

Meeting of:	<b>Homes and Safe Communities Scrutiny Committee</b>
Date of Meeting:	<b>Monday, 04 March 2024</b>
Relevant Scrutiny Committee:	Homes and Safe Communities
Report Title:	Service Plans and Performance Targets to Deliver the Vale of Glamorgan Council's Annual Delivery Plan 2024/2025
Purpose of Report:	To seek Members' endorsement of the priority actions as reflected in Service Plans and proposed service performance targets for the period 2024/2025 that will deliver the Council's Annual Delivery Plan (ADP) within the remit of the Committee.
Report Owner:	Miles Punter, Director of Environment and Housing
Responsible Officer:	Tom Bowring, Director of Corporate Resources
Elected Member and Officer Consultation:	The Council's Annual Delivery Plan 2024/2025 is relevant to all wards. In line with the requirement to consult on our Well-being Objectives each year, we have sought input from Members via scrutiny committees, key partners, residents and staff on the development of the Annual Delivery Plan and our Well-being Objectives. This report provides an opportunity for scrutinising planned service level activities (as outlined in Service Plans) and performance targets to deliver the Annual Delivery Plan 2024/25.
Policy Framework:	This is a matter for Executive decision by Cabinet.
<p>Executive Summary:</p> <ul style="list-style-type: none"> <li>The report presents the planned service activities (as outlined in Service Plans) and associated performance targets within the remit of this Scrutiny Committee. These are the Committee's specific areas of focus associated with the delivery of the Council's Annual Delivery Plan for 2024/2025 as aligned to the four Corporate Plan Well-being Objectives. <b>(Appendix A and B)</b></li> <li>Progressing the Annual Delivery Plan will help to meet our statutory obligations under the Local Government &amp; Elections (Wales) Act 2021 and the Well-being of Future Generations (Wales) Act 2015 (WBFGE). Both pieces of legislation place specific duties on the Council in relation to reviewing and setting objectives, keeping performance under review and reporting on performance, with a focus on improving the social, economic, environmental and cultural well-being of Vale of Glamorgan citizens.</li> <li>In line with our statutory duties we continually review the relevance of our Well-being Objectives. As a result, going forward into 2024/2025, we are assured that our Corporate Plan Well-being</li> </ul>	

Objectives and the associated commitments outlined in the Annual Delivery Plan 2024/2025 **(contained in the background papers to this report)** are relevant in delivering improved outcomes for Vale of Glamorgan citizens and contribute to the national Well-being Goals.

- All Scrutiny Committees considered a draft Annual Delivery Plan in December 2023 and their views alongside that of other key stakeholders have informed the final Plan, to be endorsed by Cabinet on 22<sup>nd</sup> February 2024 and referred on to Full Council on 6<sup>th</sup> March 2024 for final approval.
- The commitments in the Annual Delivery Plan 2024/25 are reflected in 16 Service Plans **which are provided for information in the background papers to this report**. These plans show how individual service areas will contribute to achievement and overall delivery of our four Well-being Objectives and how resources will be deployed to do so.
- In line with the Annual Performance Calendar, members have continued to help shape the way in which performance related activity and reports are presented to support them in their critical friend challenge role. Feedback from the recent workshop (relating to the Committee specific presentation of service plan activities and performance targets) in February 2024, has been reflected in the approach to this year's reports.
- Scrutiny Committee Members are asked to review the contributions from services (through planned activities and proposed performance measures and associated targets) as relevant to this Committee's remit that will support achievement of our Annual Delivery Plan commitments for the period 2024/25. **These are set out in Appendix A and B.**
- Upon review, Members are asked to recommend to Cabinet the planned activities and associated service performance targets as relevant to this Committee's remit as the primary means against which performance for the Annual Delivery Plan 2024/25 will be monitored, measured and reported quarterly. **These are set out in Appendix A and B.**

## **Recommendations**

1. That Members review and endorse via recommendation to Cabinet the planned service activities for 2024/25 as they relate to the remit of this Committee. **(Appendix A)**
2. That Members review and endorse via recommendation to Cabinet, the proposed measures and service performance targets for 2024/2025 relating to the remit of this Committee. **(Appendix B)**

## **Reasons for Recommendations**

1. To ensure that the planned activities aligned to this Committee's remit are accurate, up to date and relevant and become the main document through which performance against the Corporate Plan's Annual Delivery Plan is monitored and measured during 2024/2025.
2. To ensure the Council's Corporate Plan Performance Measurement Framework identifies a relevant set of performance measures and targets against which the Annual Delivery Plan can be monitored and measured during 2024/2025.

## **1. Background**

### **Vale of Glamorgan Council Annual Delivery Plan (ADP) 2024/2025**

- 1.1 The Annual Delivery Plan (**contained in the background papers to this report**) is published in the Spring of each year after approval by Council and sets out the actions to be taken in the year ahead to deliver our Well-being Objectives and the overarching five-year Corporate Plan.
- 1.2 The ADP is a key means of meeting our statutory obligations under the Local Government & Elections (Wales) Act 2021, the Well-being of Future Generations (Wales) Act 2015 and directly informs individual Service Plans, our corporate framework of performance measures and service performance targets which are also produced annually. The ADP for 2024/25 has been considered by Cabinet on 22<sup>nd</sup> February 2024 and will be referred on to Full Council for final approval on 6<sup>th</sup> March 2024. This will be the final Annual Delivery Plan for the current Corporate Plan.

### **Service Plans 2024/2025**

- 1.3 Service Plans are the primary planning documents of the Council and a key building block in its Performance Management Framework. The Plans outline how each service will contribute towards achieving our Corporate Plan Well-being Objectives and are a key means by which performance for the Corporate Plan is monitored and measured. Consequently, an annual review of planning arrangements is undertaken to ensure that the Council's plans continue to meet statutory requirements and to continuously improve our approach to performance planning and monitoring. Each year, Service Plans are further streamlined to reflect our integrated approach to corporate planning cognisant

of statutory requirements. Progress is, and will continue to be, regularly scrutinised by all five of the Council's Scrutiny Committees and Cabinet.

- 1.4** Through our regulatory work programme, Audit Wales undertakes work throughout the year to ensure that the Council is delivering on the commitments within the Corporate Plan and effectively monitoring and reporting progress. The Annual Delivery Plan is an essential part of this work.

### **Service Performance Targets (Corporate Performance Measures Framework) 2024/2025**

- 1.5** The Council's Performance Management Framework is the mechanism through which our key priorities and performance targets are monitored and realised.
- 1.6** All Scrutiny Committees receive performance information aligned with the Council's Well-being Objectives and the terms of reference of each respective Committee. This has enabled Members to focus on scrutinising the progress being made towards achieving each of the Council's four Well-being Objectives in an integrated way.
- 1.7** Each year we review our Corporate Performance Measures Framework to ensure the framework provides the best representation of the wide range of activities being undertaken by the Council and reflects the Well-being Objectives and our commitments in the Corporate Plan. This work has involved officers and members and the proposed framework for 2024/25 (**contained within the background papers to this report**) includes all relevant performance indicators which will enable the Council to holistically demonstrate progress towards achieving its Well-being Objectives. Service performance targets will be set for existing performance indicators that are continuing into 2024/2025 where appropriate to do so.

### **Annual Performance Calendar**

- 1.8** In May 2023 Cabinet approved the Council's Annual Performance Calendar 2023/24 (minute C9 refers) which sets out the key Corporate Performance related activity and reports that will be produced, considered, scrutinised and approved throughout the year. That report is referenced in the **background papers** to this report. This calendar has been updated for 2024/25 and will be reported to members in due course.
- 1.9** As part of these proposals, and in response to feedback from elected members, a series of workshop discussions have been timetabled throughout the year to provide elected members with the opportunity to discuss and influence the way in which activity in this area is shaped and presented to Scrutiny Committees for consideration. In Feb 2024, the Director of Corporate Resources facilitated the latest of these sessions. The feedback from the session (relating to the Committee specific presentation of service plan activities and performance targets) has been reflected in the approach adopted this year as described in this report.

## Key Issues for Consideration

### Vale of Glamorgan Annual Delivery Plan 2024/2025

- 1.10** In line with our statutory duties we continually review the relevance of our Well-being Objectives. The current objectives agreed in 2020 as part of the development of the Corporate Plan 2020-25 have been reviewed as part of end of year performance work to produce the Council's self-assessment and annual review of performance in line with the requirements of the Local Government & Elections (Wales) Act 2021. We have also consulted on our Well-being Objectives as part of the annual programme of engagement work which includes the Let's Talk Survey, Budget consultation and the Annual Delivery Plan 2024/25 consultation. The findings show that overall, a majority of respondents agreed with our Well-being Objectives. As a result, going forward into 2024/2025, we are assured that our Corporate Plan Well-being Objectives and the associated commitments outlined in the Annual Delivery Plan 2024/2025 (**contained in the background papers to this report**) are relevant in delivering improved outcomes for Vale of Glamorgan citizens and contribute to the national Well-being Goals.
- 1.11** The final Annual Delivery Plan 2024/25 has been considered by Cabinet (22<sup>nd</sup> February 2024) and is to be presented for approval by Full Council on 6th March 2024.
- 1.12** In order to ensure the Council continues to discharge its duties to publish and regularly review its Well-being Objectives, keep performance under review and report on performance, Scrutiny Committees will receive quarterly reports on progress against the delivery of the Annual Delivery Plan throughout 2024/25. Additionally, this year we will be developing focused reports aligned to our critical challenges of Organisational Resilience, Cost of Living Crisis and the Climate and Nature Emergencies, to be reported twice yearly. This will be in addition to the quarterly ADP progress updates. This approach will enable us to further strengthen our evidence base and support our annual self-assessment judgements for the period.
- 1.13** Due to the integrated nature of the Annual Delivery Plan (that is, services contribute to a variety of different Annual Delivery Plan commitments across all four Well-being Objectives), Scrutiny Committees will continue to receive presentations which summarise overall progress against the ADP's delivery, but importantly also use the terms of reference for different committees as a lens through which performance is scrutinised against the cross-cutting plan.

### Service Plans 2024/2025

- 1.14** The Service Plans include service level activities that will contribute to both the Annual Delivery Plan and our five-year Corporate Plan commitments. The activities in each Service Plan will also contribute to multiple commitments and objectives reflecting the cross-cutting and integrated nature of our Corporate Plan Well-being Objectives. Using this more integrated approach recognises that an ADP action can contribute to multiple aspects of Corporate Plan delivery. By embedding a more interactive relationship between ADP and Service Plan activity, this also enables the Council to demonstrate how Service Plan actions from a range of services can contribute to Annual Delivery Plan actions.

