

Meeting of:	Healthy Living and Social Care Scrutiny Committee
Date of Meeting:	Monday, 15 July 2019
Relevant Scrutiny Committee:	Healthy Living and Social Care
Report Title:	End of Year 2018/19 Performance Report: An Active and Healthy Vale
Purpose of Report:	To present end of year performance results for the period 1st April 2018 to 31st March 2019 for the Corporate Plan Well-being Outcome 4, An Active and Healthy Vale, including an update of our progress in addressing recommendations and improvement proposals from our external regulators.
Report Owner:	Lance Carver, Director of Social Services and Sponsoring Director for Well-being Outcome 4, 'An Active and Healthy Vale'
Responsible Officer:	Lance Carver, Director of Social Services and Sponsoring Director for Well-being Outcome 4, 'An Active and Healthy Vale'
Elected Member and Officer Consultation:	The performance report applies to the whole authority. End of year performance information contained within the report is based on quarterly returns provided by service directorates to the Performance Team which is reviewed by relevant Well-being Outcome Sponsoring Directors. Quarterly performance reports covering the Corporate Plan Well-being Outcomes and Objectives along with an overall Corporate Health Report have been considered by relevant Scrutiny Committees and the Cabinet throughout the year. Consultation has been undertaken with relevant Sponsoring Directors.
Policy Framework:	This is a matter for Executive decision by Cabinet.
Executive Summary:	<ul style="list-style-type: none"> The performance report presents our progress at quarter 4 (1st April 2018 to 31st March 2019) towards achieving our Corporate Plan Well-being Outcomes for year 3 of the Corporate Plan 2016-20 as aligned to Well-being Outcome 4, 'An Active & Healthy Vale'. It also outlines our progress against existing regulatory recommendations and improvement proposals in response to local and national audit work undertaken by the Wales Audit Office. Overall, we have made good progress in delivering our Corporate Plan priorities in relation to the Well-being Outcome 4 Objectives of, 'Encouraging and promoting active and healthy lifestyles' and 'Safeguarding those who are vulnerable and promoting independent living'. This has contributed to an overall Green status for the Outcome at quarter 4 (Q4).

- 98% (53) of planned activities aligned to 'An Active & Healthy Vale' have been attributed a green performance status reflecting the exceptional progress made during the year. 2% (1) of planned actions aligned to this Well-being Outcome have been attributed a red status. Work remains ongoing to finalise and adopt a Leisure Strategy for the Vale of Glamorgan (AH01).
- Of the 31 performance measures aligned to this Well-being Outcome, a performance status was applicable at end of year for 19 PIs. 13 PIs were attributed a Green performance status, 3 Amber status and the remaining 3, a Red status. The PIs that were categorised as red (missed target by more than 10%) relate to the rate of delayed transfers of care [CPM/057, (PAM/025)]; adult protection enquiries completed within statutory timescales (CPM/056) and the number of new telecare users (CPM/209). These areas continue to remain challenging for Social Services. A performance status was not applicable for 12 measures. This related to measures which were either establishing baseline performance in 2018/19 and consequently no target was set or were national well-being indicators for which Welsh Government data is not yet available. In addition, data could not be provided for a number of Social Services measures due to the ongoing work to cleanse data following adoption of the Welsh Community Care Information System (WCCIS). Ensuring the accuracy of our performance measures through WCCIS continues to be a priority for the Social Services directorate, however, this is expected to take time to achieve.
- In addition, data could not be provided for a number of Social Services measures due to the ongoing work to cleanse data following adoption of the Welsh Community Care Information System (WCCIS). Ensuring the accuracy of our performance measures through WCCIS continues to be a priority for the directorate, however, this is expected to take time to achieve.
- As at April 2019, of the 28 regulatory report actions contained within the Insight tracker, 19 have been completed and 9 remain ongoing. Of the 9 ongoing actions, 6 have been attributed an Amber performance status and the remaining 3 a Red status. With respect to the one review which relates to Well-being Outcome 4: Delivering with Less - Leisure Services, there is one existing local action in response to the review (R1) which remains ongoing. The Council's draft Leisure Strategy is being finalised following comments from members and it is anticipated will be adopted during 2019/20.
- The report seeks elected members' consideration of Q4 performance results as aligned to Well-being Outcome 4 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.
- The report also asks Members to review the progress reported against the regulatory recommendations/proposals for improvement relevant to their respective Scrutiny Committee in order to enable completed actions to be closed down. Members are being asked to endorse by recommendation to Cabinet the removal of completed actions from the Insight Tracker. Following Cabinet's consideration, this will be reported to the Audit Committee whose key role is to have final oversight of the Council's response to issues raised by our external regulators.

Recommendations

1. That Members consider performance results and progress towards achieving key outcomes in line with the Corporate Plan Well-being Outcome 4 - 'Residents of the Vale of Glamorgan lead healthy lives and vulnerable people are protected and supported.'
2. That Members review progress made to date in addressing existing regulatory recommendations and improvement proposals arising from local and national Local Government Studies, and endorse by recommendation to Cabinet the removal of completed actions from the Insight Tracker.

Reasons for Recommendations

3. 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.
4. To ensure the Council implements its regulatory recommendations and improvement proposals and responds appropriately to the recommendations and proposals for improvement identified through the Wales Audit Office's programme of local and national Local Government Studies.

1. Background

End of Year Performance 2018/19

- 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 WCFG (Wales) Act and the LGM with reference to the wider local government agenda.
- 1.4 **Appendix A**, outlines our performance for the period 2018/19 as aligned with the Corporate Plan Well-being-Outcome 4, 'An Active and Healthy Vale'. The quarterly performance report highlights our progress in delivering our key priorities as aligned to year 3 of the Corporate Plan 2016-20.

- 1.5** In line with the agreed changes to the annual improvement planning and monitoring timetable, last year we incorporated end of year performance reporting (Quarter 4) within the Vale of Glamorgan Annual Report (our review of the past year's performance) thus eliminating the need for two separate reports (an end of year performance report in July and the Improvement Plan Part 2 in September) to Scrutiny Committees and Cabinet. This approach provided a comprehensive annual review of the previous year's performance by Well-being Outcome and Objective. The timing of reporting at a later date also enabled us to incorporate our statutory reporting requirements such as, comparing our performance using national benchmarking data. However, feedback from some Members on last year's approach indicated that it would be beneficial for Members to review end of year performance information earlier, supplemented with the more detailed annual report to Members in September in readiness for publication by the statutory deadline of 31st October.
- 1.6** The appended quarter 4 performance report has taken on board these views and is structured to provide members with an overview of performance for the period 2018/19. This will be supplemented by the more detailed Vale of Glamorgan Annual Report which will be reported to all Scrutiny Committees and Cabinet in September 2019 prior to publication in October 2019 in line with statutory requirements.
- 1.7** The performance report is structured as follows:
- **Performance Snapshot (pages 1-2):** Provides an overview for each Well-being Objective, describing the status of Corporate Plan actions and performance indicators. A RAG status is attributed to each Well-being Objective to reflect overall progress to date and contributes to the overall RAG status for the Well-being Outcome. For ease of scrutiny, any actions/Pis attributed a Red status are presented in full here.
 - **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. Where data is not reported, a Not Available (N/A) status has been attributed along with relevant commentary confirming the reason for this status. As part of continuously seeking to improve on our approach to performance management, 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.
 - **Appendix 3:** Provides additional performance indicators which contribute to the Well-being Outcome but do not form part of the Corporate Plan basket of key performance indicators. These are made up of statutory and other national performance indicators.
 - **Appendix 4:** Outlines our progress against existing recommendations and improvement proposals made by our external regulators.

Progress against external regulatory recommendations and improvement proposals

- 1.8** As part of the on-going audit work by the Council's regulators, a series of proposals for improvement and recommendations are made as a result of audit studies (locally or nationally). The Council is required to ensure that these proposals/ recommendations are appropriately progressed and the results reported.
- 1.9** A key focus of the Council's Insight Board (established in 2016) is enhancing and streamlining our corporate governance arrangements relating to integrated planning activities and the Board reports directly to the Corporate Management Team. The Insight Board (established in 2016) is the primary channel through which all integrated planning related activities are reviewed and monitored and incorporates the integrated planning priorities identified in our previous year's Self-Assessment and our existing regulatory recommendations/ proposals for improvement.
- 1.10** Progress is reviewed monthly via the Board's Insight Tracker which has the most up to date record of our regulatory recommendations and improvement proposals as this is updated all year round to reflect the audit work programme work, including all local and national Local Government Studies to ensure actions are completed, reported and closed down in a timely manner.
- 1.11** This approach ensures progress remains under review enabling us to provide our regulators with an up to date position on all our regulatory recommendations and improvement proposals in line with our duties under the Measure.
- 1.12** **Appendix 4**, outlines our progress against existing recommendations and improvement proposals made by our external regulators.

2. Key Issues for Consideration

End of Year Performance 2018/19

- 2.1** **Appendix A**, outlines our performance for the period 2018/19 as aligned with the Corporate Plan Well-being-Outcome 4, 'An Active and Healthy Vale'.
- 2.2** An overall GREEN RAG status has been attributed to Well-being Outcome 4, 'An Active and Healthy Vale', reflecting the excellent progress made to date in making a difference to the lives of residents and our customers within a highly challenging environment.
- 2.3** At end of year 2018/19, 53 out of 54 Corporate Plan related activities attributed to this Well-being Outcome have been completed giving an overall Green performance status for actions. Whilst a Red performance status has been attributed to reflect the progress made as at end of year in developing and adopting a Leisure Strategy for the Council, this work has since been completed during April 2019 (AH01).
- 2.4** An overall Amber performance status has been attributed to the measures contributing to this Well-being Outcome. Of the data reported, a performance status was applicable for 19 out of the 31 measures aligned to this Well-being outcome. Of the 19 measures, performance has met or exceeded target for 13 indicators, 3 were within 10% of target and the remaining 3 missed target by more than 10%. The 3 indicators that missed target relate to the rate of delayed transfers of care [CPM/057, (PAM/025)]; adult protection enquiries completed

within statutory timescales (CPM/056) and the number of new telecare users (CPM/209). A performance status was not applicable for 12 measures. This related to measures which were either establishing baseline performance in 2018/19 and consequently no target was set or were national well-being indicators for which Welsh Government data is not yet available. In addition, data could not be provided for a number of Social Services measures due to the ongoing work to cleanse data following adoption of the Welsh Community Care Information System (WCCIS). Ensuring the accuracy of our performance measures through WCCIS continues to be a priority for the Social Services directorate, however, this is expected to take time to achieve.

- 2.5** Further details relating to the service level actions and measures which have contributed to Well-being Outcome 4 are appended to this report (**Appendices 1, 2 and 3**).

Progress against external regulatory recommendations and improvement proposals

- 2.6** **Appendix 4**, outlines our progress against existing regulatory recommendations and improvement proposals in response to local and national Local Government Studies and audit work undertaken to date.
- 2.7** As at April 2019, of the 28 regulatory report actions contained within the Insight tracker, 19 have been completed and 9 remain ongoing. Of the 9 ongoing actions, 6 have been attributed an Amber performance status and the remaining 3 a red status. With respect to the one review which relates to Well-being Outcome 4: Delivering with Less - Leisure Services, there is one existing local action in response to the review (R1) which remains ongoing. The Council's draft Leisure Strategy is being finalised following comments from members and is it anticipated will be adopted during 2019/20.
- 2.8** Members are being asked to review the progress reported against the regulatory recommendations/proposals for improvement relevant to their respective Scrutiny Committee (as identified in the paragraph above) in order to enable completed actions to be closed down. The report seeks Members endorsement by recommendation to Cabinet for the removal of completed actions from the Insight Tracker. Following Cabinet's consideration, this will be reported to the Audit Committee whose key role is to have final oversight of the Council's response to issues raised by our external regulators.

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 this Well-being Outcome.

