2                    |  |  |
| <b>ER19:</b> Achieve four National Beach Awards in recognition of the high standard of cleanliness, good facilities and attractiveness of our beaches. (2018/19)                      | 2                    |  |  |

## 1.4 PERFORMANCE EXCEPTIONS

### 1.4.1 Objective 3: Promoting regeneration, economic growth and employment

**Corporate Plan Action: ER3 Maximise economic growth, inward investment and employment opportunities through, the Capital City Region and Cardiff Airport and St Athan Enterprise Zone.**

| Service Plan Action   | % complete | RAG Status  | Direction of Travel | Commentary   |
|---|------------|---|---------------------|--|
| <b>NS/A052:</b> Complete open space improvement at Dingle Road. | 10         |  | N/A                 | Consultation has been completed with regards to types of fencing / artwork features etc. The improvement work itself is closely linked to the highway infrastructure works therefore will begin on the 30 <sup>th</sup> September 2019 when highway works start. However, certain types of fencing improvements will begin before this date. |

There were no performance measures attributed with a Red status during the quarter 1 period.

### 1.4.2 Objective 4: Promoting sustainable development and protecting our environment

The table below highlights the actions attributed with a Red status and provides commentary on the performance.

**Corporate Plan Action: ER9 Implement a Local Transport Plan to improve accessibility, road safety, air quality and reduce congestion.**

| Service Plan Action                                   | % complete | RAG Status  | Direction of Travel | Commentary  |
|---|------------|---|---------------------|---|
| <b>NS/A057:</b> Implement the revised Parking Policy. | 0          |  | N/A                 | Cabinet Decision needed to agree a way forward. Currently anticipate a further report in Autumn 2019. |

**Corporate Plan Action: E11 Improve accessibility to public transport for 16 to 18 year olds and 60 plus by promoting and increasing take up of Welsh Government Concessionary Travel Schemes.**

| Service Plan Action  | % complete | RAG Status  | Direction of Travel | Commentary   |
|--|------------|---|---------------------|--|
| <b>NS/A060:</b> Undertake a review of the post 16 School / College transport policy. | 0          |  | N/A                 | To be undertaken once the decision on Fare Paying school transport future funding has been completed (Sept 2019) |

**Corporate Plan Action: ER16 Develop and Implement a Waste Reduction Strategy and remodel our waste management infrastructure to increase participation in recycling, reduce the growth of municipal waste and meet national targets.**

| Service Plan Action   | % complete | RAG Status  | Direction of Travel | Commentary  |
|---|------------|---|---------------------|---|
| <b>NS/A072:</b> Consider options to bring Household Waste Recycling Centre sites back in-house during 2019 or 2020. | 0          |  | N/A                 | Priority this year to rolling out the blue print. Therefore, action on this unlikely until Quarter 3. |

| Performance Indicator   | Q1 2018/19 | Q1 2019/2020 | Q1 Target 2019/2020 | Direction of Travel  | Commentary  |
|---|------------|--------------|---------------------|--|---|
| <b>CPM/016:</b> The percentage of reported fly tipping incidents which lead to enforcement activity.  | 16.67%     | 0            | 10%                 |    | This remains low as a result of the types of waste fly tipped as it is notoriously difficult to catch offenders where there is no traceable evidence.   |
| <b>CPM/154:</b> Percentage of Council street lights that are LED.   | 47.02%     | 67.34%       | 80%                 |  | Salix funding available to replace another 3713 lanterns to LED on Strategic Routes over the next 18 months. Work has yet to start on this project.   |
| <b>CPM/239:</b> Percentage of Listed Building applications determined within 8 weeks or subject to Planning Performance Agreement or Extension of Time. | 54.55%     | 50%          | 62%                 |  | During q1, a small number of applications (10) were received. 2 further applications determined within time would have taken us above the target of 62%. LBC's are inherently complex and time consuming to ensure the heritage asset is protected. |

## 1.5 OUR ACHIEVEMENTS

- Quarter one has seen a successful start to the delivery of a number of events aimed at supporting local small and medium sized enterprises and start-ups. In April, 26 people attended the Vale Start Up Club session at Barry Memorial Hall. Start Up Club events are also scheduled for October 2019 and January 2020 with guest speakers offering inspiration and valuable advice to new businesses based in the Vale of Glamorgan. In June we also worked in partnership with Business Wales to deliver the 'Business Networking in the Vale' event aimed at small and medium sized enterprises where four presentations were delivered including "Details of the support available from Welsh Government (WG) smart Innovation and Innovate UK to advise and fund innovative business". We will continue to work with the business community and promote economic growth in the Vale of Glamorgan and Cardiff Capital Region.
- Our leisure and tourism department has worked closely with the Vale based Intersensory Club to deliver all terrain beach wheelchairs at Barry Island, giving more visitors the chance to get on the sand at Whitmore Bay. The beach

wheelchairs were provided by the Intersensory Club and can be pushed across sand without sinking, thanks to their wide wheels and unique design. There are three 'free' chairs which are available for loan at the Eastern Promenade, ensuring that those with mobility issues are able to get direct access to the beach.

- We are on track with the delivery of a comprehensive road safety education, training and publicity programme to vulnerable groups identified within the Welsh Government Road Safety Framework. Kerb Craft and child pedestrian safety training is ongoing and is estimated to involve over 600 children over 12 sessions with child pedestrian safety training proposed to be delivered to over 90% of the Vale's schools. There is additional road safety training that is planned to include motorbike training, bike safety and mega drive at RAF St Athan later in the year.

- The Greenlinks service continues to be provided to those who are unable to access regular public transport. There have been a number of new volunteers that have been recruited to the Greenlinks service this quarter allowing the service to successfully operate around the Vale.

- Improvements continue to be made on Five Mile Lane and there has been significant progress on the whole project with a planned completion in Autumn 2019. The Councils Employers Agent continue to manage the scheme successfully with forecast construction outturn costs currently £14.5 million which is well within overall budget allowance. On-going traffic management and road closures are necessary to complete the construction phase and are being coordinated and managed to reduce impact on businesses and travelling public as far as possible.

- Regeneration projects such as Barry Gateway, Cowbridge Livestock Market, Barry Island/ Nells Point and Penarth Regeneration across the Vale of Glamorgan remain on track with project boards ensuring progress is being made efficiently. Boards have made key decisions in respect of a number of projects leading to the appointment of a new Planning Agent to deliver the planning submission for the former public conveniences block at Nells Point. Work also continues on the development of a marketing plan for Nells Point as a hotel site. This will build upon the work that has already been undertaken such as promotion at a major international property event (MIPIM) by both the Department of International Trade and City Deal colleagues on behalf of the Council. Final completion of the sale of Hood Road Goods Shed is imminent and works are due to commence late Summer/ early Autumn.

- As an environmentally responsible Council, we continue to deliver services in line with our Carbon Management Plan and reduce emissions from street lighting, buildings and vehicles. During the quarter, our fleet management department have procured only environmentally friendly vehicles that meet EU standards. Not only does this have a positive impact on people's health and well-being, we are also safeguarding our environment by reducing the amount of harmful emissions such as carbon dioxide, carbon monoxide, hydrocarbons, particulate matter and nitrogen oxides emitted into the environment, all of which have detrimental environmental impacts.

- During the quarter we have continued to make progress towards remodelling our waste management infrastructure and have received kerb-sorting vehicles to enhance the way we collect and segregate waste at source. Staff are due to be trained on use of these vehicles during quarter 2 in readiness for the blue print roll out from Quarter 3. Plans are advancing for the submission of planning application and environmental permits for a new waste transfer station at Atlantic Trading Estate Barry while the temporary site at Cowbridge continues to be used.

- We have been awarded Blue Flag awards for Penarth Marina and Southerndown. A Blue Flag is a world-renowned eco-label owned by the Foundation for Environmental Education (FEE). For more than three decades, Blue Flag has had a transformational impact on water quality, environmental awareness, protection, safety and services. We have also received Seaside awards for Jacksons Bay, Cold Knap and Whitmore Bay in Barry.

- 74.3% of household waste collected in the Vale of Glamorgan was either reused or recycled during quarter 1. The black bag restriction implemented in September 2019 has contributed towards this highly respectable performance which exceeds statutory targets. We have seen a successful increase in performance year on year with a recycling rate of 61% in the same quarter last year improving to 74.34% this year.

- Welsh Government has agreed approximately £100k for Active Travel integrated networks maps audit improvements and Section 106 monies continue to be used to improve Active Travel routes in the Vale.

## 1.6 OUR CHALLENGES

- Whilst progress to date in relation to the Cardiff Capital Region (City Deal) is positive, we need to ensure that the interests of the Vale of Glamorgan continue to be effectively promoted. Of particular relevance is the need to promote the Airport and St. Athan as centres for economic growth and job creation, improving strategic access to the Vale, increasing the supply of affordable housing and the continued regeneration of Barry.
- There is a need to mitigate the ongoing uncertainty in relation to external funding arrangements (exacerbated by Britain exiting the European Union) and secure Pipeline funding from the Welsh Government to develop and deliver key regeneration projects that reflect local needs and opportunities. In addition, Rural Communities Capital funding for all sectors is likely to end in 2020, resulting in cost pressures on the Council in subsequent years. This funding has been used to invest in Council assets since 2004.
- The development industry in the Vale of Glamorgan is as busy as it has ever been, and this is placing pressure on our resources in Development Management and on the local infrastructure overall. On average over 600 homes are being built yearly, and major infrastructure projects being undertaken such as 5 Mile Lane, Darren Farm link road, Cowbridge, and Northern Access Road, St. Athan. In addition, further pressures result from delays in technical input from statutory consultees on planning applications who are facing their own resource challenges. The department has been working hard to deal with these work pressures whilst maintaining customer service and delivering services in accordance with the Welsh Government framework.
- High streets and town centres throughout the UK are facing enormous challenges, with major retail closures. Barry town centre is no exception having suffered several recent closures of national retailers. We recognise that the landscape in which town centre businesses are trading is changing and old ways of doing business are no longer effective. However, new and exciting opportunities are emerging, and we have already begun to engage with business owners to maximise economic growth, employment and visitor numbers and we are currently in the process of developing a growth plan for the Vale of Glamorgan which will consider all the above factors.
- The Vale's road network is a continuing deteriorating asset which requires ongoing significant investment in excess of £2m year a year to maintain a steady state condition. The overall condition of the highway network has generally deteriorated since the end of LGBI investment somewhat negating the improvements made at that time. Through careful prioritisation and allocation of capital expenditure through the Council's Highway Maintenance 3-year Plan, we are working to maximise our ability to maintain the local highway network, ensuring that the roads that require the most urgent works are prioritised.
- The ever-increasing traffic growth within the Vale of Glamorgan remains a challenge for the Council. Increased congestion and pollution particularly in Eastern Vale and the Penarth Cardiff Bay corridor may impact negatively on the environment, economic productivity and health. We are currently investigating our options by way of an external evaluation process with the aim of improving sustainable transport options aimed at reducing pollution and congestion, improving health and wellbeing and access to employment.
- We recognise that we need to take bold action to reduce carbon emissions and have set out ambitious goals in our Carbon Management Plan, however, we require the necessary powers, resources and technical support to help us work towards reducing carbon emissions and meet our targets. We continue to work with partners across the region to develop and implement best practice methods that can deliver carbon reductions and help limit global warming. We will also work with stakeholders to explore ways to maximise local benefits of these actions in other sectors such as employment, health, agriculture, transport and the economy.
- Although the Vale has high rates of recycling with nearly two thirds of our waste being recycled, we need to reduce the levels of contamination in order to achieve challenging statutory targets imposed by Welsh Government in line with the Zero Waste agenda. In Autumn 2019 we will begin replacing the co-mingled recycling system with a source separated system. These changes to collection arrangements are being implemented across Wales as part of Welsh Government's move to reduce levels of contamination in recycling collections and allow even more of what we discard to be sent to incineration or land fill sites. We will ensure that we engage and support residents to make these changes as easily as possible.