- 1.15** Our 16 Service Plans for 2024/2025 specifically identify how each Head of Service will contribute towards achievement of our commitments and Well-being Objectives as outlined in the Annual Delivery Plan by asking two questions:
- 1.16** "Which Well-being Objectives does the service contribute to and what actions will we take this year to achieve these?" and "How will we manage our resources to achieve these actions and support our service?"
- 1.17** In addition, informed by a service self-assessment undertaken through the service planning process, the Plans identify a series of mitigating actions that reflect the key challenges facing the service in the coming year including risks, resources, workforce, finance, ICT and assets.
- 1.18** Given the cross-cutting and integrated nature of the Corporate Plan Well-being Objectives and multiple service contributions to each of these commitments by service areas, **at Appendix A** we have identified all service level contributions as aligned to the remit of this Committee to assist Scrutiny Committee Members to consider all planned activities for 2024/25 against which progress will be monitored and reported quarterly. This is as a direct result of feedback from elected members who have requested that information from Service Plans aligned with each Committee would be the most useful way to scrutinise how all Services will contribute to the performance of the Annual Delivery Plan within the remit of each Committee.
- 1.19** All Scrutiny Committees will be presented with a single quarterly performance report with each also receiving an overview (in the form of a presentation) of progress made in the period as aligned to their respective terms of reference. Cabinet will receive an overview of progress informed by the outputs of the Scrutiny Committees when considering quarterly performance.
- 1.20** All 16 service areas will now develop Team Plans for 2024/2025 to underpin and deliver their Service Plan priorities. The actions contained in the Service and Team plans will then be translated to individual staff actions via the #itsaboutme staff appraisal process.
- 1.21** Draft service priorities (including associated planned activities and proposed performance targets for 2024/2025 for the Shared Regulatory Services have been appended, however, members will note that these will be finalised as part of the joint business planning process for the Shared Regulatory Services in conjunction with our partners in Cardiff and Bridgend Councils. The final Business Plan for the Shared Regulatory Services will be reported to the Regulatory Services Joint Committee and relevant Scrutiny Committee(s) and Cabinet by the end of June 2024 in line with the delegations set out in the Joint Working Agreement.
- 1.22** Members are asked to consider and review the planned service level activities for 2024/2025 relevant to this Committee's remit (**Appendix A**) in terms of their contributions to the Corporate Plan commitments and Well-being Objectives and recommend their endorsement to Cabinet. These will be the primary means by which performance for the Annual Delivery Plan 2024/25 will be monitored and measured.
- 1.23** For completeness, a link to all Service Plans is provided in full **in the background papers to this report.**

## **Service Performance Targets (Corporate Performance Measures Framework) 2024/2025**

- 1.24** The Council has a long-standing commitment to continuously improve the services it provides to citizens of the Vale of Glamorgan and despite significant ongoing resource challenges, continues to establish challenging but realistic service performance targets that are commensurate with the available level of resource.
- 1.25** The Council's challenging approach to target setting emphasises this by ensuring that there is an assessment of performance trend data, performance against previous targets and making best use of external benchmarking data (where this is available). This is balanced against how much of a priority the indicator is to the Council and whether there is capacity to improve performance. All proposed targets must have an accompanying rationale that clearly explains the reasons for setting the targets at that level.
- 1.26** Each year, a review is undertaken of the existing Corporate Performance Measures Framework as aligned to the Corporate Plan Well-being Objectives and commitments. The Council's Framework of Corporate Performance Measures comprises locally derived Performance Indicators (PIs), locally adopted previous Public Accountability Measures (PAMs) which are no longer benchmarked nationally, and a suite of performance indicators from the Social Services national dataset. This ensures that the measures in place provide the best representation of the activities/outcomes required and that data will be available on either a quarterly or annual basis for a set of key measures for each of the four Well-being Objectives thus enabling a balanced assessment of performance.
- 1.27** This year, as part of the review we have also identified a number of indicators aligned to our critical challenges of Organisational Resilience, Cost of Living Crisis and the Climate and Nature Emergencies to enable more focused reporting throughout the year in these areas. This will be in addition to the quarterly ADP progress updates. Additionally, we have also identified a number of indicators as part of our focus on strengthening service user perspective information in our ADP performance reports. This remains an areas of focus over the coming year. This approach will enable us to further strengthen our evidence base and support our annual self-assessment judgements for the period.
- 1.28** Whilst the Council's Corporate Performance Measures will collect and report on our performance in relation to our key priorities or commitments, there is currently limited opportunity to benchmark this information with others. Since the cessation of the requirement to report on Public Accountability Measures in 2019/20, we have continued to work with Data Cymru to develop a national self-assessment dataset which will enable us to compare our performance in a range of services with Welsh local authorities. Having access to this data and other insights will enhance internal performance assessment and challenge, and further strengthen our evidence base to support our annual self-assessment judgements thus enabling the Council to meet its performance requirements under the Local Government & Elections (Wales) Act 2021. There is no statutory requirement to be part of or submit data on the national self-assessment database, and we are participating in this work on a voluntary basis. The Council will continue to contribute to this work to ensure we are able to access the data

needed to continue to review, challenge and continuously improve our performance.

- 1.29** **Appendix B** outlines the proposed performance measures and associated service performance targets relating to this Scrutiny Committee, structured by the four Corporate Plan Well-being Objectives and Annual Delivery Plan commitments. Members will note that more than one Scrutiny Committee may be identified for each measure, reflecting the cross-cutting and integrated nature of service contributions to multiple Corporate Plan Well-being Objectives and ADP commitments. Targets have been set for performance measures that are continuing into 2024/2025 where appropriate.
- 1.30** For completeness, **a link to all service improvements targets as aligned to the Corporate Plan commitments and Well-being Objectives is provided in full in the background papers to this report.**
- 1.31** Throughout the year, the Corporate Performance Measures Framework will be considered by Scrutiny Committees alongside quarterly updates on planned activities to demonstrate progress in achieving our Annual Delivery Plan commitments and the Corporate Plan Well-being Objectives.
- 1.32** Members are asked to consider and review the proposed performance measures and associated targets as it relates to this Committee's remit and recommend their endorsement via Cabinet.
- 1.33** The consideration of the proposed service performance targets by Members is a key feature of the internal challenge process. Following review and endorsement by Scrutiny Committees, these performance targets are being reported to Cabinet for approval.

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

- 2.1** The Annual Delivery Plan 2024/25 details how the Council will contribute to the national Well-being Goals through delivery of its year 5 commitments in the Corporate Plan 2020-2025.
- 2.2** The Corporate Plan also details how the Council will contribute to the national Well-being Goals as required by the Well-being of Future Generations Act through the delivery of the Well-being Objectives contained in the plan.
- 2.3** The Corporate Plan emphasises the Council's commitment to promoting the five ways of working and duties under the Well-being of Future Generations (Wales) Act. The ways of working are reflected in our approach to integrated business planning which underpins the delivery of the Council's Corporate Plan and its Well-being Objectives. There is a strong emphasis on collaboration as the Council recognises the need to work with partners to deliver services and improve local well-being. The plan reflects the importance of prevention, and this has been a strong theme in much of the engagement to date. The plan is a five-year plan but recognises that many of the issues are even longer term e.g. deprivation, climate change, an ageing population and physical and mental well-being.



- 2.4 The Service Plans, through planned activities for 2024/25 reflect this integrated approach, demonstrating the way in which the Service areas will work congruently with the "five ways of working" as introduced by the Act.
- 2.5 By setting consistently challenging yet realistic steps and service performance targets, the Council is able to clearly demonstrate progress towards achieving its Well-being Objectives and contribute to the national goals.

### **3. Climate Change and Nature Implications**

- 3.1 The Corporate Plan and Annual Delivery Plan incorporate our key commitments which aim to have a positive impact on climate change and nature overall.
- 3.2 The climate and nature emergencies are one of the critical challenges identified in the Annual Delivery Plan 2024-25. Service Plans detail a range of activities to help meet this challenge and these together with performance indicators will demonstrate progress.
- 3.3 The climate change and nature emergency implications related to the Council's activities are outlined in more detail in Project Zero and The Biodiversity Forward Plan, and both identify the mitigating actions required to minimise the adverse consequences of our activities. These actions are reflected in the planned activities outlined in Service Plans for 2024/25.
- 3.4 Failure of services to deliver on these commitments will impact negatively on achieving our climate change and nature emergency priorities and overall progress against our Corporate Plan Well-being Objectives and on external regulatory assessments of the Council.

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

#### **Financial**

- 4.1 In determining its commitments in the Annual Delivery Plan 2024/2025, the Council has been mindful of the economic situation locally and nationally and taken into account legislation changes and government policy. The Well-being Objectives set out in the Corporate Plan 2020-2025, Service Plans and associated service performance targets either have resources committed to their achievement (Medium Term Financial Plan and annual budget review) or the likely prospect of such resources being made available in the period of the plan.
- 4.2 Service Plans include 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 Objectives.

#### **Employment**

- 4.3 There are no direct employment implications associated with this report. However, there are a number of challenges and risks associated with the delivery of our Well-being Objectives, reflected in the Annual Delivery Plan 2024/2025,

Service Plans and our performance targets, 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 the Corporate Plan Well-being Objectives.

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

- 4.4 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.
- 4.5 Part Six of the Local Government & Elections (Wales) Act 2021 places duties on Local Authorities to keep performance under review through self-assessment and to report on performance.
- 4.6 An Equalities Impact Assessment has been completed for the Annual Delivery Plan (**contained in the background papers to this report**). The Annual Delivery Plan identifies four Well-being Objectives and a series of commitments which the Council intends to focus its attention on during 2024/2025 in order to improve the well-being of Vale of Glamorgan citizens.
- 4.7 Identification of our Well-being Objectives and associated commitments in the Annual Delivery Plan has been informed by a wide range of performance data, research and statistics including community and economic impact assessments, with planned actions detailing specific activities to be undertaken to deliver services differently or targeted to meet the needs of diverse groups. Successful completion of these commitments within the relevant service areas should lead to a reduction in service inequalities where they do exist.
- 4.8 Our commitments in the Annual Delivery Plan, Service Plans and service performance targets for 2024/2025 will impact on; everyone who receives a service from the council; Vale of Glamorgan residents; unemployed adults; Young people who are not in employment, education or training (NEET); Looked After Children; vulnerable young people; adults in receipt of care; older people; children and adults with a disability, school children, housing tenants.
- 4.9 Individual commitments and planned service activities within the Annual Delivery Plan will give due consideration to the impact, directly or indirectly on Vale citizens overall. In line with Council policy, any changes to services and policies across all Council services will be the subject of more detailed equality impact assessments which will need to explore any potential impact.