Legal (Including Equalities)

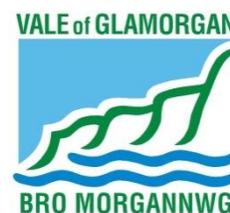
- 4.4 The Local Government (Wales) Measure 2009 requires that the Council secure continuous improvement across the full range of local services for which it is responsible.
- 4.5 The Well-being of Future Generations (Wales) Act 2015 requires the Council to set and publish annual Well-being Objectives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

5. Background Papers

None

ACTIVE & HEALTHY

VALE OF GLAMORGAN COUNCIL



Active and Healthy Performance Report

QUARTER 4: 1 APRIL 2018 – 31 MARCH 2019



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

1.0 PERFORMANCE SNAPSHOT

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

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

1.1 PERFORMANCE EXCEPTIONS

1.1.1 Objective 7: Encouraging and promoting active and health lifestyles

Corporate Plan Action AH01: Work in partnership to deliver a range of activities through our leisure and community facilities and parks to increase levels of participation and physical activity.

Service Plan Action	% Complete	RAG Status	Direction of Travel	Commentary
NS/A048: Finalise and implement a Leisure Strategy for the Vale of Glamorgan.	75%			Following Scrutiny Committee's comments which were endorsed by Cabinet, the Leisure Strategy has been further revised and a new Cabinet member has also requested an opportunity to review the Strategy prior to it going back to Scrutiny. The revised strategy will be considered at the earliest opportunity. As this action did not fully complete during 2018/19, it has been carried forward to the 2019/20 Directorate Service Plan.

There are no exceptions in relation to the performance measures associated with this objective.

1.1.2 Objective 8: Safeguarding those who are vulnerable and promoting independent living

There are no performance exceptions in relation to the actions associated with this objective.

Performance Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	Direction of Travel	Commentary
CPM/057 (PAM/025): The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over.	2.85	6.568	2.5		Capacity within and viability of the domiciliary sector continues to remain a significant challenge and therefore has impacted negatively on delayed transfers of care.
CPM/056: The percentage of adult protection enquiries completed within statutory timescales.	99.74%	88.50%	100%		In line with the SSWA, work continues to ensure that all adult protection enquiries where possible are completed within 7 working days. Performance remains above the Welsh average.
CPM/209: Number of new Telecare users.	N/A	309	375	N/A	This is a local measure, which continues to be rolled out to further promote the awareness and take up of Telecare services amongst our service users to remain living independently at home for as long as possible. (259 TeleV & 50 TeleV+).

APPENDIX 1: Service Plan Actions

Objective 7: Encouraging and promoting active and healthy lifestyles

Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
AH001				
NS/A034 (VS/A034): Work in partnership to deliver a range of activities through our leisure, community facilities and parks to increase levels of participation and physical activity.	31/03/2019	100	Green	Physical activity levels in the Vale of Glamorgan continue to be very encouraging. A number of new initiatives have been introduced by our management partner, Legacy Leisure to support this including interactive online classes and the development of a new exercise zone at Cowbridge. The performance indicator for physical activity continues to look healthy in comparison to other local authority areas in Wales providing further support to the independent physical activity surveys carried out in the past year where the Vale of Glamorgan has scored highly.
NS/A035: Continue to invest in Leisure Centres including electrical installations and changing facilities at Penarth and Barry.	31/03/2019	100	Green	Dry changing rooms in Penarth are now complete and operating. Work has commenced on the wet changing rooms at Penarth which will last for approximately 6 months. Work on the Barry wet Changing area is due to be completed in July 2019. Electrical works at Barry are also complete but work at Penarth will now not commence until the refurbishment of the changing rooms is complete.
NS/A036 (VS/A037): Provide a School Crossing Patrol service at high risk locations to enable children to walk safely to and from school.	31/03/2019	100	Green	School crossing patrols continue to be provided at high risk sites that do not benefit from safe push button controlled pedestrian crossing facilities. This assists children to walk safely to and from school and can promote confidence amongst parents to reduce the reliance on private car for such journeys. Where practicable and funding is available in future, roads outside school sites will be considered for installation of push button controlled pedestrian crossings to reduce the reliance on school

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Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
				crossing patrols and achieve necessary budget savings on this service.
NS/A037 (VS/A035): Seek S106 and other funding to deliver improved walking and cycling access to parks and other leisure facilities.	31/03/2019	100	Green	After discussions with St. Brides School, St Brides bus stop is due to be constructed during Easter 2019 and designs are awaiting approval for the Fferm Goch walkway to the community centre. Phase 1 has been completed in Rhoose at a cost of £100k with a further £600k allocated for phase 2. At Ogmore by Sea, dropped kerbs have been installed throughout the village and a new bus stop was installed (60k expenditure). Designs have been completed for Active Travel improvements in St Athan (12k WG funding) and installation of a new bus stop in Ystradowen.
NS/A038 (VS/A039): Continue to assist Sports Clubs and other suitable organisations with potential Community Asset Transfers where there is a clear financial and community benefit for both the applicant and the Council.	31/03/2019	100	Green	The cross Directorate working group has now met and a plan has been established for a future timetable of Community Asset Transfers in accordance with Cabinet decisions. Significant progress has been made with all Bowls clubs currently operated by the Council which are on schedule to either transfer or merge on 1st October 2019.
NS/A039: Implement the 2018/19 Local Authority Partnership Agreement (LAPA) resulting in increased physical activity opportunities.	31/03/2019	100	Green	Despite some issues in relation to staff shortages due to sickness and staff members leaving the authority, it has been a successful year in relation to the implementation of actions from the Vale Sport and Physical Activity Plan. This would not be possible without the support of over 100 internal and external partners including community clubs, schools, National Governing bodies of Sport and community organisations. The Healthy Living Team facilitated the completion of the national School Sport Survey in the Vale which measures the participation of children and young people in sport and physical activity. Through this survey nearly 5,000 Vale children and young people had their say on PE, school sport and community sport/activity. The results of the survey highlighted an increase in participation since the previous survey with 54% of children

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Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
				<p>and young people participating on 3 or more occasions per week. This has risen by 2% and remains above the national average of 48% (which remained static). The result ranks the Vale 3rd in the table of Local Authorities in Wales, continuing the top 3 performing trend for the third consecutive survey (2013 & 2015 & 2018) and complements the Active Adults survey published earlier this year which also saw an increase in number of adults in the Vale who are physically active. There has been a reduction in budget as a result of a reduced funding from Sport Wales (this has occurred nationally) which has mainly affected the 5x60 school programme. As there has been a year on year reduction in funding this has also resulted in reduced staffing which impacts on capacity. The annual report for the Vale Sport & Physical Activity plan will be completed in May 2019. This will provide a detailed overview of the various project undertaken as part of the plan, participation figures and the impact made (this information is collated from the various partners involved in the projects following the end of the financial year so is not yet available). As an overview, projects have included:</p> <ul style="list-style-type: none"> • The 5x60 school programme, which focusses on the delivery of additional extra-curricular activity within comprehensive schools, targeting those who are not on schools teams and those who have low or no participation in physical activity. • The Junior Sport programme offering assistance to primary schools, including the delivery of Real PE training to raise the confidence levels of teachers who have to deliver physical education in primary schools. • The Women & Girls on the Move project, focusing on increasing female participation • The Hot Shots programme delivering free coaching sessions in identified areas

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Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
				<ul style="list-style-type: none"> • The Workforce Development programme which encompasses projects including the: <ul style="list-style-type: none"> - Creating Confident Coaches training project, offering training workshops to local community coaches and volunteers delivering across the Vale - Young Ambassadors project which currently has 54 children and young people inspiring their peers to participate in more physical activity - Coaches of the Future project, which is a focussed project provide support, mentoring and training to 14 young people who are all delivering activity within school and community sessions. - Playmakers project, which has been delivered to pupils in primary schools across the Vale to give them the skills and knowledge to deliver physical activity to their peers. • The Mental Wellbeing project which has included the delivery of a Lift Course to train individuals to deliver low impact activities to individuals who are unable to walk; the delivery of three Mental Health Awareness Courses attended by 46 individuals to ensure those delivering sport and physical activity in the community are able to provide appropriate provision; liaising with Woody’s Lodge to increase participation amongst ex-service men and their families; promoting the benefits of participating in physical activity for positive mental health. • The Disability Sport programme • Increasing activities for older people e.g. training staff within residential homes to deliver activities, creation of walking football opportunities in Penarth <p>The Healthy Living Team has administered the Community Chest scheme, supporting local clubs and organisations to access funding to increase participation in activity. As a result of this funding stream, 60 organisations have benefitted from</p>

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Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
				<p>£68,478 which will impact on more than 6719 participants in local clubs and organisations. There has also been 255 training courses attended as a result of the funding. There has been difficulties recruiting a Welsh speaking Activity Co-ordinator to deliver coaching sessions within the Welsh school in the 5x60 scheme (the post has been advertised three times). Therefore a partnership is being progressed with the URDD in relation to using one of their Apprentices to deliver sessions instead of recruiting an new Activity Co-ordinator. The application for funding to Sport Wales for the 2019 – 2020 period has been successful. As expected, there has been a 5% reduction in core funding provided, which has been accounted for within the planning process.</p>
NS/A048: Finalise and implement a Leisure Strategy for the Vale of Glamorgan.	31/03/2019	75	Red	<p>Following Scrutiny Committee's comments which were endorsed by Cabinet, the Leisure Strategy has been further revised and a new Cabinet member has also requested an opportunity to review the Strategy prior to it going back to Scrutiny. The revised strategy will be considered at the earliest opportunity. As this action did not fully complete during 2018/19, it has been carried forward to the 2019/20 Directorate Service Plan.</p>
AH002				
HS/A074: Work with partners to deliver the Cardiff & Vale Substance Misuse Commissioning Strategy 2013-2018, providing support, information and effective interventions.	31/03/2019	100	Green	<p>The Area Planning Board for Cardiff and the Vale are in the process of implementing a Market Position Statement which will replace the 2013-18 Commissioning Strategy. There is a move to implement an outcome focused approach to commissioning and to identify opportunities to provide services in a holistic way and not just limited to substance misuse. Further information will be available during Qtr. 1 2019/20</p>
AH003				

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Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
NS/A040 (VS/A047): Work in partnership to deliver a comprehensive play programme that improves the well-being of children and their families.	31/03/2019	100	Green	<p>The Healthy Living Team secured £81,000 of Welsh Government funding in the final quarter of the year to increase play opportunities and positively impact on actions identified within the Play Sufficiency Assessment. In order to maximise the use of this funding, the team have worked with a variety of internal and external partners. It is hoped the funding will impact on 10,000+ people. The funding was used for areas including :</p> <ul style="list-style-type: none"> • Purchase of fixed play equipment and play equipment - the Healthy Living Team worked in partnership with Ysgol Y Deri, Barry Town Council, Cowbridge Town Council, Dinas Powys Community Council, Llanmaes Community Council, LLantwit Major Town Council, Penarth Town Council, Penllyn Community Council, Wick Community Council and the parks department to improve the fixed play equipment and surrounding space in local parks owned by both the Vale Council and Town and Community Councils. • Purchase of play equipment & resources for play projects, outdoor play and events including providing resources to the Vale Youth Service to expand opportunities in the rural Vale; the Vale Youth Wellbeing team to expand opportunities to children with wellbeing issues; Llandow Village Hall; Llandough Play Group; resources for play scheme and play events delivered by the Health Living Team and equipment to encourage outdoor play in a soon to be revitalised community garden space. • Purchase of IT communication package to assist with the inclusion of disabled children into play provision. Funding was also secured for the Glamorgan Voluntary Services to purchase sensory and soft play equipment for disabled children in