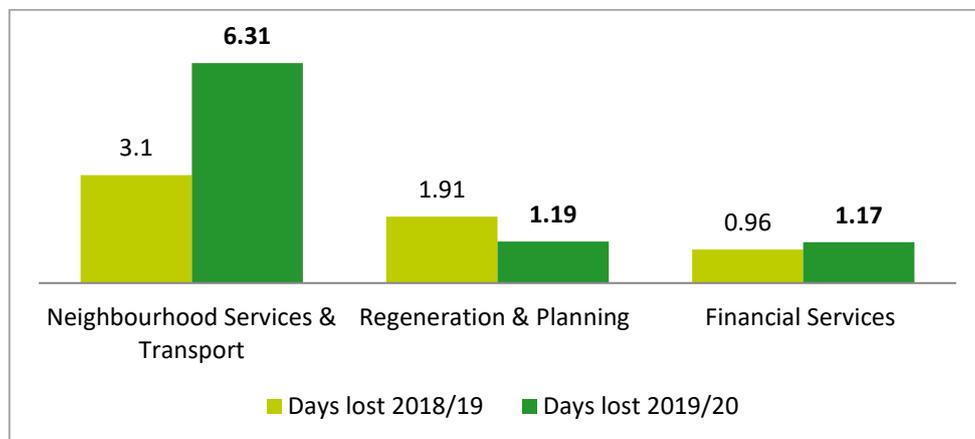
## 2.0 CORPORATE HEALTH: MANAGING OUR RESOURCES



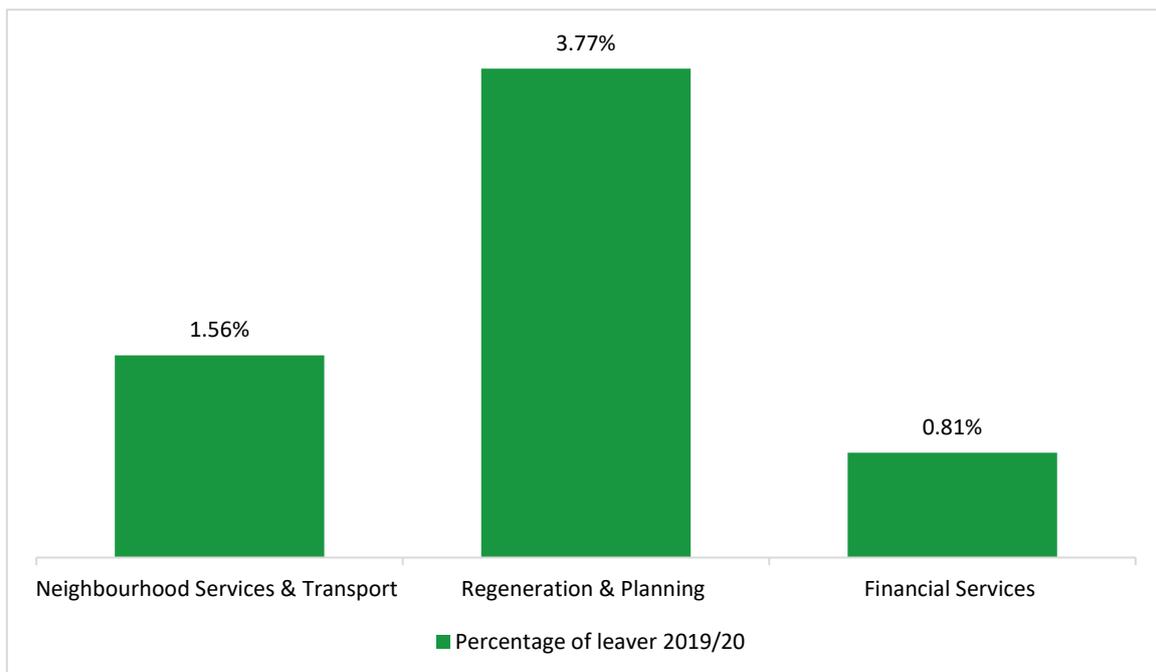
### 2.1 PEOPLE

We continue to monitor our performance in relation to absence management. Between Quarter 1 2018/19 and Quarter 1 2019/20 the number of days lost per full time equivalent (FTE) due to sickness increased by 1.45 days across the Council (including Schools). Sickness absence increased from 2.10 working days lost in Quarter 1 in 2018/19 to 3.55 days in Quarter 1 2019/20.

The graph below shows sickness absence data for services contributing to this Well-being Outcome at quarter 1 for the past 2 years.



The total percentage turnover for services contributing to this Well-being Outcome during quarter 1 2019/20 can be seen in the chart below.



The [sickness absence report](#) and [employee turnover report](#) provide a review of attendance management and staff turnover across all Council services during 2018/19.

## 2.1 PEOPLE

Positive progress continues to be made in relation ongoing workforce activities identified by the services contributing to this Well-being Outcome.

We continue to explore opportunities for regional working within the Regeneration and Planning directorate to improve service resilience and expand skill sets. This includes the use of professional networks and regional partners to provide resilience in the areas of specialism such as minerals planning, building control and plan making. The strategic development plan may allow further opportunities for regional working which will be fully explored.

We ensure that staff continue to be supported to develop individual skill sets that are required to support new ways of working in a variety of contexts and settings. We also continue to enhance the Management Development Programme in Regeneration Services so that current and future managers are equipped with the skills required to manage services of the future.

Career development is vital to staff retention and staff developing the experience to fill relevant posts. During the quarter, we have implemented succession planning initiatives which have included funding staff through day release educational courses and employment of Graduates undertaking professional qualifications. We have had a successful start with apprentices being appointed in the Building Control section and supplements have been applied to key specialist posts (that we find difficult to recruit too) to attract applicants. Senior structure posts and the post of Highway Maintenance Neighbourhood Manager are to be considered for further advertisement during Quarter 2.

In Quarter 1, we have successfully engaged volunteers for the Greenlinks transportation service however, the vast majority of volunteers wish to drive cars as opposed to the larger mini buses. Whilst this does result in less options for route planning, the service is still able to run as a result of the continued support provided by our volunteers. Support has also been provided to volunteers by way of provision of specific equipment to assist with the litter picking activity.

The recent implementation of the Neighbourhood Services structure has allowed us to reverse the ageing workforce profile in Environment and Housing Services. We are now experiencing several retirements, allowing for further recruitment opportunities to balance our age profile.

We have reviewed “out of hours” working arrangements to ensure adequate availability of resources and operational needs of service and public are adequately met. As of this quarter, our Highways Officers are covering matters relating to enforcement and neighbourhood services on a call out basis.

Staff have been continuously encouraged to attend the Big Conversation, an interactive event that gave employees the chance to discuss the future of the Council and allow Senior Management to understand what we are doing well and what we can improve. As a result of the two events carried out in March 2019, staff have put themselves forward to be involved in the several workstreams that will emerge from the process.

All service areas continue to contribute to the Council’s Workforce Plan and Staff Charter initiatives in relation to workforce development, succession planning, recruitment and retention.

## 2.2 FINANCIAL

The latest Revenue Monitoring report for the period 1<sup>st</sup> April 2019 to 31<sup>st</sup> May 2019 which went to Cabinet on the 15<sup>th</sup> July 2019 reports that whilst it is early in the financial year most services are anticipating achieving their savings target this year, however, Neighbourhood Services and Transport are projecting that they will achieve around half of their saving target.

### Managing Director and Resources

It is early in the financial year; however, it is currently projected that the Managing Director and Resources service will outturn within target at year end.

- The Regeneration budget covers the Countryside, Economic Development and Tourism & Events functions. Although the forecast is shown as a balanced budget at year-end, there remains concern over the income targets for car parking charges and commercial opportunities within the Countryside Division, where there are historic savings targets that may not be able to be achieved this year. Efforts will again be made to achieve a balanced budget at year-end, but the situation will be closely monitored.
- Even though it is early in the financial year the Development Management fee income is currently slightly ahead of target as a number of major applications have recently been received. Additionally, staff movement has meant a slight underspend on staff costs. The Division is also continuing to pursue the use of Planning Performance Agreements and other means of income generation such as pre-planning application advice to help support the regulatory process. At this early stage of the year it is anticipated that the budget will outturn on target.

