ANNUAL DELIVERY PLAN MONITORING REPORT 2023/24

QUARTER 4 - Corporate Overview

Links to latest corporate health reports/information to enable members to maintain oversight of issues that may impact on the work of the Council and their respective committees • <u>Q3 Corporate Risk Register 2023-24</u> • <u>Q4 Sickness Absence Report 2023-24</u> • <u>Q3 Insight Board Action Tracker 2023-24</u>

VALE of GLAMORGAN





OVERALL RAG STATUS FOR THE ANNUAL DELIVERY PLAN IS GREEN

Overall Action	RAG	Direction of Travel	Overall Pl's	RAG	Direction of Travel	Overall Objective	RAG	Direction of Travel
Objective 1	G	N/A	Objective 1	R	N/A	Objective 1	A	N/A
Objective 2	G	N/A	Objective 2	A	N/A	Objective 2	G	N/A
Objective 3	G	N/A	Objective 3	A	N/A	Objective 3	A	N/A
Objective 4	G	N/A	Objective 4	A	N/A	Objective 4	G	N/A
Annual Delivery Plan	G	N/A	Annual Delivery Plan	A	N/A	Annual Delivery Plan	G	N/A

PERFORMANCE SNAPSHOT:

Total number of actions and measures within Well-being Objective 1		PERFORMANCE STATUS							
			GREEN	Q. Q. Q. Q. Q.	AMBER	00, ••••	RED		
Actions	Measures	Actions	Measures	Actions	Measures	Actions	Measures		
264	41	233(88.6%)	2(10%)	0	3(15%)	30(11.4%)	15(75%)		

	Total number of actions and		PERFORMANCE STATUS								
	measures within Well-being Objective 2		÷. 00	GREEN	0 <u>,</u>	AMBER	00 	RED			
	Actions	Measures	Actions	Measures	Actions	Measures	Actions	Measures			
and a second sec	58	45	56(96.6%)	12(60%)	0(0%)	2(10%)	2(3.4%)	6(30%)			

PERFORMANCE SNAPSHOT:

Total number of actions and measures within Well-being Objective 3		PERFORMANCE STATUS							
			GREEN	Q Q Q Q	AMBER	00 	RED		
Actions	Measures	Actions	Measures	Actions	Measures	Actions	Measures		
103	54	100(97.1%)	17(54.8%)	0	4(12.9%)	3(2.9%)	10(32.3%)		

	Total number of actions and		PERFORMANCE STATUS							
	measures within Well-being Objective 4			GREEN	0 <u>;</u> 0	AMBER	00, 	RED		
	Actions	Measures	Actions	Measures	Actions	Measures	Actions	Measures		
1	82	31	74(90.2%)	8(57.1%)	1(1%)	3(21.4%)	8 (9.8%)	3(21.4%)		

WHAT HAVE WE ACHIEVED?

Objective 1: Work with and for our communities:

- Action for Children residential home opened in October 2023.
- All adult care homes registered with Care Inspectorate Wales (CIW) are now listed on Dewis with vacancies broken down by bed type and a number of other enhancements have been made to Dewis in their latest release to improve functionality of the directory.
- Following review, re-selected Matrix as the provider for Agency provision for the Council.
- Enhanced digital infrastructure within schools to reflect requirements of the National Curriculum and the Council's implementation of the Hwb programme.
- Progressed digital engagement projects in sheltered housing complexes and with tenants, to support people to improve their digital literacy and confidence vis the Digital Engagement and Volunteering Officer and the Digital Buddies initiative
- Tenant profile information continues support tailored services to tenants. This has included targeting new tenants to join the tenant working group, tenants who may need help getting on line and people who need money advice.
- Completed a community mapping exercise with ethnic minority communities in the Vale to determine youth provision and support needs of global majority young people
- The actions due within the Older Persons Housing Strategy have been completed. Notably, the required funding has been secured for the Penarth Extra Care scheme which will provide much needed, specialist accommodation for older people in the Eastern Vale. A number of other new housing developments for older people are also being progressed in other parts of the Vale, including the rural Vale..
 Increased opportunities for residents to connect with one another
- and access local support services and groups through the Vale 50+ Strategy Forum's 2024/25 calendar of events.
- Engaged with our most deprived communities of Buttrils, Gibbonsdown and Court wards to make new connections and ensure their needs are considered when developing and implementing regeneration projects.
- Engaged with landlords to increase recycling participation and reduce waste with a focus on 17 sites that don't currently recycle
- Reviewed Telecare services and developed a business case to support future service delivery options.
- Supported Vale schools to apply for School of Sanctuary status. 14 schools have signed the pledge and 7 are currently progressing an application for School of Sanctuary status.