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				<p>Llantwit Major. Resources were also purchased for use by the Families First Holiday Club (delivered by the Healthy Living Team) and Teenscheme (delivered by Vale People First) to support the inclusion of disabled children and young people</p> <ul style="list-style-type: none"> • Purchase of resources to support an awareness campaign regarding the importance of play and how people can impact on children’s ability to play. • Purchase of resources to assist Gladstone Primary School in using play as a therapeutic tool to support children who are experiencing ACES. • Increasing open access play opportunities during school holidays for children to experience play through the medium of Welsh (project delivered by Menter Bro Morgannwg). <p>The Healthy Living Team were successful in securing CIW registration for the Families First Holiday Club (Disability play scheme). This provision is targeted at disabled children, providing them with access to supported play opportunities during school holiday periods. The successful CIW registration has meant that the hours of provision can be extended to cover the full day as opposed to just two hours. This has proved to be very popular with parents / guardians, with ever increasing demand for spaces. Whilst it is positive that the service is in demand, it is important to manage expectations given the limited resources available. Where required personal care, 1:2 or 2:1 support and nursing support has been provided, along with specialist equipment. More than 60 children have benefitted from this service this year. The Senior Healthy Living Officer (Play) has been working with</p>

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				<p>a variety of organisations to increase the health and wellbeing of children through play. Examples include the delivery of the Woody Wanderers project at Cadoxton Primary School. This project involved the delivery of outdoor play / Forest Schools activities to the pupils at Victoria Park. This not only expanded their access to and knowledge around the types of play activities that could be undertaken outdoors locally, but also assisted with their learning. Forest Schools activities have also been undertaken with a group of home educated children, and more recently with pupils with wellbeing issues who do not attend school through partnership working with the Council's Youth Wellbeing team. Gladstone Primary School have been supported to develop a play zone at the school for use by children who are experiencing adverse childhood experiences to assist with their wellbeing. Play scheme and Play Rangers sessions took place during the summer school holiday period attended by 224 children. Numerous events have taken place during the year where play activities were provided which resulted in over 4,000 participations. Events included Barry Island Weekender, Dinas Powys Family Fun Day, Rotary Club Barry Family Fun Day, National Play Day, the Rotary Club Schools event, Halloween event in conjunction with Barry Town Centre Traders. These opportunities have been delivered by the Healthy Living Team in partnership with, and sometimes financially supported by, partners including Dinas Powys and Wick Community Councils, the Family Information Service, the Council's Events and Housing teams. The Healthy Living Team successfully completed the Play Sufficiency Assessment which is an assessment process placed upon all Local Authorities by Welsh Government. This requires the local authority to assess the sufficiency of local play</p>

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Service Plan Actions	In Year Completion Date	% Complete	RAG Status	Progress & Outcomes Description
				opportunities every three years, and create an action plan to increase opportunities available. This was a lengthy process led by the Principal Healthy Living Officer, with the input of more than 50 different individuals and partners. As part of this process a play survey was undertaken with children and young people and an accompanying report Funding was also secured by the Healthy Living Team from the company delivering the Five Mile Lane project to support the delivery of play schemes in the new financial year and to renovate two old boats from Knap Lake into floral displays. The Healthy Living team are liaising with two local schools to implement a design competition for the boats. The floral display element of the project is being progressed by the Parks and Open Spaces Officer.
AH004				
RM/A001: Implement a bespoke Family Information Service database and record management system.	31/03/2019	100	Green	All data has been successfully transferred by 1st May 2018. As a result the Family Information System (FIS) Wales system is now fully in operation. The FIS provide free, impartial help, support and advice on a range of family issues including: childcare, activities and services for children and young people and family support services in the Vale of Glamorgan. Information can be found at http://www.valeofglamorgan.gov.uk/en/living/social_care/children_and_young_people/Family-Information-Service/Family-Information-Service.aspx
AH005				
RM/A002: Contribute to the local Public Health Wales agenda by promoting and encouraging healthy eating and healthier lifestyles within our services.	31/03/2019	100	Green	Over the year, we have made good progress in supporting the local Public Health Wales agenda for encouraging healthy eating and healthier lifestyles. Key highlights include: Excellent progress has been made in delivering the Vale Physical Activity Plan and evidence (through a variety of projects) shows that the work of the Council and its partners is having a positive impact

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				<p>with latest obesity data showing the Vale as having the lowest obesity levels in Wales. In addition, this year's school sport survey has also highlighted the Vale as the third best performing Council in Wales in terms of pupil participation levels, and combined with the adult survey, makes the Vale of Glamorgan the most physically active area in Wales; We continue to provide play opportunities for children and young people across the Vale to help develop and encourage healthier lifestyles into adulthood and all our play schemes promote activities for all, including disabled, autistic spectrum disorders and children and young people with adverse childhood experiences. In fact demand for spaces is much higher than availability and we continue to explore opportunities to further expand provision for the future, funding permitting; We continue to work with all schools as a priority to ensure compliance with the Healthy Eating in Schools (Wales) Regulations and all primary schools remain compliant with the nutritional regulations whilst all secondary schools remain compliant with food based standards from the regulations; We have continued working with local communities to maximise our existing assets including improving access to green spaces, local playing facilities and community centres, enabling them to offer increased opportunities to participate in leisure and physical activity; We proactively promote the 'availability of healthy options' awards (via the Shared Regulatory Services) to food businesses in Cardiff and the Vale to encourage healthier lifestyles; Active Travel improvements including walkways and cycleways continue to be delivered across the Vale and these are being actively promoted to encourage more active travel lifestyles. We are also progressing a number of active travel and leisure schemes from S106 contributions and these will further contribute towards improved walking and cycling infrastructure</p>

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				<p>within the Vale e.g. Fferm Goch walkway, St Brides, Rhoose Active Travel route, and Ogmere by Sea footway improvements; During the year, we have also worked proactively with schools to determine their requirements to get more pupils walking and cycling to and from school and have supported them in preparing bids to access Welsh Government funding to support this agenda and in increasing pupil participation; The Head of Adult Service has contributed to the ongoing development of the well-being agenda and is working with Public Health to ensure they are included in discussions regarding access and the development of Preventative Services. As part of this work, significant progress was made during the year on falls prevention within the Vale Community Resource Service (VCRS), integrated with our partners in Health and as part of the work of GP clusters; Positive progress continues to be made in implementing the three-year strategy for dementia and our Dementia Champion ensures representation at strategy meetings for the Region and feeds in to the work of the local authority and Regional Project Board (RPB). We continue to promote initiatives to help older people to remain independent and stay active for longer within our communities through the work of the 50 plus forum and are progressing the dementia friendly communities agenda across the Vale. Currently Barry, Cowbridge, Penarth and Dinas Powys are progressing this initiative within their communities.</p>
SL/A037: Continue to monitor compliance with the Healthy Eating in Schools (Wales) regulations.	31/03/2019	100	Green	All primary schools are compliant with the nutritional regulations. All secondary schools are compliant with food based standards from the regulations. This continues to be a priority for the team.
SRS/A023: Work in partnership to increase activity in relation to Cardiff and Vale Tobacco Control Action Plan (underage tobacco sales).	31/03/2019	100	Green	A total of 9 shisha businesses were visited with South Wales Fire Service in February 2019; 6 of which were found to be non-compliant with smoke-free requirements. All 6 have now been

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				written to under caution and invited to make representations by the end of March 2019.
AH006				
NS/A041: Apply for 7 Green Flag awards at key urban parks throughout the Vale of Glamorgan.	31/03/2019	100	Green	In total 8 Urban parks have been applied for and successfully awarded Green Flag status (Environment & Housing Directorate) plus 2 Country parks (via Regeneration & Planning Directorate): Urban Parks; Romilly Park, Barry Island, Central Park, Victoria Park, Knap Gardens, Alexandra Park, Belle Vue Park, Gladstone Park, Country Parks; Cosmeston, Porthkerry. This is an improvement of 3 additional awards more than that achieved in 2017. The Green Flag Awards recognises and rewards well managed parks and green spaces, setting the benchmark standard for outdoor spaces across the UK and around the world.
RP/A096: Apply for 2 Green Flag awards at Cosmeston Country Park and Porthkerry Country Park.	31/03/2019	100	Green	Applications were submitted to Keep Wales Tidy for both Cosmeston and PorthKerry County Parks. Following the inspections have taken place both parks have been awarded Green Flag Status. Green Flag Awards recognises and rewards well managed parks and green spaces, setting the benchmark standard for outdoor spaces across the UK and around the world.

Objective 8: Safeguarding those who are vulnerable and promoting independent living

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AH007				
AS/A009: Review and amend processes at the Customer Contact Centre to support provision of advice and assistance (IAA	31/03/2019	100	Green	CIW undertook a focused activity at the Customer Contact Centre in February. They identified that there was some confusion between professionals as to the interpretation of what was 'Advice' and what was 'Assistance'. As a consequence of this

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model) in line with requirements of the Act.				feedback an action plan is in development and an audit re training completed by CSRs and other Contact Centre staff to ensure that there is clarity re definitions and corresponding actions going forward. This action plan will be monitored by the Wellbeing Matters Steering group referred to in AS/A005. Positive steps have been introduced re advocacy for all service users and provision of information and advice as a preventative and signposting function, the support of the third sector broker has been significant in helping achievement in this key area.
AS/A022: Promote the use of Dewis Cymru for the provision of information, advice and assistance for preventative services for adults.	31/03/2019	100	Green	The new Dewis Project Manager and Dewis Project Support Assistants have made great progress since their appointment. They have a plan in place to establish Dewis as the resource directory to be used by all service areas across the region. They have promoted Dewis at local events and key access points in the community, and are also using social media to advertise it to the general public, with 'Wellbeing Wednesday' tweets going out via Cardiff and the Vale Twitter platforms, targeted Facebook Ads being trialled, and Dewis adverts now on a number of GP screens across the region. They have trained a number of new users and are establishing Dewis resource leads in other directorates. The outcome of their work is that Dewis is increasingly seen and used as the resource for information provision, advice and access to preventative services. In the past year in our region, we have seen an increase in the total number of registered users from 805, to 1,291, and in the total number of published resources from 973, to 1,799. In February 2019, 8,459 resource pages were viewed.
CS/A024 (CS/A016): Continue to work with Cardiff Council and Cardiff and Vale University Health Board to increase the transparency of the continuing health care process, as it relates to children and	31/03/2019	100	Green	The draft policy has been considered by all partner agencies with endorsement to proceed to finalisation. Implementation will take place as planned in 2019/20.