### Environment and Housing

- Neighbourhood Services & Transport - This service is currently projected to have an adverse variance of £1m against the 2019/20 budget. The savings target for 2019/20 is £932k. Plans for saving this amount are underway and being continually monitored however several of the proposed savings have a long lead in time therefore it is currently projected that only around half of the savings will be found in 2019/20.
- Within the Waste Collection Service, it is anticipated that there will be an adverse variance of around £450k. There is still pressure on employee and transport budgets due to downtime involved in travelling to Cardiff to dispose of waste. Cowbridge is currently being used as a temporary transfer station for elements of recycling material with the aim of reducing this downtime however additional resource is still being utilised. The planned future service changes to the waste collection service are likely to require further resource in the initial period of service change. There is also pressure on the budget due to the high price currently being paid to treat co-mingled recycling. The price has increased steadily over the last couple of years since China banned elements of recycling such as plastic into the country. Preparations are ongoing to enable the rollout of a kerbside sort method of recycling. It is anticipated that this will reduce the costs currently being spent on treating recycling, however the rollout will be phased from around Autumn 2019 therefore the full benefit will not be achieved in 2019/20.
- We currently face pressures of around £100k on the staffing budget at Barry Island. Due to the popularity of the resort additional resources have been utilised to maintain the expected cleanliness standards of the beach and promenade.

As part of the Final Revenue Budget Proposals for 2019/20, a savings target of £1.076m was set for this Committee. Neighbourhood Services and Transport are projecting that they will achieve around half of their saving target. Updates on progress will be provided to members during the year.

In 2019/20 there is a savings target of £932k allocated to Neighbourhood & Transport Services. A further £29k saving is expected from Regeneration, £110k from Development Management.

## 2.3 ASSETS

During the quarter, we have continued to work with owning departments to identify and progress the disposal of the key disposal sites and reports have continued to be presented to Insight Board. The newly formed Asset Review Group have begun to undertake the “Area by Area” asset review commencing with the St Brides Major Ward. The conclusions and recommendations of this Group will be reported to the Reshaping Assets Board and Insight Board at the appropriate time.

The disposal of several assets is actively progressing with South Lodge to be marketed imminently; work is also progressing on the marketing details for the former Tourist Information Centre offices in Barry Island. Sites at the Innovation Quarter waterfront are being progressed with work on the Hood Road Goods Shed site commencing.

We have been working with colleagues across the Council to achieve the new targets in the Vale of Glamorgan Council Carbon Management Plan 2018-22. For example, further work has been undertaken in relation to the viability of introducing electric vehicles; we are engaging with Schools to improve the management of their heating controls and work continues with the mechanical services team to improve the specification of the most recent boiler replacements. We are also progressing with work aimed at identifying the viability of establishing a low carbon heat network in Barry.

Work towards operating from one depot, namely the Alps, Wenvoe has progressed well this quarter. Our Court Road, Barry reception will close in Quarter 2 with only essential depot business taking place at this location. Further reviews will take place during quarter 3 and 4 to progress this action further.

We continue to review office and non-office accommodation, facilities management and corporate buildings as part of the SPACE project. The electronic desk occupancy study has commenced at the Docks Office, Barry and this is due to be completed by mid-September. Following this, the Civic Offices, Barry will be part of the same study. The studies will utilise desk occupancy sensors to gather data to inform future space planning requirements.

Whilst we have experienced some access issues during quarter 1, significant progress has been made with regards to monitoring and managing the compliance status in all our corporate buildings. All sites have received an initial visit to identify compliance aspects and we are now undertaking our second year of a rolling programme of annual inspections. As a result of this activity, attribute information is known for all corporate sites and a comprehensive database (IPF) is being maintained to provide a robust base upon which to manage compliance.

We have worked hard to improve our relationships with individual site managers who now recognise the importance of the auditing and monitoring role and appreciate the assistance being provided to assist them in managing their buildings. One way in which we have supported managers and improved compliance is by issuing reminders to building managers when a re-test is due. The IPF database will flag this up and the Corporate Compliance team will issue reminders approximately a month prior to test certificates expiring. This prompt has enabled building managers to engage a suitable company to inspect and service the relevant attribute in a timely manner and has been well received by site managers.

The revised Highway Maintenance 3-year Resurfacing Plan 2019 – 2022 provides the foundation for delivering a well-maintained and managed highway infrastructure which is essential to sustain the Vale of Glamorgan's economic and transportation needs. The revised Plan was presented to Cabinet on 1<sup>st</sup> July 2019. All roads that scored 270+ points are proposed to be resurfaced this financial year with the resurfacing programme well underway and over 40% complete. The micro-asphalt and surface dressing element of the Plan are programmed to be undertaken in Quarter 2 whilst the resurfacing element will continue. A small percentage of the capital budget available this year will be allocated to priority footway improvements in various areas of the Vale's local highway network. The works programme is currently being developed and will commence later in the year.

## 2.4 ICT

We have continued to make progress towards delivering our key ICT priorities, contributing to improved service for residents and our customers.

The current fleet management system has been updated, the new touch screen software has been loaded onto the server and existing touch screen. We have ordered a touch pad for the workshop operation and this will be configured to the existing system once it has been received. This activity contributes to our successful move towards a paperless 'O' licence vehicle inspection procedure.

Our investment in software and hardware in line with the Digital Vale agenda is underway with a review of appropriate software and hardware options to improve management of the Council's highway asset in line with our digital agenda. This has been carried out in order for us to identify the most advantageous systems. A suitable business case is currently being developed to obtain the necessary approvals, also to delegate authority to progress the procurement and implement the identified system within the highways team to meet the necessary future needs of this essential service.

Progress continues to be made in respect of mobile working within Neighbourhood Services and a cabinet report is currently being prepared in readiness for September 2019. This is to request a call off for the procurement of a system that will provide efficiencies across the service. It will improve productivity and monitor the assets within the service whilst allowing an update on the current system. Along with mobile working, we are currently looking into ways to record enforcement data including "in cab" technology and a route planner for all vehicles.

We continue to develop opportunities for innovative ICT based technical mobile working practices including remote and out of office working based around the roll out of office 365 in line with the Digital Vale programme. During Quarter 1, the Policy & Performance department became early adopters of Microsoft Office 365. This coupled with an appropriate and flexible approach to agile working is supporting the efficient way of working that is ensuring workloads are manageable. Following on from this success, Members laptop devices are due to be recalled during the August 2019 recess to commence the installation of Windows 10 as a prelude to the roll out of 365; and the Regeneration team are due to train Microsoft 365 in late summer 2019 and will seek to maximise opportunities as part of the process.

## 2.5 CUSTOMER

Ensuring good customer focus remains a key priority in delivering Council services and a number of planned improvement activities have been undertaken across the Council with this in mind. For example, we are working to improve the alignment of the Council's external communications activity with the organisation's corporate priorities in order to aid their delivery with a particular focus on Digital Strategy and Reshaping. A new campaign focused approach to communications is currently being embedded in the team and a new approach to monitoring and evaluating the value of the Council's communications work is also being developed.

We are working with sporting clubs in the Vale of Glamorgan to provide a sustainable way forward for the provision of single use sport facilities. This quarter we have progressed the transfer of responsibilities of single use outdoor/ sports facilities with the first tranche of Bowls clubs expected to transfer on the 1<sup>st</sup> October 2019. These proposals will also contribute to the Neighbourhood Service's Service Plan which is seeking to deliver significant financial savings as part of the Reshaping Services Programme.

We continue to pursue joint working opportunities to reduce costs and maximise our resources. For example, our collaboration with the Regional Transport Authority is seeking to deliver transport improvement on a regional basis. Following the appointment of 3GS in October 2017, this partnership is due to cease in Quarter 2, but it has been a success as the staff employed by 3GS are due to transfer to the Council's new enforcement team.

The contribution towards exploring opportunities for establishing a Well-being Hub at Penarth Leisure Centre continues and officers have been attending project group meetings on a regular basis. The creation of a wellbeing hub adjacent to the Penarth Leisure Centre will support the delivery of health and wellbeing services to the residents within the Eastern Vale Cluster. Services will be delivered collaboratively across organisations to promote a social model of care, focusing on people's physical, mental and social wellbeing.

Several themed events have been held during this quarter and Business Start-up clubs continue to draw extremely good numbers. Work continues closely with partners to lever in funding and jointly cover the costs of events. Kerb craft and

child pedestrian safety training is ongoing and is estimated to involve over 600 children over 12 sessions with child pedestrian safety training proposed to be delivered to over 90% of schools. Additionally, road safety training is planned to include motorbike training, bike safe and mega drive at RAF St Athan later in the year.

We have now fully integrated all areas of our Shared Regulatory Service into the Vale of Glamorgan Contact Centre, further embedding services and ensuring full-service coverage across Cardiff, Bridgend and the Vale of Glamorgan. Using the Centre means that calls are handled in English and/or Welsh, calls are more effectively monitored. Our Health and Safety department was the last service to transfer over at the beginning of May, during quarter 1.

## 2.6 CORPORATE RISK

The most recent review of the Corporate Risk Register was used to inform the previous quarter's reports. The current status of the key corporate risks that have a bearing on this outcome are as follows:

| Risk Ref | Risk                         | Residual Risk Score |        |            | Direction of Travel <sup>1</sup>  | Forecast Direction of Travel <sup>2</sup>   |
|----------|------------------------------|---------------------|--------|------------|---|---|
|          |                              | Likelihood          | Impact | Total      |   |   |
| CR5      | Waste Management             | 4                   | 2      | 8<br>(M/H) |    |    |
| CR8      | Environmental Sustainability | 2                   | 3      | 6<br>(M)   |    |    |
| CR10     | Public Buildings Compliance  | 2                   | 2      | 4<br>(M)   |  |  |
| CR11     | Safeguarding                 | 1                   | 2      | 3<br>(M/L) |  |  |

There are four corporate risks aligned to this outcome; waste management, environmental sustainability, public buildings compliance and safeguarding. Of the four corporate risks aligned to this outcome one has been attributed a Medium/High risk, two have been attributed a Medium risk and the final one has been attributed a Medium/Low risk.

In terms of forecast direction of travel, it is anticipated that Environmental Sustainability, Public Buildings Compliance and Safeguarding are forecast to remain static and Waste Management is forecast to increase.

<sup>1</sup> **Direction of travel** compared residual risk score for the current quarter with the previous quarter to indicate whether the risk is increasing/decreasing or staying static.