Objective 2: Support learning, employment and sustainable economic growth:

- The Vale's Education service and Youth Service both achieved very positive Estyn inspections.
- Work undertaken as part of the Shared Prosperity Fund has contributed to
 positive outcomes throughout the year including: the POD is operational
 and offering a one-stop-shop advice service on a range of topics including
 support for long-term unemployed, support for people with learning
 disabilities, autism and neurodivergence to help them achieve their full
 potential;
- Welsh Government figures show Vale of Glamorgan as the top performing LA in Wales in engagement of 16-24 year olds. The Youth Job Club and 50+ Job Club continue to be very successful following a revised approach to further enhance focus on key areas. Engagements for 25+ also remain very positive.
- SRS continue to lead on the development of a Regulatory Apprenticeship for Wales. The Regulatory qualification is now ready for sign off with the Apprenticeship Framework subject to formal consultation prior to roll out.
- Delivered a range of employability initiatives designed to support tenants into employment or training via the Community Investment.
- Supported businesses through projects, advice and grant funding via the new Business Development Grant Scheme
- Over 99% of householder planning applications determined within 8 weeks or subject to Planning Performance Agreement or Extension of Time, exceeding our target of 95%.
- Progressed development of Replacement Local Development Plan draft Preferred Strategy, to identify strategic employment opportunities
- Promoted increased options around the use of apprenticeships and traineeships across council services, especially for hard to recruit into posts, following WG amendments to the scope of apprenticeship and PLA offering. Strengthened relationships with training providers with clarification on what is available either fully/part funded or paid for.
- £6,372,795 of investment was levered into transport improvement schemes during the year, up from £3,685,632 last year.
- 615 businesses have been advised in 23-24 via events, funding schemes and general enquiries, up from 121 last year.
- A combination of 74 businesses have been supported via grant schemes run by the Council, up from 20 last year.





WHAT HAVE WE ACHIEVED?

Objective 3: Support People at home and in their Objective 4: Respect, enhance and enjoy our community: environment:

- The Family Information Service has achieved the Families First Quality Award, recognising the excellent information, advice and assistance provided to families. TY Dyfan open. Discharge to Recover and Assess (D2RA) is embedded within Vale Community Resource Services to manage effective and timely discharge, with waiting times amongst the lowest in Wales.
- Alongside supporting successful litter hubs across the Vale, partnered with Keep Wales Tidy / Caru Cymru to deliver community litter picking projects and education.
- Through the Shared Prosperity fund we are supporting our residents and communities with the impact of the cost of living crisis.
- · Progressed active travel schemes for Barry to Dinas Powys and Sully to Cosmeston.
- Successful first year operation of the Vale Integrated Falls Service achieving a cost avoidance of £750k.
- · Continued partnership working between Healthy Living Team, Social Services, Arts Development, Legacy Leisure & Youth Services supporting youth well-being via free sports and play activities.
- Worked in partnership to promote and support childcare and early years settings to achieve Gold Standard Healthy Snack Award accreditation as part of Move More Eat Well agenda
- Effective multi-agency partnership working underpinned by a commitment to tackle the impact of poverty on educational attainment has contributed to improved pupil attendance in the Pencoedtre Learning Community cluster of schools.
- The Dementia Listening project is now "live" in Llantwit Major. The gathering of experiences will continue to help shape how we and our key partners deliver community services for the future and contribute to the Council's commitment to develop Dementia /Age Friendly Communities
- Value in the Vale continues to grow and support more people to take up volunteering opportunities. Currently 18 partners are offering rewards to volunteers via the website as well as many others supporting 'behind the scenes'. VIV is also supporting the Council's new Volunteering Policy.
- Refugee households continue to be supported to settle into new homes across the Vale.
- Effectively collaborated with partners to ensure no waiting list for domiciliary care packages including discharges from hospital at end of year.
- 95% of domestic noise and air complaints were responded to within 3 working day exceeding target.