## **5. Background Papers**

[Annual Performance Calendar 2023/24, Cabinet, 25<sup>th</sup> May 2023](#)

Annual Delivery Plan

[https://www.valeofglamorgan.gov.uk/Documents/ Committee%20Reports/Scrutiny-](https://www.valeofglamorgan.gov.uk/Documents/Committee%20Reports/Scrutiny-)

[CRP/2024/24-02-21/Draft-Vale-of-Glamorgan-Council-Annual-Delivery-Plan-2024-25.pdf](#)2024/25

[All Service Plans 2024-25 Final \(valeofglamorgan.gov.uk\)](#)

[All Performance Targets 2024-25 \(contensis.com\)](#)

[24-02-21 \(valeofglamorgan.gov.uk\)](#)

## Service Plan contributions to the Annual Delivery Plan (2024-25) commitments and Corporate Plan (2020-25) Well-being Objectives as aligned to the remit of Homes & Safe Communities Scrutiny Committee

In relation to **Well-being Objective 1, 'Work with and for our communities'**, there are 16 Annual Delivery Plan actions for 2024/25 aligned to 7 Corporate Plan commitments. The Service Plan activities identified below will contribute towards achieving these commitments.

Our Corporate Plan commitments:
<ul style="list-style-type: none"> <li>• Improve how we involve, engage and communicate with others about our work and decisions</li> <li>• Work innovatively, using technology, resources and our assets to transform our services so they are sustainable for the future</li> <li>• Develop our strong culture of good customer service aligned to the Council's values of being ambitious, open, together and proud</li> <li>• Promote equality of opportunity and work with the community to ensure we are responsive to the diverse needs of our customers</li> <li>• Promote the use of the Welsh Language and contribute to the Welsh Government target of 1 million Welsh speakers by 2050</li> <li>• Support the development and well-being of our staff and recognise their contribution to the work of the Council</li> <li>• Ensure we have robust governance and scrutiny arrangements in place and support our elected members to fulfil their roles</li> </ul>

The cross-cutting and integrated nature of the Annual Delivery Plan means that actions from multiple service areas contribute to the delivery of an ADP action that falls within the remit of a Scrutiny Committee. The tables below reflect this by highlighting all service contributions to our ADP actions.

ADP1: Deliver our Public Participation Strategy including the use of place making to improve how we involve, communicate and consult with people and ensure citizens have the opportunity to have their voices heard.	
Service Plan	Service Plan Action 2024/25
<b><i>Not within Scrutiny Committee remit, picked up by Corporate Performance and Resources Committee. Contributory actions identified below.</i></b>	
Shared Regulatory Services	Improve engagement and consultation with stakeholders including service users and residents and review the effectiveness of current mechanisms used to access Shared Regulatory Services. (SRS/A001) (also contributes towards ADP37)
Housing & Building Services	Strengthen tenant and public participation in Housing & Building Services engagement work by incorporating the use of community mapping tools, the housing market assessment alongside other engagement methods (including the biennial STAR survey and community conversations on the new WHQS 2023) to inform service priorities and delivery models for the future. (HS/A001) (also contributes towards ADP2)

**ADP2: Improve how we provide information about our work and the impact we are having using different methods that reach people in a timely way that meets their needs.**

Service Plan	Service Plan Action 2024/25
<b><i>Not within Scrutiny Committee remit, picked up by Corporate Performance and Resources Committee. No contributory actions identified.</i></b>	

**ADP3: Progress placemaking plans in Barry, Cowbridge, Llantwit Major and Penarth putting the future needs of town centres and communities at the heart of decision making and maximising the impact of a range of funding streams**

Service Plan	Service Plan Action 2024/25
<b><i>Not within Scrutiny Committee remit, picked up by Environment and Regeneration Committee. No contributory actions identified.</i></b>	
Housing & Building Services	Contribute to development of vibrant town centres as part of the Council's placemaking work, with a focus on the Barry Town Centre Gateway Regeneration project and the delivery of a mix of affordable and private housing in the Western end of Barry town centre. (HS/A002)
Housing & Building Services	Work with partners to develop and adopt a Safer Vale Town Centre Policing Strategy to help make Vale town centres safer. (HS/A003) (also contributes towards ADP36)
Housing & Building Services	Contribute to the evolving corporate approach to engaging with the third sector and other key partners as part of the Strengthening Communities theme of the Reshaping Services programme with a focus on sustainable community delivery model projects aligned to food poverty, community assets and the Llantwit Major community hub project via the Shared Prosperity Fund. (HS/A004) (also contributes towards ADP29)

**ADP4: Develop a new five year Corporate Plan for 2025-2030 showing how the next phase of the Council's Reshaping Programme will transform our work to meet future needs.**

Service Plan	Service Plan Action 2024/25
<b><i>Not within Scrutiny Committee remit, picked up by Corporate Performance and Resources Committee. No contributory actions identified.</i></b>	

**ADP5: Engage with and strengthen our relationships with the third sector, social enterprises and town and community councils to help shape and deliver local priorities including a review of the Town and Community Council Charter and the Voluntary Sector Compact.**

Service Plan	Service Plan Action 2024/25
<b><i>Falls within multiple Scrutiny Committee remits, and picked up by Environment and Regeneration Committee, Corporate Performance and Resources Committee and Homes and Safe Communities Committee. Contributory actions identified below.</i></b>	
Regeneration	Work with and support third sector, social enterprises and businesses to identify funding opportunities for delivery of local priorities. (RG/A003)
Strategic Advisory Groups	Undertake a programme of engagement with third sector partners, social enterprises and Town and Community Councils to inform the new Corporate Plan and the Council's transformation programme and how we work together, including supporting the production of a reviewed Town and Community Council Charter and Voluntary Sector Compact. (SAG/A003)
Children and Young People Services	Work in collaboration with our Third Sector partners to maximise and further develop the use of children's residential provision across the Vale to ensure sufficiency of placements within the community. (CS/A002)

**ADP5: Engage with and strengthen our relationships with the third sector, social enterprises and town and community councils to help shape and deliver local priorities including a review of the Town and Community Council Charter and the Voluntary Sector Compact.**

<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
Sustainable Development	Increase engagement with the third sector in respect of public rights of way and RLDP work. (SD/A003)
Strategy Community Learning & Resources	Review services and service delivery models to reflect changes in need in an evolving landscape to ensure sustainability both now and in the future. (SCL/A009) (also contributes towards ADP12 and ADP18)
Strategy Community Learning & Resources	Implement changes to arts and culture services to broaden access to activities and ensure full cost recovery of services. (SCL/A012) (also contributes towards ADP12)
Strategy Community Learning & Resources	Implement the Libraries Strategy and in so doing ensure full cost recovery of services where appropriate. (SCL/A013) (also contributes towards ADP12)
Standards & Provision Service	Review services and service delivery models to reflect changes in need in an evolving landscape and to support the implementation of our SEMH and Wellbeing Strategy to ensure sustainability of services both now and in the future. (SPS/A010) (also contributes towards ADP18 and ADP12)
Standards & Provision Service	Explore opportunities with third sector partners and social enterprises to look at ways we can further expand partnerships to enhance service delivery. (SPS/A013)
Housing & Building Services	Work in partnership via the Regional Partnership Board delivery model to respond to the care and support needs within our local communities with a focus on social prescribing, volunteering, training, community development and funding. Develop a framework of projects to take advantage of external funding opportunities. (HS/A005) (also contributes towards ADP25)
Digital	Consider, and where possible, work with health, social care and third sector partners to design and deliver services, continuing development of the Wellbeing Matters concept and implementation to improve services and outcomes for residents. (DS/A002)
Resources Management & Safeguarding	Improve awareness of the Carers Gateway and our response for unpaid carers. (RMS/A005) (also contributes towards ADP1)
Resources Management & Safeguarding	Implement a Section 16 Forum to promote social enterprises, co-operatives, user-led services and other third sector organisations for the provision of care and support and preventative services in the Vale of Glamorgan. (RMS/A005)

**ADP6: Take forward the new Digital Strategy and provide a more positive experience for customers by incorporating user-centred approaches to service design, improving accessibility and responsiveness.**

<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
<b><i>Not within Scrutiny Committee remit, picked up by Corporate Performance and Resources Committee. Contributory actions identified below.</i></b>	

**ADP6: Take forward the new Digital Strategy and provide a more positive experience for customers by incorporating user-centred approaches to service design, improving accessibility and responsiveness.**

Service Plan	Service Plan Action 2024/25
Shared Regulatory Services	Explore options for introducing newer technologies that ensure officers can operate more efficiently and where possible reduce operating costs, for example strengthening the ICT interface between the partner authorities and introduction of mobile devices for inspections. (SRS/A002) (also contributes towards ADP12)
Housing & Building Services	Complete the third phase of the implementation of the customer portal as part of the Digital Transformation Strategy for Housing & Building Services, ensuring services are fit for purpose and deliver improved customer experience. (HS/A006)

**ADP7: Deliver the commitments in the Strategic Equality Plan reflecting the LGBTQ+ Plan and Anti Racist Wales Action Plan and emerging disability work.**

Service Plan	Service Plan Action 2024/25
<b><i>Not within Scrutiny Committee remit, picked up Learning and Culture Committee. Contributory actions identified below.</i></b>	
Shared Regulatory Services	Work in partnership to safeguard the vulnerable to ensure that children are protected from harmful substances and products, older people are protected from rogue traders and scams and vulnerable people are not subject to exploitation. (SRS/A003) (also contributes towards ADP8 and ADP29)
Housing & Building Services	Complete Phase 2 of the tenant profiling exercise to provide key insights and data to effectively support decisions and targeting of services to meet needs. (HS/A007)

**ADP8: Work in partnership to develop and deliver our Age Friendly Action Plan as part of our work to become an age friendly community where everyone in the Vale has the opportunity to age well.**

Service Plan	Service Plan Action 2024/25
<b><i>Not within Scrutiny Committee remit, picked up by Corporate Performance and Resources Committee. No contributory actions identified.</i></b>	

**ADP9: Increase the use of the Welsh Language within the Council and the community and support bilingualism through the delivery of the Council's Welsh Language Promotion Strategy and the Welsh in Education Strategic Plan (WESP).**

Service Plan	Service Plan Action 2024/25
<b><i>Not within Scrutiny Committee remit, picked up by Learning and Culture Committee. No contributory actions identified.</i></b>	

**ADP10: Work in partnership to deliver the 2024-25 Armed Forces Delivery Plan to strengthen support for the Armed Forces Community in line with the principles of the Armed Forces Covenant.**

Service Plan	Service Plan Action 2024/25
<b><i>Not within Scrutiny Committee remit, picked up by Healthy Living and Social Care Committee. No contributory actions identified.</i></b>	

**ADP11: Develop our new partnership arrangements for procurement with an increasing emphasis on social value and climate change.**