<sup>2</sup> **Forecast direction of travel** anticipates the future direction of the risk by taking into account factors that are likely to impact on it.

 risk is increasing,  risk is decreasing,  risk is remaining static

## 2.7 SERVICE PLANS RISKS

The current status of the Service Plan risks that have a bearing on this outcome are as follows:

| Risk Description   | Service Area                         | Status      |        | Direction | Forecast Direction |
|--|--------------------------------------|-------------|--------|-----------|--------------------|
| Inability to meet Welsh Government demands in respect of Statutory Transport and Waste Guidance relating to the Waste Blueprint and the Active Travel and Learner Travel Wales.  | Neighbourhood Services and Transport | Medium      | 6 (Y)  | ↔         | ↔                  |
| Failure to meet the national waste agenda and associated targets.  | Neighbourhood Services and Transport | Medium /Low | 3 (G)  | ↔         | ↔                  |
| Risk Description   | Service Area                         | Status      |        | Direction | Forecast Direction |
| Failure to meet legal duties in relation to the Flood and Water Management Act.  | Neighbourhood Services and Transport | Medium      | 6 (Y)  | ↔         | ↔                  |
| Inability to deliver the Highway Asset Management Plan priorities due to limited resources.  | Neighbourhood Services and Transport | Medium      | 4 (Y)  | ↔         | ↔                  |
| Increased pressure on limited resources as a consequence of increased areas of maintenance.  | Neighbourhood Services and Transport | Medium      | 6 (Y)  | ↔         | ↔                  |
| Annually shrinking budgets will impact negatively on consistently achieving high standards of cleanliness of the local environment.  | Neighbourhood Services and Transport | Medium      | 6 (Y)  | ↔         | ↔                  |
| Loss and reduction of external grants. The cyclical and short term nature of funding streams impacts negatively on forward planning for a significant number of service areas including countryside management operations, renewal area, cultural, recreation and community schemes across the Vale. Also impacts negatively on sustainability of local businesses and jobs. | Regeneration and Planning            | High        | 12 (R) | ↔         | ↔                  |
| Failure to manage the service's collaboration agenda effectively.  | Regeneration and Planning            | Medium      | 4 (Y)  | ↔         | ↔                  |

|  |                                      |               |  |                  |                           |
|--|--------------------------------------|---------------|--|------------------|---------------------------|
| Impact of regulatory and bureaucratic perception of the planning system and implications of Brexit, negatively impacting on investment and development.              | Regeneration and Planning            | Medium        |  |                  |                           |
| Insufficient property, procurement, legal and ICT support staff to enable effective contract and grant delivery.   | Neighbourhood Services and Transport | Medium        |  |                  |                           |
| Increasing transport and waste budget pressures as a result of new developments and an inability to deliver savings to both transport and waste management services. | Neighbourhood Services and Transport | Medium /High  |  |                  |                           |
| <b>Risk Description</b>  | <b>Service Area</b>                  | <b>Status</b> |  | <b>Direction</b> | <b>Forecast Direction</b> |
| Failure to meet the requirements of the forthcoming update to planning law in Wales.   | Regeneration and Planning            | Low           |  |                  |                           |
| Failure to obtain Waste and Transport Revenue and any necessary Capital Funding from Welsh Government including Leisure.   | Neighbourhood Services and Transport | Medium        |  |                  |                           |
| Inability to maintain the long-term integrity of the highway infrastructure to an acceptable standard for citizens within limited resources.                         | Neighbourhood Services and Transport | Medium /High  |  |                  |                           |

There are a total of 14 service risks that are aligned to this Well-being Outcome. Of these, the direction of travel for all 14 service risks, are anticipated to remain static over the coming months.

## 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  |  |
|---|--|---|---|---|--|---|--|
|    | Performance is on or above target.               |    | These performance indicators are qualitative and will be used to demonstrate how well the Council performed its activities. |    | Green: Action completed or on track to be completed in full by due date.   |    | Green: indicates that we are well on track to deliver the key outcomes relating to the Objective as set out in the Corporate Plan.   |
|    | Amber: Performance is within 10% of target.      |    | Performance has remained the same as the same quarter last year.  |    | Amber: Minor delay but action is being taken to bring action back on track.  |    | Amber: 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. |
|  | Red: Performance missed target by more than 10%. |  | Performance has declined compared to the same quarter last year.  |  | Red: 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. |  | Red: 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.  |

## Service Plan Actions

|  |                             |                                 |
|--|-----------------------------|---------------------------------|
| NS: Neighbourhood Services & Transport | RP: Regeneration & Planning | FIT: Financial and ICT Services |
|--|-----------------------------|---------------------------------|

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

**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 |

## APPENDIX 1: Service Plan Actions

### Objective 3: Promoting regeneration, economic growth and employment

| Service Plan Actions   | In Year<br>Completion<br>Date | %<br>Complete | RAG Status | Progress & Outcomes Description   |
|--|-------------------------------|---------------|------------|---|
| <b>ER001</b>   |                               |               |            |   |
| NS/A051: Work with the Capital City Region to promote and facilitate more sustainable travel within the Vale and across the region and where necessary influencing and lobbying transport providers for better public transport options (Well-Being Plan). | 31/03/2020                    | 25            | GREEN      | As part of the CCR bid to WG for funding the VOGC has been successful in obtaining funding in order to carry out a WelTAG Stage 1 and Stage 2 study for a Barry Transport Interchange. NAT, after lobbying are now running the 303/304 service via Fonmon Road and linking the service with the T9 which is giving passengers an express service into and out of Cardiff. |
| LS/A013: Provide legal advice, guidance and support on legal matters in relation to the Capital region (Cardiff City Deal)- ongoing instructions being received.   | 31/03/2020                    | 25            | GREEN      | Throughout the year ongoing input from a Legal Services perspective will be provided when required i.e. on an ad-hoc basis. No advice on these matters has been sought from Legal Services during quarter 1.  |
| RP/A054: Work in partnership with the Cardiff Capital Region to promote Cardiff Airport and the Enterprise Zone and utilise the Local Development Plan as a planning framework for positive land use.  | 31/03/2020                    | 25            | GREEN      | Several Enterprise Zone events have been held in 2019 with close working relationships developing between UK Government and Enterprise zone officials. Launch of Inward investment prospectus in April 2019 in France.  |
| RP/A100: Deliver a series of business events to support local small and medium-sized enterprises and start-ups.  | 31/03/2020                    | 25            | GREEN      | 26 attended Start Up club session in April and we supported Business Wales to run a St Athan Enterprise Zone event for SME's.   |
| RP/A084: Progress work with our partners in relation to transport infrastructure, business support, regeneration, planning and housing, skills and innovation as part of the City Deal.  | 31/03/2020                    | 25            | GREEN      | The Council continues to work with the region to develop transport, infrastructure, business support, regeneration, planning and housing via the City Deal Business Plan and other regional documents such as the regional plan for regeneration and a proposed strategic development plan. Work around the development of a regional forum to                            |

| Service Plan Actions   | In Year Completion Date | % Complete | RAG Status | Progress & Outcomes Description  |
|--|-------------------------|------------|------------|--|
|  |                         |            |            | develop an SDP continues and progress is being made towards agreement by all the member authorities to develop the new plan. Proposals around the SDP are being presented to Cabinet on 15 July 2019.  |
| RP/A099: Develop Supplementary Planning Guidance for the Airport Master Plan.  | 31/03/2020              | 35         | GREEN      | Draft SPG on Cardiff Airport and Gateway Development Zone prepared and due to be reported to Cabinet on 29/7/19. If approved by Cabinet, draft SPG to be subject to 6-week public consultation.  |
| <b>ER002</b>   |                         |            |            |  |
| RP/A101: Develop opportunities for regeneration / investment projects to realise local employment opportunities.   | 31/03/2020              | 25         | GREEN      | Working closely with Welsh Government to implement the Targeted Regional Investment Fund. Working with inward investment queries in partnership with Welsh and UK Governments.   |
| RP/A102: Explore the development of a Business Improvement District and, if a successful ballot is held, support traders in the implementation of the BID.   | 31/03/2020              | 25         | GREEN      | Barry BID is now being progressed to the next stage, having successfully secured funding through WG to develop a feasibility study outlining the potential of a BID. Mosaic partners are now working with the trade to develop an outline Business Plan for the town and developing a communication plan for outlining the BID process. It plans to hold a BID ballot around Feb/Mar 2020. |
| RP/A103: Establish and implement the regional thematic property grants for 2019/20 and ongoing delivery of the Barry Gateway and Innovation Quarter project. | 31/03/2020              | 50         | GREEN      | Grant details now finalised and a report outlining the governance approval process is being presented to Cabinet on 15th July 2019   |
| RP/A104: Work with Cardiff and Vale College to bring forward a new site for college.   | 31/03/2020              | 25         | GREEN      | Work continues on the development of the sites in conjunction with CAVC for both the Barry Waterfront and the Airport business park. Work on the Barry Waterfront site is being undertaken having regards to the development of the adjacent primary school site using   |

| Service Plan Actions   | In Year Completion Date | % Complete | RAG Status | Progress & Outcomes Description   |
|--|-------------------------|------------|------------|---|
|  |                         |            |            | joint access and egress arrangements.   |
| HR/A008: Continue to work with service departments, and our key partners including local employers to increase the numbers of 16-24-year-old employees as a proportion of the wider workforce.   | 31/03/2020              | 25         | GREEN      | Apprenticeship recruitment is still the main vehicle for this. We are working closely with departments who have roles to fill to identify the potential for recruiting an apprentice and there has been a noticeable uptake. The latter part of Q1 and start of Q2 will see us explore graduate opportunities to further enhance this key work stream |
| HR/A009: Work with the Department of Work & Pensions to provide a range of work placement/ work experience opportunities in the Council for volunteers in receipt of state benefits.   | 31/03/2020              | 25         | GREEN      | We are currently working to explore work experience opportunities and have a number of 'pilot' schemes working. This is across multiple areas of the business and includes working with schools, charities and the DWP to source candidates. The next stage is identifying how to integrate into the organisation                                     |
| HR/A013: Work with our key partners including further education establishments and local businesses to increase opportunities for 16-24-year olds to participate in work experience opportunities in line with the Council's 16-24 Strategy. | 31/03/2020              | 25         | GREEN      | We are working across a wide variety of providers including local businesses and Cardiff and Vale College. We have started to develop ties with the University of South Wales also.   |
| <b>ER003</b>   |                         |            |            |   |
| RP/A059: Continue to deliver the Rural Development Strategy.   | 31/03/2020              | 25         | GREEN      | The mid-term evaluation report of the delivery of the Rural Strategy will be published in July 2019. The team continues to exceed targets set and spend is in-line with profiled expenditure. Uncertainty around BREXIT has meant that the WG can no longer commit to any slippage of funding into future financial years.                            |
| RP/A086: Continue to strengthen our Town Centres including through the Town Centres Framework.   | 31/03/2020              | 25         | GREEN      | Town Centres are being encouraging to access the new events fund in order to stimulate footfall. The Town Centre framework continues to be monitored, however a   |