S106 investments continue to progress across the Vale.

Updated current Employer Requirements for future developments to ensure progression within our designs are meeting the Net Zero Carbon targets.

Local Area Energy Plan work is progressing with Consultant ARUP appointed by CCR.

Supported a number of local bus services using an established budget and Bus Services Support Grant from Welsh Govt. Also utilised S106 funds to continue to support the Council's in-house community transport provision, Greenlinks.

Opened Barry reuse shop at Atlantic trading estate. Reviewing the feasibility of a second reuse shop at Llandow.

Successfully secured high value contracts for recyclable material providing sustainable value and returns for our material.

Progressing bus stop upgrades at Cardiff Airport Passenger Terminal and Fonmon RD, Rhoose opposite Adenfield Way including Additional electronic displays as part of WG's digital project. Successfully secured Low Carbon Heat grants and Welsh Govt. ACPW3 funding which will further support decarbonisation of our buildings.

Encouraging more sustainable transport options by widening offering to council staff including Cycle to work, considering EV and exploring options for transport for Wales.

Raised awareness of the Workplace Recycling Regulations. Continued work across Arts Development, the Pavilion and our libraries to encourage awareness through delivering environmentally aware events, activities and workshops that encourage local schools, library users and communities to participate and engage with Net Zero agenda

As part of the Project Zero reserves scheme, the School Investment Operational Board have shortlisted and supported schools without green spaces with items such as Wildflowers/ ponds/ planters as part of the carbon reduction agenda. Additionally, established a rolling programme to undertake energy audits to identify areas of improvement to assist with the reduction of energy bills including participation in 'switch off fortnight'.

11941m2 of public realm improvements have been pledged via Shared Prosperity Funding.





AREAS FOR IMPROVEMENT: SERVICE PLAN ACTIVITY

Objective 1: Work with and for our communities: Progress work to upskill our workforce in line with the draft Digital Strategy.

Progress work to develop the Age Friendly Vale Action Plan Continued focus on strengthening the management of the Council's reserves as aligned to its risks.

Progress work to address our recruitment/ retention challenges in services including Neighbourhood Services, Social Services, SRS and Finance and Property.

Supporting schools reporting a deficit budget position to develop balanced recovery plans.

Progress work with colleagues in Finance to review the Special School funding formula.

Continued focus on working with schools to become more community focused in use of their assets to support our vision of community focused schools.

Complete the Local housing Market Assessment in line with the WG's revised timeline.

Progress the review of existing partnership agreement with RSL partners.

Respond to Audit Wales' findings on the review of the Scheme of Delegations.

Continue to lobby Welsh Government for regular planning fee updates that reflect actual cost of service provision.

Progress the Corporate Landlord Approach review with a focus on developing a finance model for the proposed model

Progress a programme of work informed by the priorities in the Veterans Commissioner's annual statement.

Progress consultation for changes to post 16 learners transport to schools and colleges.

Progress work to develop the new Leisure Strategy.

Due to limited resources progress continues to be impacted in developing on-line services such as parking permits, automated systems for fleet and public transport and an asset management system for parks and neighbourhood assets.

Objective 2: Support learning, employment and sustainable economic growth:

- Continued focus on improving the number of apprentices on formal recognised apprenticeship schemes within the Council
- Increase the pool of volunteers supporting key projects such as the Penarth Food Pod schemes to ensure sustainability of services for the long term.
- Despite some delays in-year, it is anticipated that remaining the Sustainable Communities for Learning projects will be delivered by the end of 2026 in line with the end of Band B programme.
- Continue to progress work with partners across our communities to increase opportunities and remove barriers to employment.
- Continued attendance audits and data visits to support targeted strategies to improve learner attendance at schools. Whilst positive progress has been made, pupil attendance fell short of target at both secondary and primary level. Performance of 92.2% against a target of 93% at primary level and 85% against a target of 92% at secondary level.
- Progress work with partners on the development of Regional Sports Development services,
- Continue to build relationships with providers and seek opportunities to improve the number of young people in the council - still meeting resistance across the organisation.
- Progress the upgrade of Cowbridge Town Centre bus stops subject to successfully securing S106 funding.
- Continue roll out of the Your Choice model in co-ordination with other services including the identification of new providers as part of this phased approach.
- 66% of Listed Building applications were determined within 8 weeks or subject to Planning Performance Agreement or Extension of Time, down from 91.9% in the previous year.