Service Plan	Service Plan Action 2024/25
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***Not within Scrutiny Committee remit, picked up by Corporate Performance and Resources Committee. No contributory actions identified.***

**ADP12: Deliver a balanced 2024/25 budget and sustainable medium term financial plan recognising the growing financial pressures (revenue and capital) on the Council, particularly in education and social care and the need to maximise our use of external funding**

Service Plan	Service Plan Action 2024/25
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***Not within Scrutiny Committee remit, picked up by Corporate Performance and Resources Committee. Contributory actions identified.***

Housing & Building Services	Implement a Rapid Rehousing Homelessness service to reduce our use of bed and breakfast and temporary accommodation solutions. (HS/A008)
Housing & Building Services	Undertake annual benchmarking of housing services to demonstrate efficiency and value for money in provision. (HS/A009)
Housing & Building Services	Implement the remodelled business support function for the Environment & Housing Directorate to facilitate delivery of improved outcomes for customers and citizens. (HS/A010)
Shared Regulatory Services	Maximise options for cost recovery and income generation to ensure this approach underpins sustainable service delivery. (SRS/A004)

**ADP13: Review the future of our building and land assets with a view to maximising their economic and community benefits and ensure the most appropriate model of ownership and service delivery is in place.**

Service Plan	Service Plan Action 2024/25
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***Not within Scrutiny Committee remit, picked up by Corporate Performance and Resources Committee. Contributory actions identified.***

Housing & Building Services	Develop and submit a planning application that supports the future use of Cadoxton House (subject to service users being relocated). (HS/A011)
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**ADP14: Adopt a new model of working to manage the Council's buildings focusing on sustainability, compliance, and efficiency.**

Service Plan	Service Plan Action 2024/25
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***Not within Scrutiny Committee remit, picked up Corporate Performance and Resources Committee. No contributory actions identified below.***

Housing & Building Services	Continue to participate in the development of a corporate landlord model for our building assets and utilise the findings to inform future service delivery models for Housing & Building Services. (HS/A012)
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**ADP15: Deliver our People Strategy including work on staff well-being to improve recruitment, retention and well-being across the organisation with a particular focus on work with social services and to attract and retain a younger and more diverse workforce.**

Service Plan	Service Plan Action 2024/25
<b><i>Not within Scrutiny Committee remit, picked up by Corporate Performance and Resources Committee. Contributory actions identified below.</i></b>	
Shared Regulatory Services	Review mechanisms for engagement with staff to seek their ideas about the future delivery of services and opportunities to further improve staff wellbeing. (SRS/A005)
Shared Regulatory Services	Produce a Workforce Development plan for the service that addresses recruitment and retention pressures and incorporates the identification of staff learning and development needs and other HR approaches. (SRS/A006)
Housing & Building Services	Work with Human Resources & Organisational Development partners to review and address issues with single status pay rates with a focus on Housing & Building Services. (HS/A013)
Housing & Building Services	Work with Human Resources & Organisational Development partners to improve workforce planning to ensure that all critical posts are covered and implement a succession planning programme that supports workforce upskilling, increases workforce diversity and provides competitive opportunities to attract talent into roles for the long term with a specific focus on the business-critical areas of Housing & Building Services. (HS/A014)
Housing & Building Services	Undertake work with Human Resources & Organisational Development partners to improve staff welfare and morale. (HS/A015)
Housing & Building Services	Increase the number of apprenticeship and staff training opportunities especially in areas with harder to fill posts within Housing & Building Services, funding dependent. (HS/A016)

**ADP16: Increase the understanding of the role of elected members and scrutiny committees through the delivery of the scrutiny action plan, work of member champions and the Public Participation Strategy.**

Service Plan	Service Plan Action 2024/25
<b><i>Not within Scrutiny Committee remit, picked up by Corporate Performance and Resources Committee. No contributory actions identified.</i></b>	

In relation to **Well-being Objective 2, 'Support learning, employment and sustainable economic growth'**, there are 12 Annual Delivery Plan actions for 2024/25 aligned to 8 Corporate Plan commitments. The Service Plan activities identified below will contribute towards achieving these commitments.

<b>Our Corporate Plan commitments:</b>	
•	<b>Ensure there is appropriate access to quality early years, nursery and education provision enabling people to achieve their best possible outcomes whatever their age</b>
•	<b>Invest in our schools to provide the right learning environment for the 21st century and facilities which benefit the wider community</b>
•	<b>Work with schools, families and others to improve the services and support for those with additional learning needs</b>
•	<b>Work with education, training providers, businesses and other agencies to provide a range of advice, support and training opportunities which improve people's skills and readiness for work</b>
•	<b>Work with partners to ensure people can access appropriate money advice, information and debt support relating to housing, benefits, education, training and employment</b>
•	<b>Support and promote volunteering and community learning recognising the range of benefits to individuals and the community</b>
•	<b>Work as part of the Cardiff Capital Region to progress strategic planning and transport initiatives and promote sustainable economic growth and employment</b>
•	<b>Support economic growth through regeneration, improved infrastructure and support for town centres, tourism and industry</b>

The cross-cutting and integrated nature of the Annual Delivery Plan means that actions from multiple service areas contribute to the delivery of an ADP action that falls within the remit of a Scrutiny Committee. The tables below reflect this by highlighting all service contributions to our ADP actions.

<b>ADP17: Work with schools and other partners to ensure schools are effectively supported to maximise outcomes for all learners.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
<i>Not within Scrutiny Committee remit, picked up by Learning and Culture Committee. No contributory actions identified.</i>	

<b>ADP18: Work with our schools and partners and explore new service delivery models to address budgetary challenges and the increasing demand and complexity of children and young people's social, emotional and mental well-being at primary and secondary levels.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
<i>Not within Scrutiny Committee remit, picked up by Learning and Culture Committee. No contributory actions identified.</i>	

<b>ADP19: Support our schools to facilitate the phased implementation of Additional Learning Needs (ALN) reform including work around self-evaluation.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
<i>Not within Scrutiny Committee remit, picked up by Learning and Culture Committee. No contributory actions identified.</i>	

<b>ADP20: Work with our partners to reach those pupils who are disengaged and support our schools to minimise exclusions and improve attendance and engagement.</b>	
Service Plan	Service Plan Action 2024/25
<i>Not within Scrutiny Committee remit, picked up by Learning and Culture Committee. No contributory actions identified.</i>	
<b>ADP21: Work in partnership to address issues of cost and availability of school transport services, promoting the use of active and other sustainable travel options for school journeys where feasible.</b>	
Service Plan	Service Plan Action 2024/25
<i>Not within Scrutiny Committee remit, picked up by Learning and Culture Committee. No contributory actions identified.</i>	
<b>ADP22: Develop a new school investment programme and progress the expansion of Ysgol Y Deri, and new buildings for Ysgol Iolo Morganwg and St Richard Gwyn as part of the Sustainable Communities for Learning Programme.</b>	
Service Plan	Service Plan Action 2024/25
<i>Not within Scrutiny Committee remit, picked up by Learning and Culture Committee. No contributory actions identified.</i>	
<b>ADP23: Work with a range of partners to support employment and the development of skills for the future and improve links between schools and local colleges and business.</b>	
Service Plan	Service Plan Action 2024/25
<i>Falls within multiple Scrutiny Committee remits, and picked up by Learning and Culture Committee, Homes and Safe Communities and Environment &amp; Regeneration. Contributory actions identified below.</i>	
Housing & Building Services	Enhance people's skills and readiness for work through community investment opportunities including the Council housebuilding programme and Supporting People Scheme. (HS/A017)
<b>ADP24: Promote the opportunities and benefits of apprenticeships to assist people into employment and to work for the Council via the Council's Apprenticeship Scheme.</b>	
Service Plan	Service Plan Action 2024/25
<i>Not within Scrutiny Committee remit, picked up by Learning and Culture Committee and Corporate Performance and Resources Committee. No contributory actions identified.</i>	
<b>ADP25: Deliver a Business Development Grant, enabling businesses to apply for funding to innovate, decarbonise and grow.</b>	
Service Plan	Service Plan Action 2024/25
<i>Not within Scrutiny Committee remit, picked up by Environment and Regeneration Committee. No contributory actions identified.</i>	
<b>ADP26: Maximise the potential of the UK government's 10 year £20 million long-term investment plan for Barry and Levelling up award as part of whole town regeneration and Placemaking work.</b>	
Service Plan	Service Plan Action 2024/25
<i>Not within Scrutiny Committee remit, picked up by Environment and Regeneration Committee. No contributory actions identified.</i>	

**ADP27: Maximise the use of grant and loan funding, supported by enforcement measures to reduce the number of vacant properties across all four of our town centres.**

<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
<i>Not within Scrutiny Committee remit, picked up by Environment and Regeneration Committee. No contributory actions identified.</i>	

**ADP28: Work with Cardiff Capital Region (CCR) and Welsh Government to support the development of the former Aberthaw Power Station site and the Bro Tathan and Cardiff Airport Enterprise Zone to support economic resilience and quality job creation.**

<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
<i>Not within Scrutiny Committee remit, picked up by Environment and Regeneration Committee. No contributory actions identified.</i>	

In relation to **Well-being Objective 3, 'Support people at home and in their community'**, there are 22 Annual Delivery Plan actions for 2024/25 aligned to 12 Corporate Plan commitments. The Service Plan activities identified below will contribute towards achieving these commitments.

**Our Corporate Plan commitments:**

- Encourage people of all ages to have active and healthy lifestyles to promote better physical and mental well-being
- Provide more opportunities for cycling and walking and develop a range of travel options to encourage people out of their cars
- Promote leisure, art and cultural activities which meet a diverse range of needs
- Work in partnership to provide more seamless health and social care services
- Provide care and support to children and families in need which reflects their individual strengths and circumstances
- Provide person-centred care and support to adults in need
- Work with our partners to ensure timely and appropriate mental health and emotional well-being support
- Undertake our safeguarding duties to protect people from harm
- Work in partnership to develop cohesive communities and promote community safety
- Keep people safe through strong and resilient emergency planning and regulatory services which protect the public, consumers and business
- Increase the supply of good quality, accessible and affordable housing by working in partnership to address housing need
- Provide housing advice and support to prevent homelessness

The cross-cutting and integrated nature of the Annual Delivery Plan means that actions from multiple service areas contribute to the delivery of an ADP action that falls within the remit of a Scrutiny Committee. The tables below reflect this by highlighting all service contributions to our ADP actions.