| Service Plan Actions   | In Year Completion Date | % Complete | RAG Status | Progress & Outcomes Description   |
|--|-------------------------|------------|------------|---|
|  |                         |            |            | replacement strategic document encompassing all town centres is likely to be completed before the end of the financial year. Work continues to be done around the TRI fund focussing in particular on Holton Road in Barry.   |
| RP/A087: Progress regeneration projects across the Vale and deliver associated strategies.   | 31/03/2020              | 25         | GREEN      | Various projects across the Vale of Glamorgan remain on track and the relevant project boards ensure progress is being made in a timely fashion. This includes projects such as; Barry Gateway, Cowbridge Livestock market, Barry Island/Nells Point and Penarth Regeneration. Boards have made key decisions in respect of a number of projects, this has led to the appointment of a new planning agent to deliver the planning submission for the former toilet block at Nells Point. Work continues on the development of a marketing plan for Nells Point as a hotel site. This will build upon the work already undertaken such as promoting at a major international real estate event known as MIPIM by both the Department of International Trade and City Deal colleagues on behalf of the Council. Final completion of the sale of Hood Road Goods Shed is imminent and works are due to commence in late Summer / early Autumn. |
| RP/A105: Complete the Barry Town Centre Gateway Regeneration Project.  | 31/03/2020              | 25         | GREEN      | Work continues on this major project which involves partners including the NHS, RSLs and the Council as well as Transport for Wales and WG.   |
| RP/A106: Deliver the projects as set out in the Penarth Heights S106 Strategy.   | 31/03/2020              | 25         | GREEN      | Project delivery on target.   |
| NS/A001 (VS/A002): Further the feasibility study to get buses over the Cardiff Bay barrage, including further consideration of a Cosmeston Park and Ride facility. | 31/03/2020              | 25         | GREEN      | This is being picked up under the Penarth to Cardiff barrage sustainable transport studies that are being undertaken by Consultants, Capita. The WeITAG Stage 2 work is currently out for public consultation and WG have   |

| Service Plan Actions  | In Year Completion Date | % Complete | RAG Status | Progress & Outcomes Description   |
|---|-------------------------|------------|------------|---|
|   |                         |            |            | granted funding to undertake Stage 3 (full business case).  |
| NS/A052: Complete open space improvement at Dingle Road.  | 31/03/2020              | 10         | RED        | This work is closely linked to the highway infrastructure works (fence line improvements are directly linked) entrance ways to be carried out at same time as highways works etc...all consultation completed on types of fencing / artwork features etc...proposed start date for the Highways works is 30th September although certain areas of fencing will start prior to this.                                       |
| NS/A053: Complete the new skate park at Cogan Recreation Ground.  | 31/10/2019              | 25         | GREEN      | All consultation completed, design chosen, financial orders raised etc, company on site from early September for 8 - 10-week period.  |
| LS/A003: Provide legal advice, guidance and support on legal matters in relation to Cardiff Airport and St Athan Enterprise Zone.   | 31/03/2020              | 25         | GREEN      | Throughout the year ongoing input from a Legal Services perspective will be provided when required i.e. on an ad-hoc basis. No advice on these matters has been sought from Legal Services during quarter 1.  |
| LS/A004: Provide legal advice, guidance and support on legal matters in relation to the Council's major regeneration projects - ongoing instructions being received.  | 31/03/2020              | 25         | GREEN      | The Monitoring Officer/ Head of Legal and Democratic Services and a representative from Legal Services Property & Contract team are members of the Council's Strategic Projects Monitoring Group which oversees progress on the Council's major regeneration projects of particular note. Advice has continued to be provided in relation to these matters throughout quarter 1 particularly regarding the Kymin and VEC. |
| <b>ER004</b>  |                         |            |            |   |
| NS/A002: Continue to deliver transport improvement schemes associated with the Cardiff Capital Region Metro including cycle infrastructure and bus stop improvements from Weycock Cross to Cardiff Airport. | 31/03/2020              | 25         | GREEN      | The use of Section 106 sustainable transport contributions on top of Active Travel funding from WG are allowing for a number of improvements to be made this financial year.  |
| NS/A003: Progress additional modelling  | 31/03/2020              | 25         | GREEN      | Consultants, WSP, are near to completion of a study   |

| Service Plan Actions  | In Year Completion Date | % Complete | RAG Status | Progress & Outcomes Description  |
|---|-------------------------|------------|------------|--|
| requirements to assist with the feasibility study for bus, cycling and walking improvements at Cardiff and Barry Road, Dinas Powys.   |                         |            |            | looking at feasibility and basic design of the walking/cycling route from Dinas Powys to Barry. Once complete the Council's internal Design and Construction department can look to put a detailed final design together - WG funding permitted.   |
| LS/A016: Provide legal advice, guidance and support on legal matters in relation to transport improvement schemes associated with the Cardiff Capital Region Metro including bus prioritisation measures at Port Road and Cardiff Road. | 31/03/2020              | 25         | GREEN      | Throughout the year ongoing input from a Legal Services perspective will be provided when required i.e. on an ad-hoc basis. No advice on these matters has been sought from Legal Services during quarter 1.   |
| <b>ER005</b>  |                         |            |            |  |
| NS/A054: Continue to improve the Active Travel highway network.   | 31/03/2020              | 25         | GREEN      | As above - WG funding and Section 106 is being used to improve the AT network. In addition, Q2 will see a Cycle Hire scheme tender with a similar venture to Next Bike in Cardiff being piloted in the Penarth area (funding for the scheme coming from the Penarth Heights development S106 sustainable transport contribution) |
| <b>ER006</b>  |                         |            |            |  |
| RP/A029: Increase the number of innovative events which support the local economy and encourage existing events to be self-sustainable.   | 31/03/2020              | 25         | GREEN      | Several themed events held during this quarter and Business Startup club continues to draw good numbers. Work closely with partners to lever in funding and jointly cover costs of events.   |
| RP/A064: Explore further opportunities for commercial partnerships on Council sites for the provision of tourism activities.  | 31/03/2020              | 25         | GREEN      | Work has been ongoing to look at commercial opportunities around buildings and events at the Country Parks. Events held during this period include the Barry Island Food festival which generated 1/3 of its costs in income. A move towards more cost neutral events.   |
| RP/A107: Implement the Destination Management Plan.   | 31/03/2020              | 25         | GREEN      | Ongoing. All aspects of the DMP are being delivered through the Tourism & Events team activity. The DMP is   |

| Service Plan Actions  | In Year Completion Date | % Complete | RAG Status | Progress & Outcomes Description  |
|---|-------------------------|------------|------------|--|
|   |                         |            |            | being progressed however we are yet to convene a full Destination Management Partnership meeting. Proposed date 23rd July 2019.                                |
| RP/A108: Deliver a range of improvements to the Wales Coastal path in the Vale. | 31/03/2020              | 25         | GREEN      | Grant funding acquired, project works identified. First annual clearance cut undertaken. Tender documents submitted to Sell2wales with regard to project work. |

#### Objective 4: Promoting sustainable development and protecting our environment

| Service Plan Actions  | In Year Completion Date | % Complete | RAG Status | Progress & Outcomes Description   |
|---|-------------------------|------------|------------|---|
| <b>ER007</b>  |                         |            |            |   |
| RP/A090: Undertake an annual monitoring review of the Local Development Plan and utilise this as a Planning Framework.  | 31/10/2019              | 25         | GREEN      | Annual monitoring report being prepared to be reported to Cabinet in Q2 and submitted to WG by October 2019   |
| RP/A109: Prepare and consult on relevant Supplementary Planning Guidance.   | 31/03/2020              | 35         | GREEN      | Draft SPG on Employment Land, Conservation Areas, Health, Wellbeing and Planning, Design in the Landscape and Retail currently being prepared. Anticipated that these will be reported to Cabinet in the Autumn for approval for consultation purposes. |
| RP/A067: Determine statutory applications under Planning and other relevant Acts in accordance with the Local Development Plan (unless material considerations indicate otherwise). | 31/03/2020              | 25         | GREEN      | During quarter 1, 336 applications have been determined in addition to 28 Non-material Amendments (NMA), 28 Pre-Apps and 28 Tree Applications bringing the overall total of applications determined to 420.   |
| RP/A092: Continue a program of Planning Committee member training.  | 31/03/2020              | 25         | GREEN      | Member induction given to new committee members in June. Member training on SDP proposals planned for July.   |
| RP/A1010: Work with Planning Officers Society Wales and WLGA to ensure a satisfactory review of planning law.   | 31/03/2020              | 25         | GREEN      | Officer attend POSW 5 times per year where these matters are being considered. POSW continue to lobby WG regarding improvements to the planning system.   |

| Service Plan Actions  | In Year Completion Date | % Complete | RAG Status | Progress & Outcomes Description   |
|---|-------------------------|------------|------------|---|
| <b>ER008</b>  |                         |            |            |   |
| RP/A1011: Secure developer contributions through section 106 of the Planning Act to provide necessary infrastructure and improve community facilities.                      | 31/03/2020              | 25         | GREEN      | We secured £2,862,697.23 developer contributions in Q1. This includes applications 2018/00996/FUL, 2018/01108/FUL, 2018/01368/FUL, 2016/00369/OUT, 2014/00229/EAO & 2016/01427/OUT - for full application details including a copy of the S106 Agreement, please refer to the planning register: <a href="http://vogonline.planning-register.co.uk/?AspxAutoDetectCookieSupport=1">http://vogonline.planning-register.co.uk/?AspxAutoDetectCookieSupport=1</a>  |
| <b>ER009</b>  |                         |            |            |   |
| NS/A005: Continue to deliver the 3-year highway resurfacing plan.   | 31/03/2020              | 25         | GREEN      | The Council's highway resurfacing 3-year plan has been re-assessed and was reported to Cabinet on 1st July 2019. All roads scoring 270 points and above are proposed to be resurfaced this financial year with resurfacing programme well underway and over 40% complete. The micro-asphalt and surface dressing element of the Plan are programmed to be undertaken in Q2 whilst the resurfacing element will continue until the budget is fully spent. A small percentage of the capital budget available this year will be allocated to priority footway improvements in various areas of the Vale's local highway network - the works programme is currently being developed and will be commenced later in the year. |
| NS/A007: Deliver a comprehensive road safety education, training and publicity programme to vulnerable groups identified within the Welsh Government Road Safety Framework. | 31/03/2020              | 25         | GREEN      | Kerb craft and child pedestrian safety training is ongoing and is estimated to involve over 600 children over 12 sessions with child pedestrian safety training proposed to be delivered to over 90% of schools. Additional road safety training is also planned to include motorbike training, bike safe and mega drive at RAF St Athan later in the year.   |
| NS/A009 (VS/A055): Seek further opportunities to recruit volunteers for transport initiatives.  | 31/03/2020              | 25         | GREEN      | A number of new volunteers have been recruited to the Greenlinks service. However, the vast majority wish to drive cars as opposed to larger minibuses. This does give less   |