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young people and seek local authority membership of the panel.				
CS/A025: Utilising the frameworks offered by the Children’s Commissioning Consortium Cymru (4Cs) and the National Fostering Framework, address the challenges associated with the shortfall of children’s placements.	31/03/2019	100	Green	Challenges remain locally, regionally and nationally in securing sufficient placements to meet need. Efforts however continue in moving forward with local, regional and national workstreams. The 4Cs residential contract is on track for launch in April, with the intention of increasing capacity and choice. The Vale has been successful in recruiting a Marketing and Recruitment Officer in its Placements Team and the post holder is expected to commence in post shortly.
<p>LS/A015: Provide legal advice and support on legal matters in relation to implementing new ways of working arising from the Well-being (Wales) Act with a particular focus on the priority work streams of:</p> <ul style="list-style-type: none"> - Provision of information - Advice and assistance services - Eligibility/assessment of need - Planning and promotion of preventative services - Workforce - Performance measures - Charging (debt recovery) - Direct Payments provision – WG regulations awaited - Pooled Funds. 	31/03/2019	100	Green	Work is underway during quarter 4 in regard to the review of the Pooled Budget Agreement (April 2019). This quarter has seen Legal Services advise in relation to the Cabinet report in respect of the discretionary charging elements which is going to Cabinet in February 2019. In addition, ongoing legal advice in respect of the implementation of the changes in legislation policy and practice under the SSWBW Act 2014 has been provided in regard to safeguarding, direct payments and deferred payments.
RM/A003: Contribute to the development and implementation of the Regional Partnership Board Annual Plan.	31/03/2019	100	Green	A report regarding the development and implementation of Regional Partnership was presented in January 2019 to the Regional Partnership board.
RM/A004: Review and amend our processes for Adults at Risk to ensure we	31/03/2019	100	Green	Initial process mapping work has started in relation to this area of work. This will dovetail with the new All Wales Safeguarding

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remain compliant with the Social Services and Well-being (Wales) Act.				Procedures due to be launched later this year and all relevant staff will be encouraged to attend and engage with the training programme developed in line with the new procedures..
RM/A005: Support the Assistant Director for Integration to develop a more joined up approach to developing preventative services that are aligned to the Social Services and Well-being (Wales) Act and Well-being of Future Generations Act to better promote independent living in relation to Adults.	31/03/2019	100	Green	Panel has met and agreed funding for a number of small 3rd sector community groups funded via DTG. Highlight report will be submitted to Regional Steering Group after April 2019.
RM/A006: Deliver the Citizens' Panel work stream and establish a Citizens' Panel that complies with requirements of the Social Services and Well-being (Wales) Act.	31/03/2019	100	Green	During the year the work stream has completed a mapping exercise that identified 177 groups across the region who we engage with and a high level infographic was produced to demonstrate the engagement possibilities across the region. We also commissioned a number of digital stories to promote the care and support services. Plans are in place to for the "Strengthening Citizen Engagement Challenge Process", although the numbers expressing an interest were lower than anticipated, and we are currently working with officers to consider alternative options to engage individuals in the process. This has resulted in a delay in the first meeting that was originally scheduled for January, and is now being planned for the first quarter. If the number of participants can be increased, we will still be on course to deliver in 2019/20.
RM/A007: Continue the work of the Regional Steering Group and the long term commitment of the previous Delivering Transformation Grant associated with delivery of new Social Services legislation.	31/03/2019	100	Green	The Regional Steering Group and its work streams has worked well during the year. A significant change in membership has established new relationships and a continued commitment to regional working. Colleagues from across the region have worked together to deliver on key service improvement actions in the RSG development plan in areas such as: IAA; Social Value;

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				Dewis Cymru; Carers; Citizen Engagement; Advocacy; Eligibility, Assessment and Meeting Needs.
RM/A008: Support the Welsh Government review and further implementation of the National Performance Measurement Framework in line with the new requirements of the Social Services and Well-being (Wales) Act going forward.	31/03/2019	100	Green	The region continues to support Welsh Government in the development of a new Performance and Review Framework. The Regional Coordinator for Sustainable Social Services continues to represent the region on the Quantitative Writing group, providing technical expertise and developing new requirements for the quantitative data and accompanying guidance. Regional consultation events are now being planned to share the work with managers and practitioners from across the region. The Regional Coordinator, together with the Policy and Assurance Officer in the Vale have also been invited to join the Qualitative Writing Group which will be focusing on the consultation side of the framework.
RM/A026 (BM/A026): Continue to identify opportunities for joint commissioning where it can be evidenced to be of benefit in line with duties set out in Part 9 of the Social Services and Well-being (Wales) Act (Collaboration and Partnerships).	31/03/2019	100	Green	The Regional Commissioning Board continues to meet on a monthly basis to discuss fee setting and to identify areas of joint working. The draft joint Care Home specification is out for consultation, with a view to the final document being launched in October 2019. A working group has been established and met on two occasions so far to agree on a toolkit for determining care home fees in 2020/21. This work will continue in to next financial year.
AH008				
AS/A005: Continue to develop the Customer Contact Centre as the single point of access for community health and social care services through expanding the range of services which it coordinates and enables.	31/03/2019	100	Green	Qtr. 4 has continued to progress the work plan regarding development of the CCC. There is now an established joint staff forum, a work plan to look at familiarisation and induction within the team and a training programme planned. In addition, a re-branding exercise is being considered. Monthly steering group meetings are established and well attended. CIW attended and completed a focused activity within the Single Point of Access in February and reported back to senior managers primarily

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				positive observations. Grant funding has been secured to continue this development via ICF and Transformation monies
AS/A014: Undertake further expansion of the Adult Placement Scheme.	31/03/2019	100	Green	At quarter 4, 4 new referrals have been received. 32 people are in long-term placements and 46 people receive short-term/respite with additional support and 36 family placements (62 hosts). Discussions are taking place regarding regional collaborations with neighbouring local authorities to further expand the Adult Placement Service.
AS/A023: Develop a Learning Disability Commissioning Strategy to ensure we can effectively meet the needs and outcomes of our service users both now and in the future.	31/03/2019	100	Green	Strategy completed. Outstanding infographics/ easy read/ Welsh translation booked for completion in May prior to the launch on June 18th 2019.
PD/A018: Work with Adult Services to review and amend processes at the Customer Contact Centre (C1V) to support the provision of advice and assistance in line with requirements of the Social Services Well-being Act.	31/03/2019	100	Green	This work has been subject to a positive internal audit review. This service is now a "business as usual" activity and is embedded in the work of Customer Relations
PD/A031: Continue to work with partners to improve self-service options to ensure that customers' enquiries are resolved as quickly as possible, complying with the Social Care and Well-being (Wales) Act 2014.	31/03/2019	100	Green	Actions resulting from the staff engagement exercise are being implemented. This includes closer creation of a shared brand, Wellbeing Matters, development of a joining Staff Forum, Creation of joint induction programme and closer operational management working.
PD/A032: Continue to strengthen and extend shared working between C1V and the Health Board to provide a more integrated service for the public.	31/03/2019	100	Green	This is fully embedded way of working for customer relations. In addition to the actions is outlined in PD/A031, customer relations continues to support health projects such as the development of a GP Triage service for Vale of Glamorgan residents.
AH009				

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AS/A024: Maximise access and the use of grant funding streams such as Integrated Care Funding to support the development of further integrated services.	31/03/2019	100	Green	Confirmation that ICF monies will continue for another two years and hence the Directorate has secured funding to continue to provide services and develop some new opportunities through further Welsh Government investment in the Region. The Division continues to monitor implementation of the ICF Revenue, Capital and Slippage Schemes and works positively with partners including Cardiff Council, Cardiff and Vale UHB and Third Sector Organisations to deliver good quality services for the residents of our Region.
AS/A025: Improve communications with Mental Health Service in order to support effective transition for young people to move into Adult Mental Health Services.	31/03/2019	100	Green	<p>Transition protocol discussions on-going. Formal discussion of young people with MH problems have taken place at Disability Futures Programme Board to look at how we ensure equity in application of the transition process across teams.</p> <p>Regular quarterly data from Paris on the number of Health to Health transfers is being received – nine this quarter. Cardiff and Vale UHB Locality Lead Nurse has been provided dates of the next TRIG meeting to attend alongside MH Social Work manager and CPN to assess how MH can use this meeting more proactively. 3 people in Q4 with Mental Health needs came through TRIG</p>
AS/A026: Work with partners to develop locality models further in response to the recommendations of the Parliamentary Review.	31/03/2019	100	Green	The anticipated actions under the Transformation monies Tranche One have been completed in Qtr. 4 that have commenced project planning and preparation as per the implementation programmes. Work with the Locality team (PCIC) and the Council social Care management team to develop a revised Vale Locality Service Plan looking at combined assets is well underway and a vision for the locality and its assets across health and social care is currently being developed taking account of the Council and UHB's strategic vision for the assessed population health needs. Opportunities to integrate services in

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				line with the Parliamentary review are at the forefront of our planning to deliver on the recommendations outlined in the report.
AS/A027: Implement the new Community Mental Health Teams Integrated model to support working age adults with mental health needs.	31/03/2019	100	Green	All community teams now moved into Barry Hospital. Vale Locality Mental Health Team formed and operational.
AS/A028: Work with partners to launch a 10 year Dementia Strategy to better integrate service via a multi-agency service model.	31/03/2019	100	Green	Senior managers are linked into the Dementia Action Groups as appropriate. Head of Adults Services attends the Welsh Government Steering Group - Dementia Oversight and Implementation Group on behalf of all Heads of Adults Services across Wales. The ICF Dementia project continues to progress with roll out planned for quarter 4. We have inputted in the priority areas for 2019/20 and rolled out the 'Read About Me' scheme to all care homes in the Vale of Glamorgan to ensure a consistent approach to person centred care in care homes and when transferring between care settings.
AS/A029: Further develop and enhance the Integrated Autism Service with a specific focus on enhancing links with other services, service users and their carers and the provision of training for professionals.	31/03/2019	100	Green	The Integrated Autism Service (IAS) continues with an ongoing program of training sessions for professionals providing specialist training and creating links with approximately 450 staff across a variety of professions in health and social care. As well as adults who have received a diagnosis being enrolled on a post-diagnostic course their parents are also invited to attend a course specifically designed for their needs.
AH010				
RM/A009: Continue full implementation of the Welsh Community Care Information System (WCCIS) for the Directorate with a focus on developing the financial aspects of the system.	31/03/2019	100	Green	Due to a number of performance issues within WCCIS this has not be completed within Q4, however cleansing has commenced and we being implementation Q1 2019/20
AH011				

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AA/A014: Work in conjunction with the Corporate Safeguarding Group to identify, develop and implement current priorities relating to education services.	31/03/2019	100	Green	<p>Safeguarding Officer and Head of Service continue to attend quarterly Corporate Safeguarding Group meetings. CSG activity to refine terms of reference and develop an effective work plan continues. Corporate activity to review content and application of Safer Recruitment Policy continues. L&S completion rates for corporate Safeguarding, Armed Forces Covenant and VAWDASV online training continue to improve and work continues to achieve 100% compliance. L&S senior managers participated in the WAO audit of corporate safeguarding procedures. L&S continues to contribute in the development of robust corporate safeguarding practice.</p> <p>The Training Log and systems are in place, giving sanctions and encouragement to ensure training is attended. Safer recruitment changes have been agreed. Compliance was 100% in September. The Corporate Safeguarding Group continue to meet.</p>
HR/A002: Continue to support and monitor the application of the Council's Safer Recruitment Policy.	31/03/2019	100	Green	<p>Regular reports and updates are provided regarding the application of the safer recruitment policy particularly in relation to schools. Compliance is as follows for Quarter 4 - January (Schools - 97%, Corporate - 100%, Total (Corporate and Schools) - 98%), February (Schools - 80%, Corporate - 100%, Total - 94%), March (Schools - 82%, Corporate - 100%, Total - 92%). Overall compliance for schools for 2018/19 was 93% (this compares to 93% in 2017/2018). Overall compliance for corporate in 2018/19 was 100% (this compares to 99% in 2017/2018). Overall compliance for both Corporate and Schools was 96% (this compares to 95% in 2017/2018). This is consistent with previous years. During Q4 the current escalation process is currently being consulted upon with schools to implement in Q1 2019/20 a process for Headteacher and Safeguarding governor to meet with the Director where there is a breach in compliance. In addition, the overuse of risk assessments within schools is being</p>

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				reviewed with a suggestion that it should only be used in exceptional circumstances where proven. An audit was undertaken during Q4 by the Wales Audit Office (WAO) to review the safer recruitment practices in the Council. Results of the audit should be available during Q1 of 2019/20.
RM/A010: Enable the Corporate Safeguarding Group to continue to focus on delivery of Corporate Safeguarding Action Plan and put in place appropriate mechanisms to monitor compliance of the Policy across the Council for all relevant staff, contractors and volunteers.	31/03/2019	100	Green	Review of Corporate Safeguarding Policy is on-going. The review will consider the implementation of a training framework/matrix to include the levels of safeguarding training required at all levels. Following this introduction consideration of annual self-assessment to be considered.
RM/A011: Develop and implement training workshops for staff in respect of safeguarding enquiries relating to Adults at Risk.	31/03/2019	100	Green	These will take place in conjunction with the launch of the All Wales Safeguarding Procedures later this year.
RM/A012: Support the completion of the review of the All Wales Child and Adult Protection Procedures.	31/03/2019	100	Green	Work is underway regarding the All Wales Safeguarding procedures led by the Cardiff and Vale Regional Safeguarding Board. This work is on track to be completed by October 2019.
RM/A013: Implement agreed recommendations arising from the 2017/18 Safeguarding Internal audit work.	31/03/2019	100	Green	The idex mandatory module for Safeguarding was rolled out to all Vale of Glamorgan employees in November 2017. Completion and compliance will be monitored through the Corporate Safeguarding Group.
AH012				
AS/A030: Further enhance the Integrated Discharged Service through implementing a Care Package Approval Process.	31/03/2019	100	Green	The work on implementing the care package approval process was completed during quarter 4 2017/18. We continuously review our arrangements to ensure the mechanisms remain effective in supporting hospital discharges. For example, during Quarter 4 2018/19 we have reviewed our allocation of social workers to the hospital wards to ensure equity of social work response to hospital discharges.