AREAS FOR IMPROVEMENT: SERVICE PLAN ACTIVITY

Objective 3: Support people at home and in their community:

- There has been an increase from 4.97% to 5.05% in the number of BAME groups on the social housing register.
- Progress work on identifying potential income opportunities for the Arts Service and Arts Central Gallery to ensure its sustainability.
- Continue to promote homelessness support and provision at secondary schools, working with our partners and secondary schools to identify and deliver effective interventions for young people at risk of homelessness.
- Nearly 45% of NERS clients health improved on completion of the exercise programme. Performance has fallen from nearly 70% in Q2 due to a long period of staff absence which has impacted performance in this area.
- Continue our work internally and with partners contributing to the development of Dementia/Age Friendly Communities
- Progress the review of the Council's Sheltered Housing Accommodation Service.
- Progress work on implementing cycle and pedestrian facilities in accordance with the Approved Active Travel Network Maps for the Vale of Glamorgan (2023).
- Recruitment challenges have delayed progress on work to take forward the work on the Single Point of Access Wellbeing matters service via the Contact centre.
- Continue to promote homelessness support and provision with secondary schools to ensure that we can continue to identify and deliver effective interventions for young people at risk of homelessness.
- Progress work on identifying potential income opportunities for the Arts Service and Arts Central Gallery to ensure its sustainability.

Objective 4: Respect, enhance and enjoy our environment:

- Progress delivery of the Biodiversity Forward plan alongside a continued focus on awareness raising of the importance of embedding biodiversity across Council work.
- Progress audit work for Cycle Friendly accreditation which has been delayed due to other commitments.
- Progress work with landlords and letting agents to improve energy ratings of properties rated F or G.
- Progress preparatory work in readiness for implementing WHQS 2023.
- Progress alternative sewage arrangements at Channel View, Marcross and Croft John, Penmark in consultation with residents.
- Complete and deliver the Environment and Parking Enforcement policy, delayed due to service capacity challenges.
- Final decision on funding awaited from Welsh Government following technical queries on the Llanmaes Flood alleviation Scheme.
- Continue to further explore opportunities for developing the energy efficiency of our buildings as part of our commitment to reducing our carbon footprint.
- A Capital bid for Rondel roof was rejected. All Team Plans will explore local opportunities for reducing energy use





EMERGING AREAS OF DEVELOPMENT & ACTIVITY

Objective 1: Work with and for our communities:

- Continued focus on strengthening public participation in the Council's budget setting process.
- Reviewing our procurement practices including approach to agency worker procurement to ensure value for money, ethical and sustainable practices and delivery of community benefits.
- Ensuring employees have the right skills to support transformation as aligned to the new Learning & Development Framework.
- Progress our use of data including development of a Data Strategy in line with the Digital Strategy and workstreams.
- Working with the Third Sector in taking forward the Strengthening Communities theme of the transformation programme.
- Progressing work on the medium term financial plan.
- Taking forward the identified potential accommodation option for a residential home for Children Looked After.
- Developing our digital capability to enable citizens to exercise greater choice and control over the services they receive.
- Progressing work to identify and deliver a potential Gypsy and Traveller site in line with the findings of the 2023 Gypsy and Traveller Accommodation Needs Assessment.
- Further enhancing use of tenant profiling to deliver tailored services to tenants.
- Progressing the business case to establish an in-house temporary accommodation leasing scheme.
- Progressing work in promoting and supporting community asset transfer opportunities through the UK Government Community Ownership fund.
- Following positive progress at Whitmore and Pencoedtre, progress opportunities for expanding and sharing the use of outdoor sporting space and indoor halls in our schools estate.