| Service Plan Actions   | In Year<br>Completion<br>Date | % Complete | RAG<br>Status | Progress & Outcomes Description  |
|--|-------------------------------|------------|---------------|--|
|  |                               |            |               | options when route planning but still allows the service to run.   |
| NS/A010: Review Civil Parking enforcement arrangements with Bridgend in line with outcomes from the Parking Strategy review. | 31/03/2020                    | 25         | GREEN         | BCBC were issued notice last financial year to terminate the current partnership arrangement for CPE at the end of March 2020. Consultation with BCBC has commenced on decommission the current partnership arrangements with further detailed meetings planned to resolve decommissioning costs; handover arrangements; continuity of service; data protection issues; and operational matters associated with the termination. The council's legal team have been instructed to consider any TUPE issues associated with CEO transfers. The CPE service is to be incorporated into a new in-house enforcement team to include environmental and parking enforcement with the new structure currently being developed to ensure the relevant service needs and standards are adequately met as part of the process. |
| NS/A012: Continue to deliver structural improvements to the Murch Field and Dinas Powys Library bridges.                     | 31/03/2020                    | 25         | GREEN         | Design works are continuing in-house with procurement for the structural improvements to DP Library bridge planned for July and provisional start date during 2019 school summer holidays to reduce impact of works on school access during term time. The procurement of works for the DP Murch Field bridge will follow in Autumn 2019 with construction phase anticipated start date in Q3. Consultation with school and library representatives is currently ongoing regarding the start date for DP Library bridge works. Detailed consultation with Murchfield community centre and football club representatives is planned to take place in late Summer / early Autumn to agree the DP Murch Field bridge works programme. All   |

| Service Plan Actions  | In Year Completion Date | % Complete | RAG Status | Progress & Outcomes Description  |
|---|-------------------------|------------|------------|--|
|   |                         |            |            | necessary approvals and utility diversions required for the both bridge schemes are being fully considered and progressed as part of the detailed design process.  |
| NS/A055: Deliver any road safety transport schemes that are awarded funding in 2019/20.                     | 31/03/2020              | 25         | GREEN      | A number of schemes were awarded funding following on from the application process. These can be found on - <a href="https://gov.wales/sites/default/files/publications/2019-05/local-transport-fund-grants-awarded-2019-to-2020.pdf">https://gov.wales/sites/default/files/publications/2019-05/local-transport-fund-grants-awarded-2019-to-2020.pdf</a>  |
| NS/A056: Continue to maintain the Greenlinks Community Transport Service.                                   | 31/03/2020              | 25         | GREEN      | The Greenlink service continues to be provided to those who are unable to access regular public transport.   |
| NS/A057: Implement the revised Parking Policy.  | 31/03/2020              | 0          | RED        | Cabinet Decision needed to agree a way forward. Currently anticipate a further report in Autumn 2019.  |
| NS/A058: Continue the Big Fill initiative for 2019/20.  | 31/03/2020              | 25         | GREEN      | Initiatives for 2019/20 underway evidence on Council social media.   |
| <b>ER010</b>  |                         |            |            |  |
| LS/A006: Provide legal advice, guidance and support on legal matters in relation to Five Mile Lane.         | 31/03/2020              | 25         | GREEN      | This project is progressing and continuing legal advice and support is provided as and when required. The construction contract is well advanced. In CPO procedural terms, entry on to land has been secured, advance compensation payments have been made and we are now preparing for the transfers to be formalised.  |
| NS/A013 (VS/A012): Continue to deliver improvements to Five Mile Lane in partnership with Welsh Government. | 31/03/2020              | 25         | GREEN      | Progress on the whole project continues to proceed well with planned completion now in Autumn 2019. The Council's Employers Agent continue to manage the scheme successfully with forecast construction outturn costs currently £14.5 million which is well within overall budget allocated. Ongoing traffic management and road closures are necessary to complete the construction phase and are being coordinated and managed to reduce impact on |

| Service Plan Actions  | In Year Completion Date | % Complete | RAG Status | Progress & Outcomes Description  |
|---|-------------------------|------------|------------|--|
|   |                         |            |            | businesses and travelling public as far as reasonably practicable.   |
| RP/A1012: Oversee the delivery of improvement works associated with Five Mile Lane.   | 31/03/2020              | 25         | GREEN      | Work continues on track with road due for completion in October 2019.  |
| <b>ER011</b>  |                         |            |            |  |
| NS/A059: "Continue to promote the Welsh Government concessionary travel scheme."  | 31/03/2020              | 25         | GREEN      | This is on-going using the Council social media platforms. Additional work has also been undertaken in conjunction with WG as part of the card renewal process that is being undertaken in the latter part of this year. |
| NS/A060: Undertake a review of the post 16 School / College transport policy.   | 31/03/2020              | 0          | RED        | To be undertaken once the decision on Fare Paying school transport future funding has been completed (Sept 2019)   |
| NS/A061 Undertake review of fare paying school transport buses.   | 31/08/2019              | 50         | GREEN      | Consultation on withdrawal of funding for fare paying school transport services complete. Report to go to Cabinet and Scrutiny committee with suggested recommendations.   |
| <b>ER012</b>  |                         |            |            |  |
| NS/A014: Continue to identify funding to improve the National Cycling Network Route 88 as identified in Active Travel integrated networks maps. | 31/03/2020              | 25         | GREEN      | As above - WG have agreed circa £100k for Active Travel INM audit improvements and S106 continues to be used to improve Active Travel routes.  |
| <b>ER013</b>  |                         |            |            |  |
| NS/A062: Implement the Summer 2019/20 lifeguard plan for Barry Island, Southerndown, Ogmore by Sea and Llantwit Major.                          | 31/03/2020              | 50         | GREEN      | Lifeguard plan for the coastal areas implemented.  |
| <b>ER014</b>  |                         |            |            |  |
| RP/A1013: Adopt and deliver the Barry Island strategic marketing plan.  | 31/03/2020              | 100        | GREEN      | Strategic Opportunities document completed. Document was used to form the basis of marketing material developed by DIT and used to promote the Nells Point site at MIPIM and at other events.                            |
| RP/A094: Progress the beneficial re-use of the Nell's Point site at Barry Island.   | 31/03/2020              | 25         | GREEN      | The Strategic Opportunities paper being revised to pick up requirements following the MIPIM event in March 2019. A   |

| Service Plan Actions  | In Year Completion Date | % Complete | RAG Status | Progress & Outcomes Description   |
|---|-------------------------|------------|------------|---|
|   |                         |            |            | detailed brief has been amended for the range of current events and general marketing. Project Board will now review opportunities for joint venture working and other financial models before remarketing. Contract exchanged, and a planning application is imminent regarding the development of the listed Nells Point building.                              |
| RP/A1014: Dispose of the former toilet block Nell's Point.  | 31/03/2020              | 50         | GREEN      | Pre-Application undertaken by prospective purchaser, planning application is now imminent.  |
| RP/A1015: Complete the marketing and disposal of a number of land parcels at Nell's Point.  | 31/03/2020              | 25         | GREEN      | see RP/A1014  |
| RP/A1016: Enhance and protect local biodiversity and habitats through the Communities Act and land use planning system.   | 31/03/2020              | 25         | GREEN      | Biodiversity matters are addressed on a case by case basis through planning applications e.g. application 2019/00355/FUL secured biodiversity enhancements.   |
| RP/A1017: Coordinate delivery and report on corporate actions against the Biodiversity Forward Plan.  | 31/03/2020              | 60         | GREEN      | Draft cabinet report, consultation and departmental targets written and agreed. Report to be submitted July 2019.   |
| LS/A007: Provide legal advice, guidance and support on legal matters in relation to regeneration of Barry Island - ongoing instructions being received.   | 31/03/2020              | 25         | GREEN      | The agreement lease of the toilet block has been exchanged, conditional on planning permission which has now been submitted for pre-application advice.   |
| <b>ER015</b>  |                         |            |            |   |
| NS/A063: Implement the conversion of non-LED to LED lighting on main roads.   | 31/03/2020              |            |            | Duplicate of NS/F028  |
| NS/A064: Review our existing fleet with a view to purchase new vehicles (from the Neighbourhood Replacement Fund) in line with current EU Environmental Standards including the ability to operate on alternative fuel modes. | 31/03/2020              | 25         | GREEN      | All vehicles and plant equipment that has and is being purchased, leased or hired during this financial year meet current EU emission standards. Additional to this on purchasing vehicles and plant all alternative fuel options are explored prior to purchasing a diesel engine model. On selecting a diesel vehicle this vehicle is then run on 5% biodiesel. |