**ADP29: Develop and support initiatives in response to the cost of living crisis and the associated issues of housing, energy costs, food poverty, period poverty, debt and access to benefits, employment, and training.**

<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
Strategic Advisory Groups	Develop and support activities in response to the cost of living crisis with a particular focus on work around food poverty, warm spaces and administering relevant funding schemes. (SAG/A013)

**ADP29: Develop and support initiatives in response to the cost of living crisis and the associated issues of housing, energy costs, food poverty, period poverty, debt and access to benefits, employment, and training.**

Service Plan	Service Plan Action 2024/25
Regeneration	Provide PME support with Social Services to maximise potential of grant funding through the RPB, delivering targets related to the cost of living through the SPF and the SCGF, supporting residents to access energy efficiency measures in their homes via eco4 flex. (RG/A017) (also contributes towards ADP49)
Neighbourhood Services and Transport	Work in partnership to facilitate and promote inclusive opportunities for leisure, play and sports development with a particular focus on tackling inequalities, working with groups in areas with low participation rates and reviewing the locations of activities so that residents facing cost of living challenges can better access these and our services. (NS/A021)
Neighbourhood Services and Transport	Work in partnership to deliver a comprehensive play programme that improves the well-being of children and their families with a particular focus on developing and promoting no and low cost activity schemes (which include food provision) and ensuring ease of access to these schemes for residents facing cost of living challenges. (NS/A022)
Shared Regulatory Services	Continue to raise awareness of illegal money lending and support individuals to access responsible lenders and debt advice; work with landlords to improve energy efficiency in rental properties; and protect the elderly and vulnerable from rogue traders. (SRS/A008)
Sustainable Development	Work with the Learning and Skills directorate to support the delivery of a range of education and employment facilities/land that meets local need, in accessible locations. (SD/A013)
Strategy Community Learning & Resources	Continue to support poverty and health inequality initiatives and support our schools and council services to be responsive to community needs and strengthen our integration with health and social care in delivering these commitments. (SCL/A011) (also contributes towards ADP33)
Additional Learning Needs & Well-being	Continue to support the development and sustainability of the childcare market by building on the findings of the Childcare Sufficiency Assessment. (ALN/A012)
Additional Learning Needs & Well-being	Continue support poverty related initiatives by maximising our use of grant funding for period dignity and to further embed our community POD model. (ALN/A016)
Housing & Building Services	Continue to provide residents with advice, support and information on a range of issues including housing, debt, fuel poverty, benefits, employment, and training through services including the One Stop Shop and money advice team. (HS/A018)
Housing & Building Services	Support our residents health and well-being, reduce social isolation and improve skills by promoting the Value in the Vale Volunteering Service and increasing the number of partner organisations and volunteering opportunities. This work is funding dependent. (HS/A019)
Housing & Building Services	Refresh and Implement the new Community Investment Strategy which incorporates our financial inclusion commitments to tenants and residents. (HS/A020)
Finance	Work collaboratively across sectors to address the long-term challenge of meeting the legacy costs of the pandemic and cost of living crisis. (FS/A026)
Digital	Support partners to explore opportunities to support digital inclusion with a focus on data poverty and cost of living. (DS/A017)
Digital	Design services to ensure that no resident is excluded from Council support services and the democratic process. (DS/A018)

<b>ADP29: Develop and support initiatives in response to the cost of living crisis and the associated issues of housing, energy costs, food poverty, period poverty, debt and access to benefits, employment, and training.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
Resources Management & Safeguarding	Continue to support delivery of key cost-of-living/poverty initiatives across the council and monitor the signposting of children and adults using our IAA Service to appropriate organisations/ schemes. (RMS/A022)
Adult Services	Embed our approach to signposting and how we undertake assessments being mindful of the impact of Cost of Living on our citizens. (AS/A024)
Adult Services	Implement a sustainable and integrated model for single point of access to Well-being Matters services (via the Contact Centre). (AS/A025)

<b>ADP30: Work in partnership through the Public Services Board to take forward work in our most deprived communities with an initial programme of engagement and community mapping.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
<i>Not within Scrutiny Committee remit, picked up by Corporate Performance and Resources Committee. No contributory actions identified.</i>	

<b>ADP31: Work in partnership to progress work around community focused schools recognising the important role of schools within the local community and the potential to build on successful initiatives including the Big Bocs Bwyd model.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
<i>Not within Scrutiny Committee remit, picked up by Learning and Culture Committee. No contributory actions identified.</i>	

<b>ADP32: Work with local organisations and communities to help sustain local facilities for example, sports grounds, community halls, parks, allotments and public conveniences, transferring ownership or working more closely in partnership where appropriate and enabling access to funding such as the UK Government Community Ownership Fund.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
<i>Not within Scrutiny Committee remit, picked up by Environment and Regeneration Committee, Corporate Performance and Resources Committee and Learning and Culture Committee. No contributory actions identified.</i>	

<b>ADP33: Work in partnership to promote inclusive opportunities for leisure, play and sports development and implement the Cardiff and Vale Move More, Eat Well Plan, with a particular focus on work in schools and children and young people's mental health and well-being.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
<i>Not within Scrutiny Committee remit, picked up by Healthy Living and Social Care Committee, Corporate Performance and Resources Committee and Learning and Culture Committee. No contributory actions identified.</i>	

**ADP34: Improve opportunities for leisure activities by investing in our leisure centres and our large outdoor recreational sites such as Barry Sports Centre and the Butrills playing fields.**

<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>

**ADP35: Work in partnership with the Public Services Board to address health inequities, promote vaccination and screening with a particular focus on reaching people in our more deprived communities.**

<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
<i>Not within Scrutiny Committee remit, picked up by Healthy Living and Social Care Committee.</i>	

**ADP36: Work with partners to promote and enhance community safety and safeguarding with a specific focus on tackling anti-social behaviour in our towns and implementing the regional Violence Against Women and Domestic Abuse and Sexual Violence Strategy.**

<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
Children and Young People Services	Work with partners Via the Youth Justice and Early Support Service to enhance young people’s outcomes, with a particular focus on prevention. (CS/A018)
Housing & Building Services	Progress work with Police and Crime Commissioner partners to identify opportunities for establishing longer term funding arrangements for delivery of the Community Safety function. (HS/A021)
Housing & Building Services	Implement the Regional Violence against Women, Domestic Abuse and Sexual Violence Strategy (VAWDASV). (HS/A022) (also contributes towards ADP1 and ADP2)
Housing & Building Services	Work with partners to deliver the 2023-2028 Safer Vale Strategy and annual review action Plan including priorities for social cohesion and community protection. (HS/A023) (also contributes towards ADP2 and ADP52)
Housing & Building Services	Progress work with partners to deliver pathways and provide advice and support to people who experience abuse, harassment and stalking, hate crime, including women from ethnic minorities, disabled women, women with complex needs, children and young people and men. (HS/A024)

**ADP37: Work regionally as part of Shared Regulatory Services (SRS) to safeguard the health, safety and economic wellbeing of consumers, businesses and residents through our work on environmental health, trading standards and licensing as detailed in the SRS business plan.**

<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
Shared Regulatory Services	Deliver Shared Regulatory Services (SRS) to safeguard the health, safety and economic wellbeing of consumers, businesses and residents through our work on environmental health, trading standards and licensing as detailed in the SRS Business Plan 2024/25. (SRS/A010)
Shared Regulatory Services	Review all future service delivery options in light of the ongoing year on year financial pressures. (SRS/A009) (also contributes towards ADP12)
Shared Regulatory Services	Protect public health through the delivery of actions set out within the Food and Feed Law Service Plan, Communicable Disease and Health Service Plan and Health and Safety Enforcement Plan. (SRS/A007)

<b>ADP38: Implement the new Independent Living Policy and a new Discretionary Adaptations Grant to support people to live well in their own homes.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
Regeneration	Continue to work across Directorates to establish a new joint independent living team. (RG/A019)
Housing & Building Services	Continue to implement the Older Person Accommodation with Care, Care Ready and Support Strategy to meet the needs of older people including: <ul style="list-style-type: none"> <li>- Completing the review of the Council's Sheltered Housing Accommodation Service;</li> <li>- Collaborating with the Property Division to appoint a land agent to collate and assess new land opportunities for the provision of older persons housing in the Vale.</li> </ul> Progressing the Extra Care facility in Penarth.  (HS/A025)
Adult Services	Contribute to a cross-Directorate review of the adaptations service to produce an Adaptations Policy and establish a new operational approach. (AS/A027)

<b>ADP39: Work collaboratively across the public and private sector to improve the number of households successfully prevented from becoming homeless and deliver effective interventions for young people at risk of homelessness.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
Housing & Building Services	Work with partners to reduce homelessness and implement a Housing Support Programme Strategy. (HS/A026)
Housing & Building Services	Expand the in-house Homeless Leasing Scheme to support people to exit homelessness and stabilise in housing as quickly and efficiently as possible. (HS/A027)
Housing & Building Services	Work in partnership to identify opportunities for joint funding and improved support to better meet increasingly diverse needs e.g. young homeless and unaccompanied asylum seeking children. (HS/A028)

<b>ADP40: Implement a Local Housing Strategy to address current and projected housing need and to increase the supply of good quality, accessible and affordable housing.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
Sustainable Development	Increase the supply of good quality, accessible and affordable housing in the areas of need, by maximising opportunities through the planning system and by working in partnership with housing colleagues. (SD/A016)
Housing & Building Services	Continue to work with Planning colleagues to identify and deliver a potential Gypsy and Traveller site informed by the findings of the 2023 Gypsy and Traveller Accommodation Needs Assessment. (HS/A029)
Housing & Building Services	Identify and progress joint ventures with the private sector to invest in social housing, such as Package Deals, S106 affordable housing opportunities whilst also, maximizing ad hoc opportunities for developing smaller sites outside of existing partnerships. (HS/A030)
Housing & Building Services	Maximise opportunities to increase affordable housing provision in the Vale of Glamorgan via the Affordable Housing Partnership. (HS/A031)
Adult Services	Contribute to the Council's Housing Strategy and the capital programme work to undertake an analysis of need to support future planning and development of suitable accommodation. (AS/A028)



<b>ADP40: Implement a Local Housing Strategy to address current and projected housing need and to increase the supply of good quality, accessible and affordable housing.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
Adult Services	Work in partnership to maximise grant opportunities to increase supported living options available to residents in line with our commitment to support independent living and reduce pressures on health and social care services. (AS/A029)

<b>ADP41: Deliver 73 new Council homes in the Barry area at Clos Holm View Phase 2 (31 units), Coldbrook Road East (20 units), the former Colcot Clinic (12 units) and Olive Lodge (10 units), these schemes will also include new accessible/adapted homes.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
Housing & Building Services	Progress the council house building programme with completion of schemes at Hayeswood Road, Barry; the former Colcot Clinic, Barry; Coldbrook Road East, Barry; Clos Holm View Phase 2, Barry and the conversion of Olive Lodge, Barry into temporary accommodation. (HS/A032) (also contributes towards ADP52)