Objective 2: Support learning, employment and sustainable economic growth:

- Progressing work with local colleges as part of Employer brand work to bring in new graduates, offer opportunities for apprenticeships, work placements and internships to cultivate the next generation of skilled workers.
- Delivering infrastructure upgrades to the Innovation Quarter BS2, to support employment and the local economy.
- Continued support to schools to implement trauma informed approaches to address the social, emotional and mental health needs of children and young people
- Developing and taking forward the Council's non Treasury Investment Strategy and plan that supports economic growth, regeneration and climate change.
- Addressing ongoing capacity issues in meeting the requirements of the ALNET Act, including Welsh provision.
- Further embedding our focus on attendance following the launch of our attendance campaign to minimise days lost due to unauthorised absences.
- Take forward work associated with implementing the approved Transgender Inclusion toolkit and guidance in all Vale schools.
- Further developing and increasing Approved Mental Health Practitioner course recruitment to support retention and succession planning within Adult Services.
- Supporting the creation of a Regulatory Compliance Officer apprenticeship.
- Progressing work with Public Health Wales on future funding for the Value in the Vale Scheme, to support people furthest from the job market.
- Continued focus on strengthening community led local development via a data / demand led approach to ensure resources are effectively targeted.
- Continued development of RLDP Strategy towards public consultation.





EMERGING AREAS OF DEVELOPMENT & ACTIVITY

Objective 3: Support people at home and in their community:

- Developing our digital capability to enable our citizens to exercise greater choice and control over the services they receive.
- Replicating the successful integrated council response and co-productive approaches taken in addressing our food poverty challenges in other areas by working closely with the third sector, community organisations and residents.
- Continued focus on effectively leveraging external capital and revenue funding to support our communities and businesses and invest in our community assets and progressing successful project bids.
- Developing 'child friendly' policies.
- Progress implementation of the refreshed Move More Eat Well Plan in partnership with health/ key stakeholders.
- Further develop our 'child friendly' policies.
- Progressing work on the single point of access to Well-being Matters services (via the Contact Centre).
- Driving service improvements in children's services that support embedding of the 'Building on Strengths' approach.
- Implementing the regional model for Sports Development services.
- Continued focus on reducing the numbers of families placed in hotel accommodation.
- Continued focus on increasing the number of affordable housing.
- The Council has secured funding from the Welsh Government for enhanced road safety & various transport initiatives.
- Continued focus on using financial assistance in the form of Transforming Towns, Placemaking Grant and Transforming Towns, Loan Scheme to target empty and underutilised buildings in our Town Centres.
- Further embedding our SEMH Strategy holistically across all aspects of our work and practice.
- Progressing development of the Age Friendly Vale Action Plan in partnership with the wider community and PSB partners.

Objective 4: Respect, enhance and enjoy our environment:

- Continued focus on an approach to embedding the sustainable development principle in the management of our physical and digital assets.
- Progressing delivery of our commitments in the new Carbon Management Plan.
- Taking forward work with PSB partners to strengthen the nature emergency content within the PSB Climate Emergency Charter.
- Continued work to retain a strong countryside volunteer base and at both country parks and rights of way maintenance.
- Progress work to develop and implement the Green infrastructure Strategy.
- Delivering the PZ Learning & Engagement Plan.
- Progress work with schools and community partners to develop and implement practice/initiatives that effectively respond to the climate and nature emergencies.
- Progress projects to decarbonise the Learning & Skills building estate.
- Taking forward work to switch the Council's fleet from diesel powered vehicles.
- Introducing biodiversity enhancements on all developments, contributing towards climate and nature emergencies.
- Progressing a new Household Waste Recycling Centre in the Western Vale.
- Continued work to retain a strong countryside volunteer base and at both country parks.
- Progressing the local area energy plan.
- Several reserves which supported work on climate change have been brought together into one Project Zero reserve that will help deliver the commitments in the Climate Change Challenge Plan. The Project Zero Board is inviting proposals for funding to support projects that directly contribute to Project Zero and help to reduce our carbon emissions.





EMERGING AREAS OF CONCERN

Objective 1: Work with and for our communities:

- Delivering the Effective Scrutiny Action Plan will require input from all elected members involved in Scrutiny Committees and availability of resource to support new and innovative methods of scrutiny, including research and insight support.
- Significant budget pressures arising from growth in demand for services continue to impact on our ability to deliver a balanced budget for key areas such as social care services and education services.
- Ongoing reductions in the revenue budget available for front-line services despite increasing service demands remains the biggest single challenge across Environment and Housing Directorate.
- Limited available capital funding for the infrastructure for which the E&H Directorate is responsible is a key challenge, as without this the revenue demands increase.
- Ongoing skill shortages, supply and cost pressures associated with capital and other projects are becoming ever more challenging with reducing budgets.
- Financial challenges linked to uncertainty of funding over the coming year, especially when a number of our services are dependent on grant funding.
- Concerns remain around the future of Community Centres given ongoing financial pressures. There is a need to secure alternative management models for these facilities to ensure their sustainability.
- Finding a replacement system for WCCIS.
- Financial challenges linked to uncertainty of funding over the coming year, especially when many of our Learning services are dependent on grant funding.