| Service Plan Actions  | In Year<br>Completion<br>Date | %<br>Complete | RAG<br>Status | Progress & Outcomes Description   |
|---|-------------------------------|---------------|---------------|---|
| FIT/A005 (FS/A005): Continue to meet our commitments under the CRC Energy Efficiency scheme and achieve annual certification.                             | 31/03/2020                    | 70            | GREEN         | Final checks on figures required, but data collection is 95% complete. Application for One-time passcode submitted. This will allow the sale of remaining allowances. The drop-in conversion factors as the grid is "greened" and our own energy use reductions is the reason for the spare allowances.   |
| FIT/A006: Implement the Refit (energy efficiency improvement) programme across the Council and work with services to ensure they benefit from the scheme. | 31/03/2020                    | 20            | AMBER         | Refit contractor is missing deadlines. We are monitoring and challenging the contractor. We can make more ReFit projects work through more collaboration in cases where the 8-year payback can't be met.  |
| FIT/A011: Work with colleagues across the Council to achieve the new targets in the Vale of Glamorgan Council Carbon Management Plan 2018-22.             | 31/03/2020                    | 25            | GREEN         | Further work has been undertaken on the viability of introducing Electric vehicles with the transport team. Interaction with schools is being undertaken in order to improve the management of their heating controls. Work is ongoing with the mechanical services team to improve the specification of the most recent boiler replacements. Further work has been undertaken on the viability of establishing a low carbon heat network in Barry. |
| SRS/A029: Submit an annual progress report to Council outlining local air quality in the Vale of Glamorgan.   | 31/03/2020                    | 50            | GREEN         | Arrangements have been made for the annual progress reports on Air Quality to be presented to Cabinet at its 23rd September meeting. As part of this report, an update will be provided on arrangements for public engagement prior to removal of the Windsor Road Air Quality Management Area in Penarth   |
| <b>ER016</b>  |                               |               |               |   |
| NS/A065: Achieve the national recycling target of 64% for 2019/20.  | 31/03/2020                    | 25            | GREEN         | Qrt1 performance= 74.34% Increased food and green performance compared with Qrt1 2018/19. Black bag restriction implemented in Q3, continuing to fuel good performance. Year on year Qrt1 performance has increased   |

| Service Plan Actions   | In Year Completion Date | % Complete | RAG Status | Progress & Outcomes Description   |
|--|-------------------------|------------|------------|---|
|  |                         |            |            | from 62% to 74.34% compared with 2017/18  |
| NS/A066: Continue with utilising waste wardens (post residual restrictions) to ensure households are recycling as much as possible and adhering to new arrangements. | 31/03/2020              | 25         | GREEN      | Waste wardens promoting food composting and recycling with residents as necessary.  |
| NS/A023: Develop and implement a Waste Reduction Strategy.   | 31/03/2020              | 25         | GREEN      | Wardens in place, 2 bag limits in place, promotions relating to recycling in place. All equipment free.   |
| NS/A024: Remodel our waste management infrastructure.  | 31/03/2020              | 25         | GREEN      | Vehicles ROMAQUIP received by Council for recycling source segregation. Staff due to be training on vehicles in Quarter 2 ready for blue print roll out from Quarter 3. Plans advanced for the submission of planning application and environmental permit for a new waste transfer station at Atlantic Trading Estate Barry. |
| NS/A067: Introduce the collections blueprint on a phased approach.   | 31/03/2020              | 25         | GREEN      | Vehicles ROMAQUIP received by Council for recycling source segregation. Staff due to be training on vehicles in Quarter 2 ready for blue print roll out from Quarter 3.   |
| NS/A025: Develop a 7-year Waste Management Plan (2018-25).   | 31/03/2020              | 25         | GREEN      | Cabinet have agreed to rollout the blue print which involves source segregation which involves separating recycling materials rather than collection co-mingled. Also, the management plan involves the restriction of 2 bags per 2 weeks.  |
| NS/A068: Bid for the annual Welsh Government Environment Grant.  | 31/03/2020              | 25         | GREEN      | Bids submitted in Quarter 4 for new grant.  |
| NS/A069: Deliver a Public Convenience Strategy for the Vale of Glamorgan.  | 31/03/2020              | 75         | GREEN      | Public Convenience Strategy presented to Cabinet in June 2019. Currently awaiting comments of scrutiny prior to publishing final document.  |
| NS/A029 (VS/A066): Progress the development of a waste transfer station and rationalisation of   | 31/03/2020              | 25         | GREEN      | Currently a temporary waste transfer station is in place at Cowbridge Composite Plans advanced for the submission of  |

| Service Plan Actions   | In Year Completion Date | % Complete | RAG Status | Progress & Outcomes Description  |
|--|-------------------------|------------|------------|--|
| existing operational depots (subject to Welsh Government Collaborative Change Programme funding).  |                         |            |            | planning application and environmental permit for a new waste transfer station at Atlantic Trading Estate Barry.   |
| NS/A070: Explore the options for a new Western Vale Household Waste Recycling Centre once the existing site lease expires (December 2019).   | 31/12/2019              | 25         | GREEN      | Work underway Quarter 1 to secure a new site. Capital money available this year of 555k to progress this action.   |
| NS/A071: Procure dry recycling facilities as necessary following finalisation of WRAP report.  | 31/03/2020              | 25         | GREEN      | Currently a temporary waste transfer station is in place at Cowbridge Composite Plans advanced for the submission of planning application and environmental permit for a new waste transfer station at Atlantic Trading Estate Barry.  |
| NS/A072: Consider options to bring Household Waste Recycling Centre sites back in-house during 2019 or 2020.   | 31/04/2019              | 0          | RED        | Priority this year to rolling out the blue print. Therefore, action on this unlikely until Quarter 3.  |
| NS/A073: Roll out a Vale wide litter dropping campaign.  | 31/03/2020              | 25         | GREEN      | New enforcement social media page which tweets matters relating to littering   |
| NS/A028: Introduce new Public Space Protection Orders (PSPO's) under the Anti-social Behaviour, Crime and Policing Act 2014 (ABCPA 2014) to enforce dog related offences i.e. dog fouling. | 31/03/2020              | 25         | GREEN      | Report due to go to Council in Quarter 3 to agree the roll out of PSPOs.   |
| NS/A074: Establish a new internal enforcement team to help maintain high standards of environmental cleanliness.   | 31/03/2020              | 25         | GREEN      | The TUPE of transfer of officers from 3GS to the Council is underway. Officers have provisional agreed a structure for the new enforcement team which will include civil parking enforcement.  |
| <b>ER017</b>   |                         |            |            |  |
| N/A  |                         |            |            |  |
| <b>ER018</b>   |                         |            |            |  |
| NS/A030 (VS/A028): Monitor the changes in coastal waters and coastal erosion at Penarth in accordance with the Shoreline Management Plc.   | 31/03/2020              | 25         | GREEN      | The collection of wind, wave and tide data at Penarth remains an ongoing activity with equipment in-situ on site. The data gathered is available for public download from the Channel Coastal Observatory in Southampton who host this |

| Service Plan Actions   | In Year Completion Date | % Complete | RAG Status | Progress & Outcomes Description   |
|--|-------------------------|------------|------------|---|
|  |                         |            |            | data via website link <a href="http://www.channelcoast.org">www.channelcoast.org</a> . A detailed scanner survey of Penarth shoreline is planned by end of Q2 to maintain contemporary records and enable monitoring of coastal waters and erosion in this area.  |
| NS/A031: Complete the delivery of the Llanmaes Flood Alleviation Scheme.               | 31/03/2020              | 25         | GREEN      | The modelling of the catchment is completed, and design 'optimisation' of the preferred scheme is ongoing to address highway works constraints within the village. This will likely require additional works above the village to divert flows and increased land take. Liaison with NRW and final design is now planned to be completed by end of Q2 with construction currently programmed to commence in Q4, subject to resolving land take requirements and obtaining all necessary consents, permissions and approval of future grant application to fund scheme via Welsh Government. |
| <b>ER019</b>   |                         |            |            |   |
| NS/A032: Apply for Blue Flag awards for Penarth Marina, Whitmore Bay and Southerndown. | 01/06/2019              | 100        | GREEN      | Blue flag awards received for Southerndown and Penarth Marina.  |
| NS/A033: Apply for seaside awards for Jacksons Bay and Cold Knap, Barry.               | 01/06/2019              | 100        | GREEN      | Award received for Jacksons Bay, Cold Knap and Whitmore Barry.  |

## APPENDIX 2: Performance indicators

### Objective 3: Promoting regeneration, economic growth and employment

| Performance Indicator   | Q1 2018/19 | Q1 2019/20 | Q1 Target 2019/20 | RAG Status | Direction of Travel | Commentary  |
|---|------------|------------|-------------------|------------|---------------------|---|
| <b>Population Indicator</b>   |            |            |                   |            |                     |   |
| CPM/004: Rate of new active businesses per 10,000 working age population. | N/A        | N/A        | N/A               | N/A        | N/A                 | Annual performance indicator. To be reported at quarter 4 |

|  |     |     |           |     |     |  |
|--|-----|-----|-----------|-----|-----|--|
| CPM/095: Percentage of working population with no qualifications.  | N/A | N/A | N/A       | N/A | N/A | Annual performance indicator. To be reported at quarter 4  |
| CPM/137 (WO2/M001): Gross Value Added (GVA) per hour worked (relative to UK average).  | N/A | N/A | N/A       | N/A | N/A | Annual performance indicator. To be reported at quarter 4  |
| CPM/138 (WO2/M002): Percentage of people in employment who are on permanent contracts (or on temporary contracts and not seeking permanent employment) and who earn more than 2/3 of the UK median wage. | N/A | N/A | N/A       | N/A | N/A | Annual performance indicator. To be reported at quarter 4  |
| CPM/139 (WO2/M004): Percentage of people in employment.  | N/A | N/A | N/A       | N/A | N/A | Annual performance indicator. To be reported at quarter 4  |
| <b>What difference have we made?</b>   |     |     |           |     |     |  |
| CPM/078: Average vacancy rate in the Vale's main town centres.   | N/A | N/A | 8.5       | N/A | N/A | Annual performance indicator. To be reported at quarter 4  |
| CPM/087: Total number of visitors to the Vale of Glamorgan for tourism purposes (as measured by STEAM survey).   | N/A | N/A | 4,200,000 | N/A | N/A | Annual performance indicator. To be reported at quarter 4  |
| CPM/253: Total number of staying visitors to the Vale of Glamorgan for tourism purposes (as measured by STEAM survey).   | N/A | N/A | 610000    | N/A | N/A | Annual performance indicator. To be reported at quarter 4  |
| CPM/254: The percentage of staying visitors to the Vale of Glamorgan for tourism purposes that have a serviced stay (this includes hotels, guest houses and B&Bs) (as measured by STEAM survey).         | N/A | N/A | 38%       | N/A | N/A | Annual performance indicator. To be reported at quarter 4. |
| CPM/255: The percentage of staying visitors to the Vale of Glamorgan for tourism purposes that have a non-   | N/A | N/A | 33%       | N/A | N/A | Annual performance indicator. To be reported at quarter 4. |