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AH013				
RM/A014 (BM/A014): Work with our partners regionally to develop an Accommodation with Care Strategy to promote independent living.	31/03/2019	100	Green	Completed and work has now commenced to deliver via the Regional Accommodation with Care Board.
AH014				
RM/A015: Collate and review a data set linked to Child Sexual Exploitation, to enable the authority to analyse the safeguarding activity and outcomes in this area.	31/03/2019	100	Green	Data linked to CSE is collated on a monthly basis and is reported through annual reporting. The Regional Safeguarding Children's Board has recently piloted a 'deep dive' case audit using the CEF tool and findings from this audit will be considered and how to implement within the local authority. Regional Exploitation Strategy encompassing regional responses to Exploitation including CSE is currently being developed and there is representation from the Vale on the subgroup developing this strategy.
AH015				
AH015: Improve procedures with providers of nursing, residential and domiciliary care providers to enable early intervention and prevent the escalation of incidents. The Operation Jasmine Action Plan was superseded by the 3-year business plan for the Regional Adults Safeguarding Board last year. Some actions remain ongoing and are regularly monitored on a quarterly basis by the Board.				
AH016				
SRS/A012: Launch a 'Buy with Confidence' (responsible trader) scheme across the region to provide residents with peace of mind when shopping or choosing a tradesperson whilst supporting reputable businesses with a 'Trading Standards approved' endorsement.	31/03/2019	100	Green	The first members have been admitted into the Buy With Confidence scheme enabling a 'soft launch'. Work continues in terms of auditing other applicants and once membership is into double figures, a formal launch will take place in the early part of the 2019-20 financial year with associated publicity.
SRS/A015a: Undertake monitoring of outbreaks of communicable disease in schools.	31/03/2019	100	Green	In Q4, 23 outbreaks were investigated. 4 in Bridgend, 10 in Cardiff and 9 in Vale of Glamorgan. There were 7 outbreaks in care homes, 10 in schools, 3 in commercial food businesses, 2 in

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				hospices and 1 in a family residential centre. 9 were confirmed as Norovirus, 14 were suspected Norovirus.
SRS/A016: Undertake interventions at care homes in accordance with the Statutory Health and Safety Section 18 Plan.	31/03/2019	100	Green	Officers carried out verification visits to all residential care homes as part of the 'safeguarding the vulnerable' strategic priority. The aim was to monitor the level of sustained compliance from phase 1 visits and the care home business forum held in February 2017. A total of 39 homes were visited (Bridgend 12; Cardiff 18; Vale 9). The visits identified a lack of sustained compliance (particularly in relation to the management of Legionella) as a result of high staff turnover issues; particularly at management level. Of the 20 Improvement Notices that were served on 9 different duty holders, 2 related to Vale of Glamorgan Care Homes. None of these were Council-owned premises. In relation to the improvement notices issued for the 2 Vale care homes, these related to inadequate controls in place to manage the risk of legionella in their hot and cold water systems. These improvement notices are served to secure compliance with legislative standards. The outcome of these visits further informed the need for additional training for care home management. During Quarter 1, 2 half day work shops were run for care home personnel which focused on Legionella management, the control of Norovirus and Influenza. The sessions were held in conjunction with Vector Air and Water and Public Health Wales. A total of 56 delegates attended the 2 workshops; 50 (89%) reporting that the session was either good or excellent value to their business; 55 (98%) reporting that they had learnt something from attending the workshop, and 48 (86%) confirming that they would make changes in their business as a result of attending the workshop.
SRS/A017: Perform an Annual Food Inspection of premises that undertake	31/03/2019	100	Green	The annual food inspection programme is complete, below are the details for the number of premises that received an

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commercial activities that includes vulnerable people in accordance with the Food Law Enforcement Service Plan.				inspection. Vale - A= 100%, B=100%, C= 92.5%, D= 38.89%, E=86.11%. The number of inspections completed have slipped this year due to a number of vacancies within the team.
SRS/A025: Conduct an underage sales exercise in relation to on line alcohol delivery sales to a person under the age of 18.	31/03/2019	100	Green	This action was aborted due to the number of unfilled vacancies within the Trading Standards Team.

APPENDIX 2: Performance Indicators

Objective 7: Encouraging and promoting active and healthy lifestyles

Performance Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
Population Indicator						
CPM/182 (WO4/M001): Percentage of adults aged 16+ who have fewer than two healthy lifestyle behaviours (not smoking, health body mass index, eat five portions fruit or vegetables, not drinking above guidelines, meet guidelines on weekly minutes of physical activity).	N/A	N/A	N/A	N/A	N/A	Annual well-being national indicator. National data not yet available.
CPM/183 (WO4/M002): Percentage of children who have fewer than two healthy lifestyle behaviours (not smoking, eat five fruit/ vegetables daily, never/rarely drink and meet the physical activity guidelines).	N/A	N/A	N/A	N/A	N/A	Annual well-being national indicator. National data not yet available.
CPM/184 (WO4/M003): Children age 5 of a healthy weight.	N/A	N/A	N/A	N/A	N/A	Annual well-being national indicator. National data not yet available.
CPM/185 (WO4/M004): The average number of years a new born baby can expect to live if current mortality rates continue.	N/A	N/A	N/A	N/A	N/A	Annual well-being national indicator. National data not yet available.
What difference have we made?						
CPM/187: Percentage of clients accessing substance misuse services who reported an improvement in their quality of life.	79%	Data not available	67%	N/A	N/A	Awaiting information from partner agencies, the information was not available during quarter 3 and therefore is unlikely to be available in quarter 4. The Area Planning Board have agreed and published a new Market Position Statement with its commissioning intentions for 2019 onwards. The Vale of Glamorgan have contributed to this piece of work and will be a

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Performance Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
						member of the Area Planning Board to ensure the needs of the Vale are represented.
CPM/191: Percentage of adults reporting that they participate in sports/ physical activity three or more times a week.	N/A	39%	N/A	N/A	N/A	This question is no longer asked in our Public Opinion Survey however data from the latest State of the Nation (a national Welsh report) states that 39% of adults report that they participate in physical activity three or more times a week. This is the highest percentage in Wales.
CPM/236: Percentage of problematic substance misuse clients accessing treatment who maintain or reduce their substance misuse.	N/A	Data not available	N/A	N/A	N/A	Awaiting information from partner agencies, the information was not available during quarter 3 and therefore is unlikely to be available in quarter 4. The Area Planning Board have agreed and published a new Market Position Statement with its commissioning intentions for 2019 onwards. The Vale of Glamorgan have contributed to this piece of work and will be a member of the Area Planning Board to ensure the needs of the Vale are represented.
How well have we performed?						
CPM/096: Percentage of attendance at Flying Start childcare.	79.90%	72.53%	75%	Amber	↓	No commentary provided
CPM/111: Percentage of eligible Flying Start children that take up childcare offer.	84.38%	99.36%	90%	Green	↑	No commentary provided
CPM/170: Percentage of users showing satisfaction with a Families First service accessed.	98.23%	98.27%	97%	Green	↑	High proportion of service users remain satisfied with accessing Families First services.
CPM/192: Number of participations of children and young people in the 5x60 scheme.	50,477	66,462	44,000	Green	↑	The 5x60 is no longer a national scheme so is not recorded nationally. However in the Vale of Glamorgan we still run a reduced version of the 5x60 scheme in schools, along with other projects targeted at children and young people

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Performance Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
						(which is who the 5x60 scheme was targeted at). Therefore the statistic in this column includes the reduced element of the 5x60 scheme along with the statistics from the other projects we run as part of the Active Young People programme.
CPM/196: Percentage of Council catered schools that offer healthy food options.	90%	100%	100%	Green	↑	All 53 schools using the in-house catering service offer healthy options on a daily basis. Menus in primary schools achieve full nutritional and food based standards of the Healthy Eating Regulations and the 5 secondary schools achieve the food based standards of the Healthy Eating Regulations.
CPM/248: Percentage of individuals who exit substance misuse treatment in a planned way.	N/A	Data not available	N/A	N/A	N/A	Awaiting information from partner agencies, the information was not available during quarter 3 and therefore is unlikely to be available in quarter 4. The Area Planning Board have agreed and published a new Market Position Statement with its commissioning intentions for 2019 onwards. The Vale of Glamorgan have contributed to this piece of work and will be a member of the Area Planning Board to ensure the needs of the Vale are represented.
CPM/249: Percentage of substance misuse treatment commencements within 20 working days.	N/A	Data not available	80%	N/A	N/A	Awaiting information from partner agencies, the information was not available during quarter 3 and therefore is unlikely to be available in quarter 4. The Area Planning Board have agreed and published a new Market Position Statement with its commissioning intentions for 2019 onwards. The Vale of Glamorgan have contributed to this piece of work and will be a member of the Area Planning Board to ensure the needs of the Vale are represented.

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Performance Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
How much have we done?						
CPM/028: Number of sports clubs which offer either inclusive or specific disability opportunities.	50	63	52	Green	↑	As a result of funding obtained via Sport Wales through the Vale Sport & Physical Activity plan, we have been able to introduce a Mental Wellbeing project which has been linked to the Disability Sport programme. As a result of this project 3 Mental Health Awareness Courses have been delivered by Mind to 46 individuals involved in the delivery of sports and physical activity opportunities. These individuals come from organisations including 13 local community clubs, Legacy Leisure, the Healthy Living Team (GP Referral, sports development and play development) and 5 National Governing Bodies of Sport. The community clubs who were involved in this project have been included in the statistics for this KPI in quarter 4 (the NGB's and other organisations have not been included in these statistics).
CPM/197: Number of Green Flag Parks.	7	10	9	Green	↑	In total 8 Urban parks were entered for Green Flag status in 2018 (Environment & Housing Directorate) plus 2 Country parks (via Regeneration & Planning Directorate) : Urban Parks - Romilly Park, Barry Island, Central Park, Victoria Park, Knap Gardens, Alexandra Park, Belle Vue Park, Gladstone Park: Country Parks - Cosmeston, Porthkerry – All 10 parks attained Green Flag status during 2018/19

Objective 8: Safeguarding those who are vulnerable and promoting independent living

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Performance Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
Population Indicator						
CPM/060 (SSM/027): The percentage of re-registrations of children on local authority Child Protection Registers (CPR).	3.62%	9.68%	10%	Green	↓	No commentary provided.
CPM/098: Percentage of adult service users receiving a direct payment.	N/A	16.81%	15%	Green	N/A	This is in line with the strategy to support people to live independently at home. We continue to provide increased choice and control for people with eligible care and support needs by further promotion and awareness raising and take up of Direct Payments amongst our service users.
CPM/203: Percentage of adults at risk of abuse or neglect reported more than once during the year.	10.79%	8%	15%	Green	↑	Work continues throughout the year to monitor adults who are suspected of being at risk of abuse or neglect and this is reported in line with statutory duty.
What difference have we made?						
CPM/026: Percentage of people who have received a Disabled Facilities Grant who feel the assistance has made them safer and more independent in their own home.	100%	94.74%	97%	Amber	↓	The sample group which completed this information is 57 people. 54 confirmed satisfaction giving 95% performance. It should be noted that a satisfaction level of over 90% is exceptional given the nature of the work being undertaken.
CPM/050: The percentage of all Year 11 LAC pupils in any LA maintained school, who leave compulsory education, training or work based learning without an approved external qualification.	0.10%	0%	0%	Green	↑	Through working effectively in partnership, we have ensured all CLA left compulsory education with an approved qualification.
CPM/057 (SSM/019) (PAM/025): The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over.	2.85	6.568	2.5	Red	↓	Capacity within and viability of the domiciliary sector continues to remain a significant challenge and therefore has impacted negatively on delayed transfers of care.