<b>ADP42: Appoint a developer to the Cardiff &amp; Vale Housing Partnership to deliver the Council's housing development programme in the long term, this will include housing for open market sale to generate additional income to support development of new sites.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>

<b>ADP43: Resettle vulnerable households into the Vale of Glamorgan and provide the services and support they require including progressing the Eagleswell Road site in Llantwit Major.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
Sustainable Development	Support delivery of temporary accommodation through the planning system while ensuring the amenities of existing communities are safeguarded. (SD/A017)
Housing & Building Services	Determine a sustainable resettlement model for the Vale of Glamorgan to meet the needs of vulnerable households. (HS/A033)
Resources Management & Safeguarding	Provide a statutory response to safeguarding/ social care needs as appropriate. (RMS/A025)

<b>ADP44: Progress our work as a County of Sanctuary to provide support, dignity and a welcome for current and future residents of the Vale.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
Regeneration	Ensure local people are involved in developing projects, using resources in the area to address local challenges to enhance community safety and social cohesion and work with departments to ensure new residents have information on leisure and tourism. (RG/A020)
Strategic Advisory Groups	Develop the County of Sanctuary strategy and deliver the associated actions. (SAG/A014)
Standards & Provision Service	Continue to progress the work of schools to be awarded 'School of Sanctuary' status. (SPS/A016)

<b>ADP44: Progress our work as a County of Sanctuary to provide support, dignity and a welcome for current and future residents of the Vale.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
Housing & Building Services	Contribute to the development of the County of Sanctuary Strategy and deliver the associated actions. (HS/A034)
Legal & Democratic Services	Contribute to the safeguarding agenda, by delivering the Legal and Democratic Services elements of the Corporate Safeguarding Group Work Plan. (LD/A018)

<b>ADP45: Strengthen existing partnership arrangements with the Cardiff and Vale University Health Board in particular through delivery of a digital integration project to share data and intelligence.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
<i>Not within Scrutiny Committee remit, picked up by Healthy Living and Social Care Committee. No contributory actions identified.</i>	

<b>ADP46: Develop and implement the Vale Alliance Model to provide more integrated care.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
<i>Not within Scrutiny Committee remit, picked up by Healthy Living and Social Care Committee. No contributory actions identified.</i>	

<b>ADP47: Progress the expansion of 'Your Choice' to enhance the individual's voice and control over their care in their own home.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
<i>Not within Scrutiny Committee remit, picked up by Healthy Living and Social Care Committee. No contributory actions identified.</i>	

<b>ADP48: Work co-productively with children and their families through a strengths-based model/plan, to empower and improve outcomes and wellbeing</b>	
<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
<i>Not within Scrutiny Committee remit, picked up by Healthy Living and Social Care Committee. No contributory actions identified.</i>	

<b>ADP49: Develop additional accommodation within the Vale to support our children looked after to enable them to remain within the area.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
<i>Not within Scrutiny Committee remit, picked up by Healthy Living and Social Care Committee. Contributory actions identified below.</i>	
Housing & Building Services	Work with Social Services (as part of the Children and Young People who need Care and Support Strategy 2024-28) to develop improved accommodation options and housing support that reflects the local needs of children looked after to help them remain in the County. (HS/A035)

**ADP50: Establish a local safeguarding operational group to improve arrangements to protect children and adults at risk of neglect, abuse and exploitation in the Vale.**

Service Plan	Service Plan Action 2024/25
<b><i>Not within Scrutiny Committee remit, picked up by Healthy Living and Social Care Committee. Contributory actions identified below.</i></b>	
Housing & Building Services	Contribute to the safeguarding agenda, by delivering the Housing and Building Services elements of the Corporate Safeguarding Group Work Plan. (HS/A036)

In relation to **Well-being Objective 4, 'Respect, enhance and enjoy our environment'**, there are 17 Annual Delivery Plan actions for 2024/25 aligned to 8 Corporate Plan commitments. The Service Plan activities identified below will contribute towards achieving these commitments.

**Our Corporate Plan commitments:**

- **Work to reduce the organisation's carbon emissions to net zero before 2030 and encourage others to follow our lead as part of minimising the negative impact of our activities on the environment**
- **Work with and empower community groups and other partners to sustain local facilities including public toilets, libraries, parks, play areas and community centres**
- **Protect, preserve and where possible enhance our natural and built environment and cultural heritage**
- **Work with the community and partners to ensure the local environment is clean, attractive and well managed**
- **Work with the community, developers and others to ensure that new developments are sustainable and that developers mitigate their impacts, integrate with local communities and provide necessary infrastructure**
- **Provide effective waste management services and work with our residents, partners and businesses to minimise waste and its impact on the environment**
- **Minimise pollution recognising the detrimental impact it may have on the environment and people's well-being**
- **Work to reduce the impact of erosion, flooding and pollution on our coastal areas and watercourses**

The cross-cutting and integrated nature of the Annual Delivery Plan means that actions from multiple service areas contribute to the delivery of an ADP action that falls within the remit of a Scrutiny Committee. The tables below reflect this by highlighting all service contributions to our ADP actions.

**ADP51: Implement Project Zero, our Climate Change Challenge Plan and work with the community and other stakeholders to reduce carbon emissions, focusing work on procurement, energy use, housing, transport, land and food, ensuring that our response to the climate and nature emergencies is integral to all decisions.**

Service Plan	Service Plan Action 2024/25
Human Resources & Organisational Development	Provide Learning opportunities to improve awareness and understanding of elements of Project Zero incl. carbon literacy and biodiversity across the Council. (HR/A017)
Strategic Advisory Groups	Lead on the engagement, communications, evidence and food systems challenges in the Climate Challenge Plan. (SAG/A015)
Strategic Advisory Groups	Manage the programme of activity to ensure delivery of the Project Zero Challenge Plan including regular progress reports. (SAG/A016)

**ADP51: Implement Project Zero, our Climate Change Challenge Plan and work with the community and other stakeholders to reduce carbon emissions, focusing work on procurement, energy use, housing, transport, land and food, ensuring that our response to the climate and nature emergencies is integral to all decisions.**

<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
Strategic Advisory Groups	Work with our PSB partners to take action in response to the climate and nature emergencies and encourage behaviour change within our organisations and the local community in line with commitments outlined in the PSB Wellbeing Plan. (SAG/A017) (also contributes towards ADP52)
Neighbourhood Services and Transport	Build momentum around the Climate Change Community Conversation and the nature emergency involving different stakeholders with a focus on waste service change proposals for flats and apartments, and Fields in Trust to protect open space. (NS/A027)
Neighbourhood Services and Transport	Implement the relevant Neighbourhood Services & Transport actions of Project Zero, focusing on using more sustainable forms of transport including the council's vehicle fleet, reducing waste and flooding and promoting the use of electric/ reduced carbon vehicles by staff. (NS/A028)
Neighbourhood Services and Transport	Review the way journeys are undertaken by staff including the use of electric pool cars and continue to promote the Public Services Board's Staff Healthy Travel Charter, encouraging staff to use their cars less and to be more active. (NS/A029)
Shared Regulatory Services	Engage with landlords and lettings agents to improve the energy performance ratings of private rented properties under the Minimum Energy Efficiency Standard (MEES) Regulations.(SRS/A011)
Sustainable Development	Implement and lead upon the relevant commitments (focussing on planning, regeneration, community economic growth, green infrastructure and transport) of the Project Zero Action Plan to mitigate the effects of climate change and reduce the negative impact on the environment. (SD/A019) (also contributes towards ADP52)
Housing & Building Services	Deliver a sustainable alternative sewage arrangement for residents at Channel View, Marcross and Croft John, Penmark. (HS/A037)
Finance	Work collaboratively with key stakeholders and engage with our communities to identify opportunities including innovative funding approaches to support the decarbonisation of our assets and delivery of major projects. (FS/A028)
Finance	Provide an update on the implementation of the actions within the adopted Carbon Management Plan 2024-2031. (FS/A029)
Finance	Review and revise our Contract Management and Procurement policies and practices to ensure they support our ambition to reduce waste and carbon emissions. (FS/A030)
Digital	Design and implementation of digital infrastructure that meets the needs of the council using lower energy consumption provision. (DS/A021)
Digital	Design and implement a procurement process that maximises the potential to reduce carbon emissions and energy usage. (DS/A022)
Legal & Democratic Services	Support the Council's work to take collective action to tackle climate and nature emergencies and implement our Climate Change Challenge Plan. (LD/A019)
Resources Management & Safeguarding	Review the impact of the use of electric vehicles/ bikes by care staff as part of a pilot scheme. (RMS/A031)
Adult Services	Contribute to the corporate work on reviewing, identifying and progressing opportunities for improving the energy efficiency of our buildings to reduce our carbon footprint. (AS/A036)

**ADP51: Implement Project Zero, our Climate Change Challenge Plan and work with the community and other stakeholders to reduce carbon emissions, focusing work on procurement, energy use, housing, transport, land and food, ensuring that our response to the climate and nature emergencies is integral to all decisions.**

<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
Adult Services	Explore sustainable transport alternatives for our service providers to help reduce the carbon footprint of our services. (AS/A037)
Adult Services	Consolidate the hybrid model of working for Adult Services within the context of the Council's new Transformation agenda and the 'Eich Lle'- 'Your Space' project. (AS/A038)

**ADP52: Work with our partners to respond to the nature emergency including developing and implementing a new Green Infrastructure Strategy, a Tree Strategy, encouraging biodiversity enhancements on all developments and delivery of the new Biodiversity Forward Plan.**

<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
<b><i>Not within Scrutiny Committee remit, picked up by Environment and Regeneration Committee. No contributory actions identified.</i></b>	

**ADP53: Progress the review of the Council's Local Development Plan with a focus on the assessment of candidate sites, a Preferred Strategy and preparation of a deposit draft of the replacement plan following consultation, and including consideration of the findings of an expert report on the viability of requiring all new dwellings to be zero carbon.**

<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
<b><i>Not within Scrutiny Committee remit, picked up by Environment and Regeneration Committee. No contributory actions identified.</i></b>	

**ADP54: Continue to ensure Section 106 payments from developers are negotiated in areas where development is approved and ensure that we secure the necessary investment in education, sustainable transport, community facilities, arts and culture and challenge developers through legal process when developers do not deliver on commitments to the community.**

<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
<b><i>Not within Scrutiny Committee remit, picked up by Environment and Regeneration Committee. No contributory actions identified.</i></b>	

**ADP55: Contribute to the Welsh Government's 'Towards Zero Waste' National Waste Strategy with a greater focus on the circular economy, recycling and reuse and meet the statutory recycling target of 70% of waste to be used, recycled or composted through effective service delivery and engagement.**