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| serviced serviced stay (this includes self-catering, C&C and alternative e.g. Shepherds Huts etc) (as measured by STEAM survey).   |     |     |           |     |     |  |
| CPM/256: The percentage of staying visitors to the Vale of Glamorgan for tourism purposes that have an SFR stay (staying with friends or relatives) (as measured by STEAM survey). | N/A | N/A | 29%       | N/A | N/A | Annual performance indicator. To be reported at quarter 4. |
| CPM/257: The number of jobs created in the Vale of Glamorgan Enterprise Zone.  | N/A | N/A | No Target | N/A | N/A | Annual performance indicator. To be reported at quarter 4. |
| <b>How well have we performed?</b>   |     |     |           |     |     |  |
| CPM/230: The Percentage of surveyed residents who consider our town centres including Barry, Penarth, Llantwit Major and Cowbridge to be attractive places to visit and shop.      | N/A | N/A | No Target | N/A | N/A | Annual performance indicator. To be reported at quarter 4. |
| <b>How much have we done?</b>  |     |     |           |     |     |  |
| CPM/079: Number of facilitated visits to country parks and heritage coast.   | N/A | N/A | 340       | N/A | N/A | Annual performance indicator. To be reported at quarter 4. |
| CPM/081: Number of communities/ groups supported to lead on the delivery of community projects.  | N/A | N/A | 70        | N/A | N/A | Annual performance indicator. To be reported at quarter 4. |
| CPM/145: Number of visitors to Barry Island weekender events.  | N/A | N/A | 55,000    | N/A | N/A | Annual performance indicator. To be reported at quarter 4. |

#### Objective 4: Promoting sustainable development and protecting our environment

| Performance Indicator  | Q1 2018/19 | Q1 2019/20 | Q1 Target 2019/20 | RAG Status | Direction of Travel | Commentary  |
|--|------------|------------|-------------------|------------|---------------------|---|
| <b>Population Indicator</b>  |            |            |                   |            |                     |   |
| CPM/146 (WO2/M005) (PAM/043): Kilograms of local authority municipal waste that is not reused, recycled or composted during the year per person. | 42213      | N/A        | 210               | N/A        | N/A                 | Annual well-being national indicator. To be reported at quarter 4.  |
| CPM/147 (WO2/M006): Number of properties (homes and businesses) at medium or high risk of flooding from rivers and the sea.                      | N/A        | N/A        | No Target         | N/A        | N/A                 | Annual well-being national indicator. To be reported at quarter 4.  |
| CPM/148 (WO2/M007): Area of healthy ecosystems in the Vale.  | N/A        | N/A        | No Target         | N/A        | N/A                 | Annual well-being national indicator. To be reported at quarter 4.  |
| CPM/149 (WO2/M008): Quality of the air we breathe: Levels of nitrogen dioxide (NO2) pollution in the air.  | N/A        | N/A        | No Target         | N/A        | N/A                 | Annual well-being national indicator. To be reported at quarter 4.  |
| <b>What difference have we made?</b>   |            |            |                   |            |                     |   |
| CPM/016: The percentage of reported fly tipping incidents which lead to enforcement activity.  | 16.67%     | 0%         | 10%               | RED        | ↓                   | This remains low as a result of the types of waste fly tipped as it is notoriously difficult to catch offenders where there is no traceable evidence. |
| CPM/151: Percentage increase in mileage undertaken by Council pool car fleet.  | 11.7       | N/A        | 17%               | N/A        | N/A                 | Annual well-being national indicator. To be reported at quarter 4.  |
| CPM/154: Percentage of Council street lights that are LED.   | 47.02%     | 67.34%     | 80%               | RED        | ↑                   | Salix funding available to replace another 3713 lanterns to LED on Strategic Routes over the next 18 months. Work has yet to start on this project.   |
| <b>How well have we performed?</b>   |            |            |                   |            |                     |   |
| CPM/006: The percentage change in the average Display Energy Certificate (DEC) score within local authority                                      | N/A        | N/A        | 3%                | N/A        | N/A                 | Annual performance indicator. To be reported at quarter 4.  |

|   |       |        |                |       |     |  |
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| public buildings over 1,000 square metres.  |       |        |                |       |     |  |
| CPM/013: The Cleanliness Index.   | N/A   | N/A    | 69%            | N/A   | N/A | Annual performance indicator. To be reported at quarter 4.   |
| CPM/014 (PAM/010): Percentage of highways inspected of a high or acceptable standard of cleanliness.  | N/A   | N/A    | 98%            | N/A   | N/A | Annual performance indicator. To be reported at quarter 4.   |
| CPM/017: Percentage of adults 60+ who have a concessionary bus pass.  | 83.29 | N/A    | 84%            | N/A   | N/A | Annual performance indicator. To be reported at quarter 4.   |
| CPM/020 (PAM/018): Percentage of all planning applications determined within required time periods.   | 85.31 | 88.13% | 90%            | AMBER | ↑   | These figures now include Condition Discharge applications where determination times are being severely affected by the length of time statutory consultees are taking to respond.   |
| CPM/021: The percentage of householder planning applications determined within 8 weeks or subject to Planning Performance Agreement or Extension of Time. | 89.89 | 90.85% | 93%            | AMBER | ↑   | The Development Management team are still experiencing significant workloads which affects overall performance. Actions have been put in place to improve the efficiency of back office systems supporting the determination of applications which should improve determination rates. |
| CPM/031: Percentage of people satisfied with cleanliness standards.   | N/A   | N/A    | No Target      | N/A   | N/A | Annual performance indicator. To be reported at quarter 4.   |
| CPM/155: Satisfaction with public transport including a) accessibility and b) road safety.  | N/A   | N/A    | a) 90%, b) 56% | N/A   | N/A | Annual performance indicator. To be reported at quarter 4.   |
| CPM/156 (PAM/019): Percentage of appeals against planning application decisions dismissed.  | N/A   | N/A    | 66%            | N/A   | N/A | Annual performance indicator. To be reported at quarter 4.   |
| CPM/158: Public satisfaction with facilities on Barry Island where they are rated as 'Good' or 'Excellent'.   | 91.53 | N/A    | 93%            | N/A   | N/A | Annual performance indicator. To be reported at quarter 3.   |
| CPM/238: Percentage of Dangerous Structures inspected within 1 working  | 100%  | 100%   | 100%           | GREEN | ↔   | The team continues to prioritise the urgent inspection of reports of dangerous structures.   |

|  |        |     |           |     |     |  |
|--|--------|-----|-----------|-----|-----|--|
| day of receipt.  |        |     |           |     |     |  |
| CPM/239: Percentage of Listed Building applications determined within 8 weeks or subject to Planning Performance Agreement or Extension of Time. | 54.55% | 50% | 62%       | RED | ↓   | This is a small number of applications (10). 2 further applications determined within time would have taken us above the target of 62%. LBC's are inherently complex and time consuming to ensure the heritage asset is protected. |
| CPM/258 NEW CPM: Satisfaction with public transport in the Vale of Glamorgan   | N/A    | N/A | No Target | N/A | N/A | Annual Performance indicator. To be reported at quarter 4.   |
| <b>How much have we done?</b>  |        |     |           |     |     |  |
| CPM/159: Number of m2 of Parks, Open Spaces & Highways land that has been sown with wildflowers or being maintained as a naturalised area.       | N/A    | N/A | 17101.5   | N/A | N/A | Annual performance indicator. To be reported at quarter 4.   |
| CPM/161: Value of investment levered into the Council that is dedicated to transport improvement schemes.  | N/A    | N/A | 600,000   | N/A | N/A | Annual performance indicator. To be reported at quarter 4.   |
| CPM/164: Number of beach awards achieved.  | N/A    | N/A | 6         | N/A | N/A | Annual performance indicator. To be reported at quarter 3.   |
| CPM/241: Amount of s106 money secured in the financial year.   | N/A    | N/A | No Target | N/A | N/A | Annual performance indicator. To be reported at quarter 4. Establishing baseline.  |
| CPM/242: Amount of s106 money spent in the financial year.   | N/A    | N/A | No Target | N/A | N/A | Annual performance indicator. To be reported at quarter 4. Establishing baseline.  |

### APPENDIX 3 – Additional Performance Indicators (Well-being Outcome 2)

#### Objective 3: Promoting regeneration, economic growth and employment

No measures currently exist under this section.

#### Objective 4: Promoting sustainable development and protecting our environment

| Performance Indicator   | Q1 2018/19 | Q1 2019/20 | Q1 Target 2019/20 | RAG Status | Direction of Travel | Commentary   |
|---|------------|------------|-------------------|------------|---------------------|--|
| <b>Population Indicator</b>   |            |            |                   |            |                     |  |
| There are currently no additional national measures reported under this section.  |            |            |                   |            |                     |  |
| <b>What difference have we made?</b>  |            |            |                   |            |                     |  |
| PAM/030: The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated bio-wastes that are composted or treated biologically in another way. | 60.66%     | 74.34%     | 65%               | GREEN      | ↑                   | Increased food & green performance compared with Qt1 2018/19. Black bag restrictions implemented in Q3, continuing to fuel good performance. Year on year qtr. 1 performance has increased from 62% to 74.34% compared with 2017/18. |
| <b>How well have we performed?</b>  |            |            |                   |            |                     |  |
| PAM/020: Percentage of principle A roads that are in in overall poor condition.   | N/A        | N/A        | 4.5%              | N/A        | N/A                 | Annual national indicator. To be reported at quarter 4.  |
| PAM/021: Percentage of principle B roads that are in overall poor condition.  | N/A        | N/A        | 3.9%              | N/A        | N/A                 | Annual national indicator. To be reported at quarter 4.  |
| PAM/022: Percentage of C roads that are in overall poor condition.  | N/A        | N/A        | 10.5%             | N/A        | N/A                 | Annual national indicator. To be reported at quarter 4.  |
| PAM/035: Average number of working days taken to clear fly-tipping incidents reported to the authority during the year.   | 1.8 days   | 1.551      | 3                 | GREEN      | ↑                   | Waste Management has removed reported fly tipping within the target timescale and aims to maintain this high performing level of service. During quarter 1 it took 166 working days to clear the 107 fly tipping incidents.          |

**How much have we done?**

There are currently no additional national measures reported under this section.