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Performance Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
CPM/058 (SSM/020a): The percentage of adults who completed a period of reablement a) and have a reduced package of care and support 6 months later.	N/A	Data not available	10%	N/A	N/A	Data not currently available from Web Rosta database to be able to calculate performance for this measure. Data due in May.
CPM/059 (SSM/020b): The percentage of adults who completed a period of reablement b) and have no package of care and support 6 months later.	N/A%	Data not available	75%	N/A	N/A	Data not currently available from Web Rosta database to be able to calculate performance for this measure. Data due in May.
CPM/107: Percentage of Supporting People service users who confirm that the support that they have received has assisted them to maintain their independence.	82.93%	90%	75%	Green	↑	Not all service users will be able to maintain their independence due to deteriorating mobility etc., therefore this is not always within the control of the Council however we have performed well this year and exceeded both our target and last year's performance.
How well have we performed?						
CPM/056 (SSM/018): The percentage of adult protection enquiries completed within statutory timescales.	99.74%	88.50%	100%	Red	↓	In line with the SSWA, work continues to ensure that all adult protection enquiries where possible are completed within 7 working days. Performance remains above the Welsh average.
CPM/112: Percentage of Supporting People clients satisfied with the support they have received.	94.59%	100%	100%	Green	↑	The support is commissioned from 3rd sector organisations who are reviewed annually by the Council to ensure service quality.
CPM/206: Percentage of telecare customers satisfied with the telecare monitoring service.	96.9%	100%	97%	Green	↑	A survey of Telecare customers was undertaken in February / March 2019 and responses are still being received. Of those who have responded so far 100% state that they are either Satisfied, Quite Satisfied or Very Satisfied. Over 95% would recommend the service and crucially over 95% of respondents so far state that the service is helping to maintain their independence.
CPM/207: Percentage of care and support plans for adults that were reviewed within agreed timescales (WG interim data set).	N/A	Data not available	85%	N/A	N/A	No data or commentary provided.

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Performance Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
CPM/208: Percentage of care and support plans for children that were reviewed within agreed timescales (WG interim data set).	N/A	85.66%	91%	Amber	N/A	No commentary provided.
How much have we done?						
CPM/209: Number of new Telecare users.	N/A	309	375	Red	N/A	This is a local measure, which continues to be rolled out to further promote the awareness and take up of Telecare services amongst our service users to remain living independently at home for as long as possible. 259 TeleV & 50 TeleV+.

APPENDIX 3- Additional Performance Indicators (Well-being Outcome 4)

Objective 7: Encouraging and promoting active and healthy lifestyles

Performance Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
Population Indicator						
There are currently no additional national measures reported under this section.						
What difference have we made?						
PAM/042: Percentage of National Exercise Referral Scheme (NERS) clients who reported an increase in leisure minutes at 16 weeks.	N/A	69.96%	90%	Red	N/A	Although new staff have been put in place, hours are still lower than establishment figures prior to staff taking Maternity leave. The team are working hard to correct the difference but the numbers are still below last year's level as staff are in work less hours so there is less opportunity to follow up with clients.
How well have we performed?						
PAM/041: Percentage of National Exercise Referral Scheme (NERS) clients who continued to participate in the exercise programme at 16 weeks.	N/A	44.08%	46%	Amber	N/A	Our figures are reflective of our financial position in that we have not had a grant funding increase since 2011/12 so in effect we have had 7/8 years of budget constraints placed on our service. We continue to work hard to get people in and active however this year has been problematic as the lack of budget has restricted staff cover. It should be noted that clients that began their programme later in the financial year may not complete their 16 week programme until July 2019 therefore WLGA will run a secondary report in November 2019 which will pick up these retentions and show our true performance.
How much have we done?						
PAM/017: Number of visits to local authority sport and leisure facilities during the year where the visitor will be	11,368	11,463	9,500	Green	↑	Quarter 4 total usage was 589,912. This included usage that was provided either late or for annual contributors. During 2018/19 there was an overall decrease in School usage figures although

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Performance Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
participating in physical activity per 1,000 population.						there was an increase in regards to Leisure Centres & outdoor sports. We continue to work with schools to provide usage data outside of school hours.

Objective 8: Safeguarding those who are vulnerable and promoting independent living

Performance Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
Population Indicator						
There are currently no additional national measures reported under this section.						
What difference have we made?						
SSM/025: The percentage of children supported to remain living within their family.	75.03%	73.37%	N/A	N/A	↓	The number of children who are supported to remaining living at home has been consistent all year and remains above the Welsh average. This measure is seen as successful to ensuring children remain within their close family environment.
SSM/034a: The percentage of all care leavers who are in education, training or employment at 12 months after leaving care.	49.25%	53.85%	45%	Green	↑	The Division has exceeded its performance target in this area; working with a range of partner agencies and education to improve the life outcomes of these young people. It has been a focus of the 15 Plus Team to engage young people in education, training or employment; with an expansion of opportunities for apprenticeships across the Council.
SSM/034b: The percentage of all care leavers who are in education, training or employment at 24 months after leaving care.	48.65%	52.17%	53%	Amber	↑	This measure narrowly missed target due to a small cohort of young people. The team continues to proactively work with a range of organisations including Careers Wales for specialist career advice and support around training, education or employment options. Of the NEETS 4 have significant mental health issues

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Performance Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
						and unable to work, 1 YP is pregnant, 3 YP is the parent of a small child, 1 YP in Prison, 3 YP are not engaged with seeking education, employment or training opportunities.
SSM/001: Percentage of people reporting that they live in the right home for them.	90.43%	95.21%	N/A	N/A	↑	The increase in percentage might reflect the lower number of responses received for this question in 2018/9 compared to 2017/8 however a higher proportion responded positively. This may be because of the higher responses from the 25-64 age groups who might have fewer mobility issues.
SSM/002: Percentage of people reporting they can do what matters to them.	89.54%	90.42%	N/A	N/A	↑	There is very little increase however for both years, commentary suggests that people are heavily restricted by mobility issues and other commitments.
SSM/003: Percentage of people reporting that they feel safe.	92.81%	95.38%	N/A	N/A	↑	The slight increase may be partly because there were 80 fewer respondents to the question in 2017/18 than in 2018/19. There is an indication from the responses that people feel less safe at home compared to those in residential care, or receiving domiciliary care.
SSM/004: Percentage of people reporting that they feel a part of their community.	78.64%	79.03%	N/A	N/A	↑	Although a slight increase, commentary suggests that some people feel quite isolated and do not get as involved in the community as they used to. This could be because of mobility issues or lack of time.
SSM/005: Percentage of people reporting they feel satisfied with their social networks.	96.12%	94.75%	N/A	N/A	↓	Performance has reduced slightly despite wider engagement in the community. Work has been done to increase the interface between communities and to encourage interaction within local groups. Commentary suggests that

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Performance Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
						local support groups are valuable and neighbours help with everyday tasks.
SSM/006: Percentage of children and young people reporting that they are happy with who they live with.	100%	98.11%	N/A	N/A	↓	This has decreased slightly possibly because there were double the amount of responses from young people in 2018/9 with more saying “no”.
SSM/017: Percentage of People reporting they chose to live in a residential care home.	69.77%	70.63%	N/A	N/A	↑	This slight increase reflects some of the comments which suggest that they chose to live in a home because they acknowledged that their safety was paramount and they would be at risk if they continued to live alone. In some cases people did not want to move out of their home, however understood the reasons why.
How well have we performed?						
SSM/023: The percentage of Adults who have received support from the information, advice and assistance service and have not contacted the service again during the year.	76.50%	88.48%	85%	Green	↑	This performance is above the Welsh average and reflects the promotion of early intervention and prevention to ensure that people receive high quality and timely information, advice and assistance.
SSM/024 (PAM/028): The percentage of assessments completed for children within statutory timescales.	65.46%	41.18%	91%	Red	↓	The introduction of WCCIS changes the recording of the start date of the assessment to the date of referral, not the date of allocation. All referrals are screened to ensure timely allocation of those with highest priority. Performance for completing an assessment (between start to end date) is 70.84% at year end. From April 2019 the Assessment form will be live on WCCIS resulting in the removal of interim workaround systems and enabling both improved management reports that provide oversight of processes and an efficient approvals process reducing delay. Together with a review of the operational arrangements in the Duty Team and the timeliness of cases transferring to the Family

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Performance Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
						Support Team, it is expected these actions will impact positively on performance.
SSM/026: The percentage of looked after children returned home from care during the year.	3.76%	6.29%	6%	N/A	↑	Similar to the above, this calculation does not include those children looked after, but residing with family. It remains a priority for the Council to support children to remain with or return to their families where it is safe and appropriate to do so.
SSM/030: The percentage of children seen by a registered dentist within 3 months of becoming looked after.	40.63%	27.45%	60%	Red	↓	The Directorate are committed to ensuring children looked after have their dental needs attended to. This measure reflects children 'seen' not just registered. What our information tells is, is 74.51% children were seen, even if the dental check was outside the timescale.
SSM/021: The average length of time older people (aged 65 or over) are supported in residential care homes.	769.06 days	882.1 days	N/A	N/A	N/A	Whilst these figures are used for guidance only this illustrates that older people are living longer and staying in residential care longer as a result; which is in line with the latest Welsh Government average.
SSM/022: Average age of adults entering residential care homes.	79.87 years	85.02	N/A	N/A	↑	These figures are used for guidance only and are in line with our overarching strategy to support people living in their own home prior to moving into residential care.
SSM/028: The average length of time for all children who were on the Child Protection Register during the year.	847.52 days	364.6 days	N/A	N/A	↑	No commentary provided.
SSM/029a: Percentage of children achieving the core subject indicator at key stage 2.	55.56%	68.57%	70%	Red	↑	These figures reflect the education performance of a small cohort of children receiving care & support at key stages 2 and 4. The measure requires children to achieve the expected level across the core subjects of Maths, English and Science. Although the target was missed;

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Performance Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
						performance remains above the Welsh average for Key Stage 2 results.
SSM/029b: Percentage of children achieving the core subject indicator at key stage 4.	0%	5.88%	25%	Red	↑	These figures reflect the education performance of a small cohort of children receiving care & support at key stages 2 and 4. The measure requires children to achieve the expected level across the core subjects of Maths, English and Science. Although the target was missed; performance remains close to Welsh average for Key Stage 4 results.
SSM/032: The percentage of looked after children who have experienced (1) or more changes of school, during a period or periods of being looked after, which were not due to transitional arrangements, in the year to 31 March.	15%	11.76%	12%	Green	↓	In keeping with the national context, the placement of children looked after is challenging for the Council. This reflects both Children's Services and the LAC Education team's commitment to maintain a child looked after in their current school to minimise any disruption to their education.
SSM/031: The percentage of looked after children registered with a GP.	98.39%	100%	99%	Green	↑	The Division is pleased to report it has exceeded and maintained its performance in this area to ensure that all children looked after are registered with a GP or can remain with their current GP at the start of their placement. It is a focus of the Placements Team to ensure carers register children in a timely manner.
SSM/033 (PAM/029): The percentage of looked after children on 31 March who have had three or more placements during the year.	11.48%	7.45%	9%	Green	↑	Performance has significantly improved since last year due to the Local Authorities commitment to placement stability for all children looked after.
SSM/035: The percentage of care leavers who have experienced homelessness during the year.	5.63%	14.93%	12%	Red	↓	The Division has worked hard with partner agencies and Housing to expand the availability of suitable accommodation options for 16-21 year olds. The definition for this performance indicator is extensive and includes any 24 hour