Objective 2: Support learning, employment and sustainable economic growth:

- Significant challenges remain in some service areas in attracting and retaining staff, exacerbated by budget pressures, national skills shortages and market forces. We need to do more to promote our employment offer and increase supply which will be challenging within a highly competitive employee market.
- In our Schools exclusions, specifically Secondary exclusions remain a significant concern.
- There is a need to continue to work with the Central South Consortium Joint Education Service to address challenges with driving school improvement.
- Whole School Approach Grant (WSA) funding was not increased as projected by Welsh Government and has in fact been reduced, hindering plans to extend the school counselling service at a time of increasing demand.
- Accessing complex new UK government funding streams. The new Levelling Up and Shared Prosperity Funds are competitive and require considerable input of resources to build cases to access the funding. This is time and resource intensive and there is no guarantee of success at the end of the process.
- New funding streams announced without consultation and require considerable investment in time and resources.
- Attendance remains an area of concern across certain schools and clusters of schools. Rates have dipped slightly during September 2023 compared to the same period last year. Secondary attendance remains an area of focus.
- Setting up the Long-Term Plan For Towns Board and preparing a long-term plan will be very resource intensive and the time allowed for this is extremely short (Board in place by 1st April and plan produced by 1st August.)





EMERGING AREAS OF CONCERN

Objective 3: Support people at home and in their community:

- Shortage of housing accommodation and temporary housing. Despite increasing supply of accommodation the level of homelessness remains high.
- The significant homelessness challenges posed by the changes in homelessness duties and the influx of refugees.
- Shortage of land available for housing development.
- Potential reduction in funding support for the Move More Eat Well posts managed by HLT, could impact delivery of the NERS and 60+ programme and key ageing well objectives.
- Availability of external grant funding to support community initiatives aligned with our critical challenges i.e. Project Zero, cost-of-living crisis and organisational resilience.
- In the context of demand for care and support, market fragility remains a significant area of concern in terms of the external social care market's capacity and ability to respond to growing demand whilst they continue to be subjected to growing workforce and cost of living pressures.
- The Vale Alliance has been complicated by WG's Primary Care guidance for Pan Cluster Planning Groups which will require re-evaluation within this context.
- Growing demand for social, emotional and mental health services outstrips our resources and capacity to meet needs.
- Real terms reductions in the HSG will result in the need to remodel and reassess existing support services including One Stop Shop service provision.
- Success of placemaking plans remain dependent on community support & active involvement from Town Councils.
- Growing demand for social, emotional and mental health services outstrips our resources and capacity to meet needs.
- Discussions ongoing with Public Health Wales about future funding for the Value in the Vale Scheme from April 2024, which supports people furthest from the job market to gain confidence and skills

Objective 4: Respect, enhance and enjoy our environment:

Ensuring that the public highway is repaired effectively (Insurance Claims are within limits and public satisfaction is improved), within the budget available is extremely challenging.

Need to carefully manage public expectations when working with and delivering services for our community with reduced funding/ less resources available to us. Delivering our commitments to achieve net zero by 2030 given the significant challenges including costs associated with decarbonising our own assets and the supply chain.

Maintaining the waste and recycling services in a competitive HGV driver market remains challenging. Our ability to sustain the investment required in digital infrastructure renewal over the long-term aligned to our reshaping programme presents significant challenges now and for the foreseeable future given reducing budgets.

Ongoing supply issues and the escalating cost of materials continue to have an impact on the deliverability of remaining projects within Band B of the Sustainable Communities for Learning programme and will be the subject of consideration when developing the rolling Programme going forward.

There are challenges to supporting the shift to a circular economy.

Across the Vale of Glamorgan's school estate there are a number of Victorian schools that also have listed status.

Reduction in funding presents a significant and ongoing threat to the effective delivery of YJESS services. For example, the ending of the 'Turnaround' funding in 2025.



