

## APPENDIX 2: Audit Wales Management Response

**Local Authority:** Blaenau Gwent

**Report title:** Review of People, Performance and Financial Resilience in Community Services

**Issue date:** July 2021

**Document reference:** 2487A2021-22

Ref	Proposal for Improvement	Action	Completion date	Responsible officer
P1	<p>To strengthen its resilience, Community Services should ensure that learning and good practice that exists within its different service areas is shared throughout the directorate.</p> <p>The Council should also consider whether it would benefit from sharing some examples more widely across the Council.</p>	<p>1/ Waste Services to present Waste Strategy Plan 2018-2025, as an example of how the development, implementation and monitoring of this template has led to operational and performance improvement, ensured good practice and experiences whilst meeting targets.</p> <ul style="list-style-type: none"> <li>• Present to Community Services Management Team</li> <li>• Present to Wider CLT.</li> </ul> <p>2/ Technical Services Income Generation Model to be presented to Wider CLT, as an example of the professional services being delivered which support:-</p> <ul style="list-style-type: none"> <li>- Income generation</li> <li>- Creation of a learning environment</li> <li>- Resilience and sustainability (retaining local jobs)</li> </ul> <p>3/ Following the pandemic Community Services Performance Reports will be reinstated. The production of these reports will involve utilising up to date business plans and meaningful PI's which enables qualitative and quantitative comparative data to be provided to members to enable them to challenge performance against targets.</p>	<p>*Presentation to a special Community Services Management Team meeting to be set up early October 2021.</p> <p>* Presentation to Wider CLT by year end.</p> <p>* Presentation to Wider CLT by year end.</p> <p>*Six monthly</p>	<p>Matt Stent / Lisa Jones</p> <p>Mike Price / Jim Allen</p> <p>All Teams / Performance Team</p>