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Performance Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
						period in any type of temporary/emergency accommodation. In no circumstances were care leavers without accommodation.
PAM/026 (SSM/015): Percentage of carers reporting they feel supported to continue in their caring role.	84%	81.1%	60%	Green	↓	This decrease may be a reflection of the slight decrease in responses to the carer's questionnaire in 2018/9.
PAM/024 (SSM/013): Percentage of adults who are satisfied with the care and support that they received.	97.1%	95.9%	85%	Green	↓	This decrease may be a reflection of the slight decrease in responses to the Adult's questionnaire in 2018/9. Comments were very positive in relation to the support from care staff in regaining and maintaining independence and mobility.
PAM/027 (SSM/013): Percentage of children who are satisfied with the care and support that they received.	92.31%	95%	80%	Green	↑	This has improved possibly because there were double the amount of responses from young people in 2018/9. Commentary was very positive for most of the support young people are receiving especially with the advice and help they receive from social services staff.
SSM/007: Percentage of people reporting they have received the right information or advice when they needed it.	91.07%	91.07%	N/A	N/A	↔	The Council is continuing to improve the quality and quantity of information advice and assistance it is providing. A separate consultation highlighted that people are satisfied with information they receive about services.
SSM/008: Percentage of people reporting they have received care and support through their language of choice.	98.15%	98.62%	N/A	N/A	↑	Information and advice, care and support continues to be provided in alternative formats. Welsh medium information is mandatory for all documents provided by the authority.
SSM/009: Percentage of people reporting they were treated with dignity and respect.	97.89%	98.91%	N/A	N/A	↑	People continue to be satisfied with the way they are treated by Social Services staff. Commentary suggested that they are a source of social interaction, support and advice. People trust the

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Performance Indicator	Q4 2017/18	Q4 2018/19	Q4 Target 2018/19	RAG Status	Direction of Travel	Commentary
						carers who support them and establish good supportive working relationships.
SSM/010: Percentage of young adults reporting they received advice, help and support to prepare them for adulthood.	86.96%	80%	N/A	N/A	↓	This decrease may be a reflection of the face to face interviews that were carried out with this age group giving more of an opportunity to respond to the questionnaires.
SSM/011: Percentage of people with a care and support plan reporting that they have been given written information of their named worker in social services.	86.73%	86.38%	N/A	N/A	↓	Information continues to be provided consistently about their care and support including contact details of the team who is providing the care.
SSM/012: Percentage of people reporting they felt involved in any decisions made about their care and support.	92.26%	91.42%	N/A	N/A	↓	People continue to feel involved in their care and support; comments suggest they are able to discuss issues during assessment and reviews. In some cases they do not feel listened to but this is sometimes related to lack of time or resources to address their needs.
SSM/014: Percentage of parents reporting that they felt involved in any decisions made about their child's care and support.	100%	82.76%	N/A	N/A	↓	Many people responded whose children are involved with the Child Health and Disability Team. Comments suggest that because of the complex needs of their child, and the services and support the team help to put in place to improve their child's care, parents feel completely involved.
SSM/016: Percentage of carers reporting they felt involved in designing the care and support plan for the person that they care for.	95.65%	89.74%	N/A	N/A	↓	This is a decrease on last year's results despite the increase in support services provided by carer's support officers and the increase in awareness that may have arisen from the events and information provision in the last 12 months.
How much have we done?						
There are currently no additional national measures reported under this section.						



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1. Regulatory Actions Overview:

Regulatory Body	Review	Recommendations /Proposals	Total Actions (Local)	Status of Actions		Scrutiny Committee
				Completed	Ongoing	
Wales Audit Office	Corporate Assessment Report Proposal 2016	P5	1	1	0	Corporate Performance & Resources
	Information Management & ICT	P4	2	2	0	Corporate Performance & Resources
	Annual Improvement Report 2016/17	P1	3	3	0	Corporate Performance & Resources
	Annual Improvement Report 2016/17	P2	1	1	0	Corporate Performance & Resources
	Delivering with Less – Leisure Services	R1	1	0	1	Healthy Living & Social Care
	How local government manages demand: Homelessness	R2	6	6	0	Homes & Safe Communities
	How local government manages demand: Homelessness	R4	6	6	0	Homes & Safe Communities
	How local government manages demand: Homelessness	R5	3	0	3	Homes & Safe Communities
	Annual Improvement Report 2016/17: Local Authority Funding of Third Sector Services	R1	1	0	1	Corporate Performance & Resources
	Annual Improvement Report 2016/17: Local Authority Funding of Third Sector Services	R2	1	0	1	Corporate Performance & Resources
	Wales Housing Quality Standard review	P1	1	0	1	Homes & Safe Communities
	Wales Housing Quality Standard review	P2	1	0	1	Homes & Safe Communities
	Overview and Scrutiny Fit for Future	P1-7	1 (Delivery of local Action Plan.)	0	1	Corporate Performance & Resources

Regulatory Body	Review	Recommendations /Proposals	Total Actions (Local)	Status of Actions		Scrutiny Committee
				Completed	Ongoing	
		Total	28	19	9	

2. Regulatory Report Actions (including all current regulatory recommendations and improvement proposals)

Theme	Title of Review Report and Regulatory Recommendation	Local Action	Responsible Officer	Target Date for completion	Status	Update	Date of Last Update	Scrutiny Committee
Partnership & Collaboration	<p>(National report recommendations 2016/17)</p> <p>Vale of Glamorgan Annual Improvement Report 2016/17: Local Authority Funding of Third Sector Services</p> <p>R1: To get the best from funding decisions, local authorities and third sector bodies need to ensure they have the right arrangements and systems in place to support their work with the third sector. To assist local authorities and third sector bodies in developing their working practices, we recommend that local authority and third sector officers use the checklist for local authorities effectively</p>	<p>Use the checklist for local authorities effectively engaging and working with the third sector to:</p> <ul style="list-style-type: none"> • self-evaluate current third sector engagement, management, performance and practice; • identify where improvements in joint working is required; and • jointly draft and implement an action plan to address the gaps and weaknesses identified through the self-evaluation. 	Huw Isaac	Mar-18	Red	The checklist and process was reported to the Voluntary Sector Joint Liaison Committee. A meeting of the project team took place to consider the checklist and this is now being progressed. The initial completion of two elements of the checklist was well received by Committee. Work to complete the remainder is underway.	Mar-19	Corporate Performance & Resources

Theme	Title of Review Report and Regulatory Recommendation	Local Action	Responsible Officer	Target Date for completion	Status	Update	Date of Last Update	Scrutiny Committee
	<p>engaging and working with the third sector it to:</p> <ul style="list-style-type: none"> • self-evaluate current third sector engagement, management, performance and practice; • identify where improvements in joint working is required; and • jointly draft and implement an action plan to address the gaps and weaknesses identified through the self-evaluation. 							
Partnership & Collaboration	<p>Vale of Glamorgan Annual Improvement Report 2016/17: Local Authority Funding of Third Sector Services</p> <p>R2: Poor performance management arrangements are weakening accountability and limiting effective scrutiny of third sector activity and performance. To strengthen oversight of the third sector, we recommend that elected members scrutinise the review checklist completed by officers, and regularly</p>		Huw Isaac	Mar-18	Red	The checklist and process was reported to the Voluntary Sector Joint Liaison Committee. A meeting of the project team took place to consider the checklist and this is now being progressed. The initial completion of two elements of the checklist was well received by Committee. Work to complete the remainder is underway.	Mar-19	Corporate Performance & Resources

Theme	Title of Review Report and Regulatory Recommendation	Local Action	Responsible Officer	Target Date for completion	Status	Update	Date of Last Update	Scrutiny Committee
	challenge performance by officers and the local authority in addressing gaps and weaknesses.							
	<p>(National Report recommendations 2017/18)</p> <p>How Local Government Manages Demand: Homelessness</p> <p>R5: Local authorities need to design services to engage with service users effectively and efficiently, but current standards are too variable to ensure service users are getting access to the advice they need. To improve current performance we recommend that local authorities make better use of their websites to help manage demand by:</p> <ul style="list-style-type: none"> testing the usability and effectiveness of current website information using 	<p>Make better use of Vale website to help manage demand by:</p> <ol style="list-style-type: none"> Testing the usability and effectiveness of current website information using our lines of enquiry set out in Appendix 5; Increasing and improving the range, quality and coverage of web based information; making better use of online applications; and Linking more effectively to information from specialist providers' and advice specialists, such as Citizens Advice. 	Mike Ingram	Mar-19	Amber	<ol style="list-style-type: none"> Work is ongoing to develop a bespoke homelessness advice module through the Northgate IT system used in the Housing Service. This has taken much longer than expected due to the IT requirements; Testing ongoing after which the information will be translated into Welsh and 'go live'. Work is also ongoing to update the Council's Housing Solutions website page now that staff training has been completed. 	Mar-19	Homes & Safe Communities

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	<p>our lines of enquiry set out in Appendix 5;</p> <ul style="list-style-type: none"> increasing and improving the range, quality and coverage of web based information; making better use of online applications; and linking more effectively to information from specialist providers and advice specialists, such as Citizens Advice. 					<p>3. Homes4U applications now available on line (in addition to paper applications for those that require them).</p>		
	<p>Welsh Housing Quality Standard review including Council housing tenants</p> <p>P1: The Council should evaluate how effective the process is for tenants to report housing repairs via the Customer Contact Centre (Call One Vale).</p>		Andrew Treweek	Apr-19	Amber	<p>The responsive repairs service is currently investigating suitable software replacement with a view to procurement and implementation during 2019/20. This will incorporate a self-reporting portal for tenants who will be able to book on-line appointments for repairs and reduce the volume of calls being received through C1V.</p>	Apr-19	Homes & Safe Communities

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Theme	Title of Review Report and Regulatory Recommendation	Local Action	Responsible Officer	Target Date for completion	Status	Update	Date of Last Update	Scrutiny Committee
	<p>Welsh Housing Quality Standard review including Council housing tenants</p> <p>P2: The Council should work with tenants to review its approach to assisting people experiencing problems with condensation and damp.</p>		Andrew Treweek	Apr-19	Amber	All reports for damp are investigated with the appropriate remedial action undertaken. A programme of energy efficiency improvements are being factored into the Housing business plan to reduce condensation risk. A 5 year rolling programme of property inspection will identify damp issues tenants fail to report.	Apr-19	Homes & Safe Communities
Environmental Sustainability	<p>R1: Delivering with Less – Leisure Services</p> <p>Improve strategic planning in leisure services by:</p> <ul style="list-style-type: none"> • Setting an agreed council vision for leisure services; • Agreeing priorities for leisure services; • Focussing on the Council’s position within the wider community sport and leisure provision within the area; and <p>Considering the potential to deliver services on a regional basis</p>	Finalise and adopt the Leisure Strategy	Emma Reed	Apr-18	Red	<p>A Cabinet report recommending adopting the Vale of Glamorgan Leisure strategy was considered in September 2018.</p> <p>Following Scrutiny Committee's comments which were endorsed by Cabinet, the Leisure Strategy has been further revised and a new Cabinet member has also requested an opportunity to review the Strategy prior to it going back to Scrutiny. The revised</p>	Apr-19	Healthy Living & Social care

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Theme	Title of Review Report and Regulatory Recommendation	Local Action	Responsible Officer	Target Date for completion	Status	Update	Date of Last Update	Scrutiny Committee
						strategy will be considered at the earliest opportunity.		
Member Relations and Governance	<p>Overview and Scrutiny Fit for Future</p> <p>P1: Councillors should further consider the skills training that Scrutiny Members may need to better prepare them for current and future challenges and develop an appropriate training programme.</p> <p>P2: The Council's Scrutiny Committees should ensure that where appropriate Cabinet Members rather than Council officers are held to account for the efficient exercise and effective functions in accordance with statutory guidance.</p> <p>P3: The Council review the type of scrutiny support required to enable the scrutiny function to respond to current and future challenges.</p>		Jeff Rees	Apr-20	Amber	Work to progress the WAO findings will commence during Summer 2019. Planned activity is contained in the Democratic and Scrutiny Service Team Plan 2019/20.	May -19	Corporate Performance & Resources