<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
<b><i>Overall action not within Scrutiny Committee remit, picked up Environment and Regeneration Committee. Contributory actions identified below.</i></b>	
Housing & Building Services	Deliver and embed circular economy activities through a range of Community and Development projects. (HS/A038)

<b>ADP56: Develop a 'pride in our community' campaign and work with community groups and other partners to take care of the environment, reduce litter and increase opportunities for environmental activities e.g. through growing spaces.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
<b><i>Overall action not within Scrutiny Committee remit, picked up Environment and Regeneration Committee. Contributory actions identified below.</i></b>	
Housing & Building Services	Work collaboratively with residents and our tenant champions to deliver community led environmental projects to improve the local area and neighbourhoods with a focus on the Tree Strategy, Green Infrastructure Strategy and the WHQS environmental requirements. (HS/A039) (also contributes towards ADP52 and ADP65)

<b>ADP57: Encourage and support changes to how people travel by increasing opportunities for active travel (walking and cycling) including reviewing how we can change some road use to create more cycle lanes.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
<b><i>Not within Scrutiny Committee remit, picked up by Environment and Regeneration Committee. No contributory actions identified.</i></b>	

<b>ADP58: Facilitate and support an increase in the network of locally accessible electric vehicle charging points including in Council car parks.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
<b><i>Not within Scrutiny Committee remit, picked up by Environment and Regeneration Committee. No contributory actions identified.</i></b>	

<b>ADP59: Assist the current Greenlinks Community Transport Service and other community based transport in the Vale by working with the Cardiff Capital Region (CCR) to agree a way forward for the use of electric taxi vehicles that would be provided to the Council by CCR.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
<b><i>Not within Scrutiny Committee remit, picked up by Environment and Regeneration Committee. No contributory actions identified.</i></b>	

<b>ADP60: Work with Welsh Government, Transport for Wales and other partners to help to ensure high quality and timely local public transport services in the context of diminishing national budgets.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
<b><i>Not within Scrutiny Committee remit, picked up by Environment and Regeneration Committee. No contributory actions identified.</i></b>	

<b>ADP61: Implement the Road Surfacing Plan (2022 to 2025) to assist in maintaining the condition of the highway for users including buses, pedestrians and cyclists.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
<b><i>Not within Scrutiny Committee remit, picked up by Environment and Regeneration Committee. No contributory actions identified.</i></b>	

<b>ADP62: Develop more sustainable transport options for the Council's vehicle fleet and staff including cycle to work schemes and the use of e-bikes, electric, hybrid and alternatively fuelled vehicles and implementation of the Level 2 Healthy Travel Charter.</b>	
<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
<b><i>Not within Scrutiny Committee remit, picked up by Environment and Regeneration Committee. No contributory actions identified.</i></b>	

**ADP63: Work with Cardiff Capital Region and partners to develop and implement a Vale Local Area Energy Plan (LAEP) to help shape a future energy system.**

<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
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*Not within Scrutiny Committee remit, picked up by Environment and Regeneration Committee. No contributory actions identified.*

**ADP64: Invest in carbon reduction measures across our building assets including the school estate with the continued use of Salix and other grant opportunities such as Low Carbon Heat Grant.**

<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
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*Not within Scrutiny Committee remit, picked up by Corporate Performance and Resources Committee. No contributory actions identified.*

**ADP65: Progress work to reduce the environmental impact of our housing stock by ensuring all new council house building achieves a minimum A rating for energy performance and meets the new WHQS 23 standards whilst retrofitting the existing council housing stock by taking a 'fabric first' approach and utilising appropriate technology to improve thermal efficiency.**

<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
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Housing & Building Services	<p>Continue maintenance work in line with WHQS standards and progress phased delivery of the requirements of the new Welsh Housing Quality Standard 2023 with a particular focus on decarbonisation, poverty and biodiversity. Council to comply with standards by 2034 including the following key milestones:</p> <ul style="list-style-type: none"><li>• Water Efficiency by 2024</li><li>• Whole Stock Assessment survey by 2027</li><li>• Energy Performance Certificate rating C by 2030</li><li>• Energy Performance Certificate rating A by 2034</li></ul> <p>(HS/A040) (also contributes towards ADP52, ADP41 and ADP42)</p>
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**ADP66: Produce and implement a Flood Risk Strategy and work with communities at risk from flooding to develop local solutions.**

<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
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*Not within Scrutiny Committee remit, picked up by Environment and Regeneration Committee. No contributory actions identified.*

**ADP67: Undertake local air quality assessments and take necessary action to ensure that national air quality objectives continue to be achieved.**

<b>Service Plan</b>	<b>Service Plan Action 2024/25</b>
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*Not within Scrutiny Committee remit, picked up by Environment and Regeneration Committee. No contributory actions identified.*

Homes and Safe Communities Scrutiny Committee

Well-being Objective 1: To work with and for our communities

PI Ref	PI description	Local/ National	PI Owner	Directorate	2019/20	2020/21	2021/22	2022/23	Target 2023/24	2023/24 (Q2)	Target setting		Rationale for target	Scrutiny Committee
											Target 2024/25	Direction of travel (Proposed target compared to 2022/23 performance)		
<b>WO1.4 Promote equality of opportunity and work with the community to ensure we are responsive to the diverse needs of our customers.</b>														
CPM/150	Percentage of Black, Asian and minority ethnic groups on the Council housing waiting list.	Local	Nick Jones	Environment and Housing	New PI for 2023/24	New PI for 2023/24	New PI for 2023/24	New PI for 2023/24	N/A	4.97%	N/A	↔	Reflects % of households from BAME groups living in the Vale	Homes and Safe Communities

Well-being Objective 2: To support learning, employment and sustainable economic growth

PI Ref	PI description	Local/ National	PI Owner	Directorate	2019/20	2020/21	2021/22	2022/23	Target 2023/24	2023/24 (Q2)	Target setting		Rationale for target	Scrutiny Committee
											Target 2024/25	Direction of travel (Proposed target compared to 2022/23 performance)		
<b>WO2.5 Work with partners to ensure people can access appropriate money advice, information and debt support relating to housing, benefits, education, training and employment.</b>														
CPM/046 (CPM/259)	Number of tenancies maintained six months after receiving Money Advice.	Local	Nick Jones	Environment and Housing	200	200	200	200	200	N/A	200	↔	Reflects size of the team and capacity to deliver money advice sessions.	Homes and Safe Communities

Well-being Objective 3: To support people at home and in their community

PI Ref	PI description	Local/ National	PI Owner	Directorate	2019/20	2020/21	2021/22	2022/23	Target 2023/24	2023/24 (Q2)	Target setting		Rationale for target	Scrutiny Committee
											Target 2024/25	Direction of travel (Proposed target compared to 2022/23 performance)		
<b>WO3.5 Provide care and support to children and families in need which reflects their individual strengths and circumstances.</b>														
CPM/070 (CPM/170)	Percentage of users showing satisfaction with a Families First service accessed.	Local	Mark Davies	Learning & Skills	97.00%	97%	97%	95%	97%	N/A	97%	↔	This target is in keeping with current performance, so target has been set static to reflect this.	Homes & Safe Communities Healthy Living & Social Care
<b>WO3.6 Provide person-centred care and support to adults in need.</b>														
CPM/078 (CPM/112)	Percentage of Supporting People clients satisfied with support provided.	Local	Nick Jones	Environment & Housing	100.00%	95%	95%	91%	95%	N/A	91%	↔	Target will support the maintenance of high levels of customer satisfaction and ensure high quality, effective support services are provided to residents.	Homes & Safe Communities Healthy Living & Social Care
CPM/077 (CPM/107)	Percentage of Supporting People service users who confirm that the support that they have received has assisted them to maintain their independence.	Local	Nick Jones	Environment & Housing	85.00%	90%	90%	91%	90%	N/A	91%	↔	Target will support the maintenance of high levels of customer satisfaction and ensure high quality, effective support services are provided to residents.	Homes & Safe Communities Healthy Living & Social Care
<b>WO3.9 Work in partnership to develop cohesive communities and promote community safety.</b>														
CPM/088 (CPM/124)	Percentage of domestic abuse victims that report that they feel safer as a result of target hardening.	Local	Deb Gibbs	Environment and Housing	100%	100%	100%	100%	No Target	100%	100%	↔	The target is already set at the highest possible level and it is expected that the service continues to provide this high level of service to those experiencing domestic and sexual abuse in their homes.	
<b>WO3.10 Keep people safe through strong and resilient emergency planning and regulatory services which protect the public, consumers and business.</b>														



PI Ref	PI description	Local/ National	PI Owner	Directorate	2019/20	2020/21	2021/22	2022/23	Target 2023/24	2023/24 (Q2)	Target setting		Rationale for target	Scrutiny Committee
											Target 2024/25	Direction of travel (Proposed target compared to 2022/23 performance)		
CPM/182	Percentage of reported scams/ doorstep crime incidents prevented /resolved through intervention.	Local	Helen Picton	Environment and Housing	New PI for 2023/24	New PI for 2023/24	New PI for 2023/24	New PI for 2023/24	80%	97.67%	90%	↑	Based on performance this year, we felt there was scope to increase this target to 90%	Homes and Safe Communities
CPM/183	Percentage of domestic noise and air complaints responded to within 3 working days.	Local	Helen Picton	Environment and Housing	New PI for 2023/24	New PI for 2023/24	New PI for 2023/24	New PI for 2023/24	N/A	96.00%	90%	N/A	Target is reflective of performance to date.	Homes and Safe Communities
CPM/184	Percentage of commercial and industrial noise and air complaints responded to within 1 working day.	Local	Helen Picton	Environment and Housing	New PI for 2023/24	New PI for 2023/24	New PI for 2023/24	New PI for 2023/24	N/A	74.42%	75%	N/A	Target is reflective of performance to date.	Homes and Safe Communities
CPM/185	Percentage of SRS investigations resulting in prosecution that were successfully concluded.	Local	Helen Picton	Environment and Housing	New PI for 2023/24	New PI for 2023/24	New PI for 2023/24	New PI for 2023/24	N/A	100.00%	95%	N/A	Based on performance this year, we felt a target of 95% would be achievable.	Homes and Safe Communities
CPM/186	The number of hazards removed from private sector rental properties following intervention from SRS.	Local	Helen Picton	Environment and Housing	New PI for 2023/24	New PI for 2023/24	New PI for 2023/24	New PI for 2023/24	N/A	22.00%	40%	N/A	Target is reflective of performance to date.	Homes and Safe Communities
CPM/187	Percentage of food establishments which achieve a food hygiene standard rating of 3 or above.	Local	Helen Picton	Environment and Housing	New PI for 2023/24	New PI for 2023/24	New PI for 2023/24	New PI for 2023/24	N/A	96.34%	94%	N/A	Reflective of performance to date. While performance has been high we have seen a deterioration at premises and are expecting results to reduce. Target is also consistent with partner authorities in Cardiff and Bridgend.	Homes and Safe Communities
<b>WO3.11 Increase the supply of good quality, accessible and affordable housing by working in partnership to address housing need.</b>														
CPM/093 (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.	Local	Phil Chappell	Place	97%	97%	80%	100%	90%	N/A	90%	↓	90% is a good outcome	Homes and Safe Community Healthy Living and Social Care
PAM/045	Number of additional dwellings created as a result of bringing empty properties back into use	National	Phil Chappell	Place	No Target	5	8	5	5	N/A	5	↔	This is partly dictated by the appetite of landlords to invest in empty properties and the current financial climate may be a barrier in them doing so.	Homes and Safe Community
CPM/089 (CPM/237)	Number of additional affordable housing units granted planning permission during the year as a percentage of all additional housing units granted planning permission during the year.	Local	Ian Robinson	Place	31	19	31	72	34	N/A	34	↓	Target is set within the Local Development Plan which identifies up to 3252 affordable residential units compared to 9460 new residential units overall throughout the life of the plan.	Homes and Safe Communities
PAM/037	Average number of days to complete all repairs.	National	Andrew Treweek	Environment and Housing	7.50	8	7.5	N/A	No Target	N/A	7	N/A	To ensure repairs are being progressed in a timely manner and within available resource. The aim is to reduce the number of repairs against the number of capital replacement works but this remains a challenge.	Homes and Safe Communities
PAM/036	Number of affordable housing units delivered during the year per 10,000 households.	National	Nick Jones	Environment and Housing	20	20	17	6.2	50	N/A	20	↑	Reflects social housing grant allocation and programme for building new affordable housing	Homes and Safe Communities
CPM/091 (CPM/260)	The percentage of tenants satisfied with the programmed works.	Local	Andrew Treweek	Environment and Housing	85.00%	85%	85%	N/A	No Target	N/A	85%	↔	Obtaining 85% tenant satisfaction during major investment works represents a significant achievement. The customer journey can be quite difficult and disruptive so achieving higher levels would require much higher levels of support and resource than is realistically available.	Homes and Safe Communities

PI Ref	PI description	Local/ National	PI Owner	Directorate	2019/20	2020/21	2021/22	2022/23	Target 2023/24	2023/24 (Q2)	Target setting		Rationale for target	Scrutiny Committee
											Target 2024/25	Direction of travel (Proposed target compared to 2022/23 performance)		
CPM/092 (CPM/010)	Average number of working days to let an empty property ((standard condition). (Housemark)	Local	Nick Jones	Environment & Housing	20.00	21	19.57	22.2	20	27.56	30	↓	More realistic target to reflect current performance which remains in the top quartile nationally. Also reflects additional works required in void properties arising from WHQ52, including carpets	Homes and Safe Communities
CPM/137	Number of new accessible/ adapted homes delivered	Local	Mike Ingram	Environment & Housing	New PI for 2020/21	N/A	10	0	No Target	N/A	2	↑	To support long term need, which has seen significant reduction following the units built at Clos Holme View. But there is new need arising through the waiting list.	Homes & Safe Communities Healthy Living & Social Care
CPM/188	Tenants' satisfaction with landlord services (Housemark/ service user feedback)	Local	Nick Jones	Environment & Housing	New PI for 2023/24	New PI for 2023/24	New PI for 2023/24	New PI for 2023/24	N/A	76	78	N/A	Derived from biannual tenants survey. Raised target to reflect improvement plan measures implemented since last survey.	Homes and Safe Communities
<b>WO3.12 Provide housing advice and support to prevent homelessness.</b>														
PAM/012	Percentage of households threatened with homelessness successfully prevented from becoming homeless.	National	Nick Jones	Environment and Housing	80.00%	82%	70%	51%	40%	N/A	40%	↓	Increased levels of homeless presentations and shortages of affordable housing make prevention very challenging.	Homes and Safe Communities
CPM/096 (CPM/012)	Percentage of all households where a positive prevention action succeeded in preventing/relieving homelessness.	Local	Nick Jones	Environment & Housing	80.00%	80%	70%	40%	40%	N/A	40%	↔	Increased levels of homeless presentations and shortages of affordable housing make prevention very challenging.	Homes and Safe Communities
CPM/189	Number of households in temporary accommodation, by type of accommodation: - Private sector accommodation - Public sector accommodation - Hostels and women's refuges - Bed and breakfast - Homeless at home	Local	Ian Jones	Environment & Housing	New PI for 2023/24	New PI for 2023/24	New PI for 2023/24	New PI for 2023/24	N/A	351	N/A	N/A	Targets not applicable. For reporting purposes only.	Homes and Safe Communities
CPM/190	Number of households in temporary accommodation which are families with children.	Local	Ian Jones	Environment & Housing	New PI for 2023/24	New PI for 2023/24	New PI for 2023/24	New PI for 2023/24	N/A	123	N/A	N/A	Targets not applicable. For reporting purposes only.	Homes and Safe Communities
PAM/039	Percentage of rent debt lost due to lettable units of permanent accommodation being empty during the year.	Local	Nick Jones	Environment and Housing	1%	No Target	1.50%	1.39%	2%	1.43%	1.80%	↓	Reflects aim to reduce the number of long term empty homes. Target exceeds the average for Wales.	Homes and Safe Communities

**Well-being Objective 4: To respect, enhance and enjoy our environment**

**No measures**

## Homes and Safe Communities

### Proposed New PIs for 2024/25

#### Well-being Objective 2: To support learning, employment and sustainable economic growth

PI Ref	PI Description	Local /National	Owner	Rationale for Proposal	
<b>WO2.5 Work with partners to ensure people can access appropriate money advice, information and debt support relating to housing, benefits, education, training and employment.</b>					
WO2.5	Percentage of tenants in rent arrears.	Local	Nick Jones	Indicator of poverty amongst Council Housing tenants	Homes and Safe Communities
WO2.5	Numbers accessing the Money Advice Team for support.	Local	Nick Jones	Measures extent of tenants accessing support service.	Homes and Safe Communities
<b>WO2.6 Support and promote volunteering and community learning recognising the range of benefits to individuals and the community.</b>					
New 2024/25	Number of residents volunteering as part of Value in the Vale project.	Local	Nick Jones	Take up of volunteering opportunities	Homes and Safe Communities
New 2024/25	Percentage of Value in Vale volunteers who report a positive outcome.	Local	Nick Jones	Take up and outcome of volunteering opportunities	Homes and Safe Communities

#### Well-being Objective 3: To support people at home and in their community

PI Ref	PI Description	Local /National	Owner	Rationale for Proposal	
<b>WO3.9 Work in partnership to develop cohesive communities and promote community safety.</b>					
New 2024/25	Percentage of residents who strongly or slightly agree that they feel part of their local area.	Local	Rob Jones	User perspective insight taken from the Let's Talk Survey.	Homes and Safe Communities
New 2024/25	Percentage of residents who strongly or slightly agree that the people in their local area get on well and help each other.	Local	Rob Jones	User perspective insight taken from the Let's Talk Survey.	Homes and Safe Communities

New 2024/25	Percentage of residents who strongly or slightly agree that they are satisfied with their local area as a place to live.	Local	Rob Jones	User perspective insight taken from the Let's Talk Survey.	Homes and Safe Communities
<b>WO3.11 Increase the supply of good quality, accessible and affordable housing by working in partnership to address housing need.</b>					
New 2024/25	Average number of days taken to deliver a Disability Adaptation in Private Sector housing a) DFG b) DAG c) ENABLE d)Over £36k grants	Local	Phil Chappell	Replaces DFG measure and reflects new approach to adaptations.	Healthy Living & Social Care Homes & Safe Communities
New 2024/25	Number of disability adaptations completed :a) DFG b) DAG c) ENABLE d)Over £36k grants	Local	Phil Chappell	Replaces DFG measure and reflects new approach to adaptations.	Healthy Living & Social Care Homes & Safe Communities
New 2024/25	The percentage of private sector dwellings that have been vacant for more than six months at 1 April that were returned to occupation during the year through direct action from the local authority.	Local	Phil Chappell	Replaces DFG measure and reflects new approach to adaptations.	Healthy Living & Social Care Homes & Safe Communities
New 2024/25	The percentage of private sector dwellings that have been vacant for more than 12 months at 1 April that were returned to occupation during the year through direct action from the local authority.	Local	Phil Chappell	Replaces previous national measure	Healthy Living & Social Care Homes & Safe Communities
New 2024/25	Numbers of Gold + or Gold banded applicants on the Homes4U waiting list	Local	Nick Jones	Indication of people in acute housing need	Homes & Safe Communities
New 2024/25	Percentage of residents who strongly or slightly agree that they are satisfied with their local area as a place to live.	Local	Rob Jones	User perspective insight taken from the Let's Talk Survey.	Homes and Safe Communities
<b>WO3.12 Provide housing advice and support to prevent homelessness.</b>					

CPM/189	Number of households in temporary accommodation, by type of accommodation: - Private sector accommodation - Public sector accommodation - Hostels and women's refuges - Bed and breakfast - Homeless at home	Local	Nick Jones	Whilst we endeavour find solutions for all households presenting as homeless other than placing them in temporary accommodation (TA), the service has no control on the number of presentation it receives, and therefore no control over the demand on this resource. A target would be appropriate for the PI given the statutory responsibilities in accordance with the HWA 2014. We do and will continue to report on numbers in TA each QTR.	Homes and Safe Communities
CPM/190	Number of households in temporary accommodation which are families with children.	Local	Nick Jones	Whilst we endeavour find solutions for all families presenting as homeless other than placing them in temporary accommodation (TA), the service has no control on the number of presentation it receives, and therefore no control over the demand on this resource. I don't feel that a target would be appropriate for PI given the statutory responsibilities in accordance with the HWA 2014. We do and will continue however to report on numbers in TA each QTR.	Homes and Safe Communities

PIs proposed for deletion 2024/25					Scrutiny Committee
PI Ref	PI Description	Local /National	Owner	Rationale for Proposals	
<b>WO3.11 Increase the supply of good quality, accessible and affordable housing by working in partnership to address housing need.</b>					
CPM/094 (CPM/027 <b>(PAM/015))</b>	Average number of calendar days taken to deliver a Disabled Facilities Grant.	Local	Phil Chappell	Proposed for deletion and replaced with local measure reflective of the new approach to adaptation .	Homes and Safe Communities
CPM/095 (CPM/064 <b>(PAM/013))</b>	The percentage of private sector dwellings that have been vacant for more than six months at 1 April that were returned to occupation during the year through direct action from the local authority.	Local	Phil Chappell	Proposed for deletion and replaced with new local measure.	Homes and Safe Communities