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Theme	Title of Review Report and Regulatory Recommendation	Local Action	Responsible Officer	Target Date for completion	Status	Update	Date of Last Update	Scrutiny Committee
	<p>P4: The Council should explore different and more innovative methods for undertaking scrutiny activities.</p> <p>P5: The Council should consider how its scrutiny activity can focus on those areas where it would have most value.</p> <p>P6: The Council should be more innovative in how it engages the public in scrutiny activities.</p> <p>P7: The Council should strengthen its evaluation of the impact and outcomes of its scrutiny activity to learn from this in order to shape the future work of the scrutiny function.</p>							

3.Completed Regulatory Report Actions

Theme	Regulatory Recommendation	Local Action	Responsible Officer	Target Date for completion	Status	Update	Scrutiny Committee
Asset Management	<p>Corporate Assessment Report 2016</p> <p>P5: Accelerate the gathering of buildings compliance data for properties under the Council’s control, and ensure it is recorded centrally. Thereafter, accelerate premises Managers/Duty Holders compliance training to ensure that all buildings comply with appropriate statutory, regulatory and corporate standards, and are maintained to an appropriate level.</p>	<p>Accelerate the gathering of buildings compliance data for properties under the Council’s control, and ensure it is recorded centrally. Thereafter, accelerate premises Managers/Duty Holders compliance training to ensure that all buildings comply with appropriate statutory, regulatory, and corporate standards, and are maintained to an appropriate level.</p>	Andrew Treweek	Apr-17	Complete	<p>Corporate buildings info is now logged on the IPF system and site visits are entering the second round now to establish any changes to the site’s attributes and record these on the asset database.</p> <p>The team are now issuing reminders to site managers of any impending certificate renewal which is being well received.</p> <p>There has been an increase in schools now signing up to the Compliance SLA this year as a result of the increased activity on compliance checking.</p> <p>As systems and processes are now fully established and becoming standard practice, this action is considered complete. However, it is proposed that this action is retained as a strategic action</p>	Corporate Performance & Resources

Theme	Regulatory Recommendation	Local Action	Responsible Officer	Target Date for completion	Status	Update	Scrutiny Committee
						within the Insight tracker going forward for monitoring purposes, particularly in light of the improvement notice from the Health & Safety Executive regarding the Asbestos Management in schools. Work is already been taken to address the issues identified which include training of all staff in the management of asbestos.	
Information Management & ICT	<p>Corporate Assessment Report 2016</p> <p>P4: Complete work to progress to establish a vision and objectives for the ICT service to enable it to plan and discharge its role as a corporate enabler</p>	Implement the ICT strategy reporting progress against the actions under the four objectives to the Insight Board quarterly	Nick Wheeler	Apr-20	Complete	ICT Strategy has now received sign-off by Cabinet.	Corporate Performance and Resources
Information Management & ICT	<p>Corporate Assessment Report 2016</p> <p>P4: Complete work to progress to establish a vision and objectives for the ICT service to enable it to plan and discharge its role as a corporate enabler</p>	Implement the Digital Strategy reporting progress against the action under the four objectives to the Insight Board quarterly.	Rob Thomas	Apr-20	Complete	The ICT Strategy to which the proposal relates is now in place and informed by the Council's Digital Strategy. Delivery of the Digital Strategy remains a key priority for the Council and its progress will continue to be monitored via Insight (strategic actions).	Corporate Performance & Resources

Theme	Regulatory Recommendation	Local Action	Responsible Officer	Target Date for completion	Status	Update	Scrutiny Committee
						<p>Progress as at May 2019 is a follows:</p> <ol style="list-style-type: none"> 1. Project teams for Digital Customer and Digital Employee continue to meet on a fortnightly basis to progress the actions of the Digital strategy. The design principles of the digital are used to guide the progress of the following projects and activities; <ul style="list-style-type: none"> • Website Design • Digital Communication Tools • Online Resource Booking • E-form Integration • Digital Marketing • Contact Centre Infrastructure • Digital Recruitment • HR Self Service including Sickness Reporting • Office 365 Implementation • Auto-VPN and Wireless Connectivity 	

Theme	Regulatory Recommendation	Local Action	Responsible Officer	Target Date for completion	Status	Update	Scrutiny Committee
						<ul style="list-style-type: none"> Agile Project Management Digital Training Digital Payment Infrastructure Hybrid Mail Digital Staff communication 	
External Communication, consultation, Engagement and Customer Relations	<p>Annual Improvement Report 2016/17</p> <p>P2: The Council should continue to consult and engage with stakeholders on all service changes where there is likely to be a clear impact on the public and/or service users, or ensure that a clear and transparent rationale for not doing so is documented.</p>	Develop and update a central public engagement database/directory to monitor and track public engagement work and their outcomes to include the development of a feedback mechanism for reporting back key outcomes and findings from engagement work.	Huw Isaac	Sep-17	Complete	The engagement hub has been published on Staffnet and was promoted as part of the July newsnet bulletin. There will be further promotion of the hub and the database as projects progress.	Corporate Performance & Resources
Financial Planning	<p>Annual Improvement Report 2016/17</p> <p>P1: Strengthen financial planning arrangements by:</p> <ul style="list-style-type: none"> Developing indicative savings plans to cover the period of the Medium Term Financial Plan (MTFP); Developing a strategic approach to income generation; and 	Financial Control: Develop a strategic approach to income generation/charging policy.	CMT	Jun-17	Complete	It is proposed to mark this proposal complete as the Income Generation & Commercial Opportunities Strategy has been approved and its implementation is being monitored via Insight.	Corporate Performance & Resources

Theme	Regulatory Recommendation	Local Action	Responsible Officer	Target Date for completion	Status	Update	Scrutiny Committee
	<ul style="list-style-type: none"> Ensuring all savings plans included in the annual budget are fully developed when the budget is agreed 						
Financial Planning	<p>Annual Improvement Report 2016/17</p> <p>P1: Strengthen financial planning arrangements by:</p> <ul style="list-style-type: none"> Developing indicative savings plans to cover the period of the Medium Term Financial Plan (MTFP); Developing a strategic approach to income generation; and Ensuring all savings plans included in the annual budget are fully developed when the budget is agreed 	Develop support for managers on commercialisation and income generation.	Tom Bowring	Mar-18	Complete	The Management Development Programme recently featured income generation as part of the session design, with colleagues discussing possible opportunities, the risks and benefits associated and what steps need to be taken to implement them. Further targeted support for managers will be identified as the programme progresses. This has most recently included a gateway review of the catering project to support the development of plans for the local authority trading company.	Corporate Performance & Resources

Theme	Regulatory Recommendation	Local Action	Responsible Officer	Target Date for completion	Status	Update	Scrutiny Committee
Financial Planning	<p>Annual Improvement Report 2016/17</p> <p>P1: Strengthen financial planning arrangements by:</p> <ul style="list-style-type: none"> • Developing indicative savings plans to cover the period of the Medium Term Financial Plan (MTFP); • Developing a strategic approach to income generation; and • Ensuring all savings plans included in the annual budget are fully developed when the budget is agreed 	Strengthen financial planning arrangements by developing indicative savings plans to cover the period of the Medium Term Financial Plan.	Carys Lord	Apr-18	Complete	Medium Term Financial Plan was considered and agreed by cabinet in September 2018	Corporate Performance & Resources
	<p>(National Report recommendations 2017/18)</p> <p>How Local Government Manages Demand: Homelessness</p> <p>R2: That local authorities review their funding of homelessness services to ensure that they can continue to provide the widest possible preventative approach needed. Reviews should consider use of Supporting People as well as General Fund Council monies to support the</p>	<ul style="list-style-type: none"> • Ensure that the Homelessness Prevention Funding received from Welsh Government within the Revenue Support Grant is maximised and targeted at homelessness prevention • Set up a Gateway for all Supporting People funded services to ensure clients coming through the homelessness service 	Mike Ingram	Mar-19	Complete	<p>New Homelessness Prevention Grant Delivery Plan submitted to Welsh Government by 28th February 2019 deadline.</p> <p>Gateway in place.</p>	Homes & Safe Communities

Theme	Regulatory Recommendation	Local Action	Responsible Officer	Target Date for completion	Status	Update	Scrutiny Committee
	<p>delivery of the authority's homelessness duties</p>	<p>are provided with the most appropriate support</p> <ul style="list-style-type: none"> • Monitor the outcomes of the support services provided to those clients who are homeless or threatened with homelessness • Identify any gaps in services for homelessness clients funded by supporting people and report the findings in the annual Local Commissioning Plan • Commission new support services or reconfigure existing services as required for homelessness clients funded by the Supporting People Grant in line with the evidence of need collected • Monitor the support services in place for homelessness clients to ensure they are meeting the client's needs and expectations i.e. collect 				<p>Annual data submitted to Welsh Government.</p> <p>Annual Supporting People Local Commissioning Plan adopted by Cabinet and RCC.</p> <p>Private Sector Support Service now in place based on needs analysis.</p> <p>A rolling programme of service monitoring is in place for all support services in the Vale of Glamorgan funded by the Supporting People Programme Grant. Service User satisfaction levels are collected as part of each review.</p>	

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		<p>feedback on satisfaction levels with the service provided</p>					
	<p>How Local Government Manages Demand: Homelessness</p> <p>R4: That local authorities:</p> <ul style="list-style-type: none"> • Publish Service Standards that clearly set out what their responsibilities are and how they will provide services to ensure people know what they are entitled to receive and what they must do for themselves <p>Service Standards should :</p> <ul style="list-style-type: none"> • Be written in plain accessible language; • Be precise about what applicants can and cannot expect, and when they can expect resolution; • clearly set out the applicant’s role in the process and how they can 	<ol style="list-style-type: none"> 1. Implement the National Service User Standard for Welsh Homelessness Services developed by Shelter Cymru. 2. Review and update as required the written advice leaflets available at first point of contact, including those for external organisations e.g. Citizens Advice, Shelter Cymru 3. Ensure that the advice and assistance given is confirmed by issuing the appropriate paperwork and that this is recorded in the individual’s case notes 	<p>Mike Ingram</p>	<p>Mar-19</p>	<p>Complete</p>	<ol style="list-style-type: none"> 1. National service user standard implemented. 2. Information packs developed and issued to all clients of the service on first presentation which includes internal and external contact details. 3. Up to date and ongoing. All case officers update client’s case notes with details of all contact, advice given and actions taken. 4. External support funded by the Supporting People Programme and commissioned from Gwalia and Gofal now 	<p>Homes & Safe Communities</p>

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	<p>help the process go more smoothly and quickly;</p> <ul style="list-style-type: none"> • Be produced collaboratively with subject experts and include the involvement of people who use the service (s); • Effectively integrate with the single assessment process; • Offer viable alternatives to the authority’s services; Set out the appeals and complaints processes. These should be based on fairness and equity for all involved and available to all. 	<ol style="list-style-type: none"> 4. Provide external support funded by Supporting People at first point of contact for clients if required 5. Provide all clients with an information pack at first point of contact 6. Ensure that all clients who require assistance under the Housing (Wales) Act 2014 are issued with a Personal Housing Plan which sets out the rights, responsibilities and expectations of the local authority and the client 7. Ensure that all notifications sent out to clients set out the review/appeal process, including timeframes as well as contact details for external organisations that can assist e.g. Shelter Cymru. 				<p>available at first point of contact to all clients accessing the Housing Solutions Service.</p> <ol style="list-style-type: none"> 5. All clients now issued with a Personal Housing Plan. 6. All standard letters issued by the Housing Solutions Team now include information on the review/appeal procedure. 7. Standard letters updated to contain all relevant information. 8. The Council’s complaints process information is made available to all applicants on request and is provided in their required format. 	

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		8. Provide a copy of the Council's Complaints process to all clients on request and in their preferred format.					