

# Blaenau Gwent County Borough

# Council's Self-assessment Summary 2022/2023



Blaenau Gwent- A place that is fair, open and welcoming to all by working with and for our communities

### Introduction

The Local Government and Elections (Wales) Act 2021, requires councils to keep their performance under review through self-assessment, with the need to publish a report setting out the conclusions of the self-assessment once every financial year.

This is the second annual self-assessment report of Blaenau Gwent County Borough Council covering the year 2022/23. The focus of the self-assessment is the Council's Corporate Plan priorities, known as Well-being Objectives, and providing an assessment of how well the Council feels it has achieved these and where further improvement is required. The Corporate Plan 2022/27 Well-being Objectives are:

- Maximise learning and skills for all to create a prosperous, thriving, resilient Blaenau Gwent;
- Respond to the nature and climate crisis and enable connected communities;
- An ambitious and innovative council delivering quality services at the right time and in the right place; and
- Empowering and supporting communities to be safe, independent and resilient.

This self-assessment has been developed at a point in time and includes the information available at that time. The Council's approach to self-assessment is an ongoing and fluid process of review, and the assessment will be updated as and when more information becomes available. The Council also recognises that the self-assessment process will evolve over time to meet the requirements of the Local Government and Elections (Wales) Act 2021 and the arrangements will be amended, as appropriate moving forward, so that there is an effective programme of review and evaluation in place to challenge the effectiveness of the services provided. As part of this process, the Council actively promotes and partakes in participation and engagement activities with various groups and the community, however, further work will be undertaken throughout the year to enhance our reach and to promote transparency aligned to our new Engagement and Participation Strategy due for approval in early 2024.

As a council we work to a 'One Council' approach, and this is seen throughout the document with various examples and evidence of activity fitting under a number of the strategic priorities and themes.

# **Contact Us**

The Council welcome any feedback you might have about the Self-assessment 2022/23. Your views are important to us, and we want to know what information you would like to see and how you would like to see it reported. Please contact the team on the details below if you would like to give feedback on the Assessment or if you require this document in a different format e.g. large print, Braille, audio version, etc.

**Corporate Performance Team** 

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This document is available in Welsh.



# **Overall Council Self-assessment**

2021/22 was the first year that the Council undertook an annual self-assessment following the requirements of the Local Government and Elections (Wales) Act 2021. As stated at the time, the year one report has been used as a learning tool in order to further develop and enhance the self-assessment process in future years. Alongside this, Welsh Government also undertook a review of all 22 Local Authority self-assessments and, whist they do not have a role to 'sign off' the self-assessments, they did identify areas of good practice and learning points. For Blaenau Gwent, the following has been included for this year:

- A BRAG rating and scoring of our overall performance against each section of the report;
- More consideration of what has not gone so well to identify areas for improvement;
- More use of infographics and pictures; and

Recognition that public engagement could be improved and identifying our commitment to strengthen these
arrangements for future assessments.

The self-assessment process has identified areas in which the council is progressing well, areas of challenge and areas for further development. The Council's assessment and conclusion responds to the following areas of self-assessment:

- Is the Council exercising its functions effectively?
- Is the Council using its resources economically, efficiently and effectively?
- Are the governance arrangements of the Council effective for securing continuous improvement?

An assessment score has also been provided against the above three questions as well as the evaluation of the Corporate Plan Well-being Objectives using the following scale:

| <del></del> |                  | <u> </u>   |  |  |
|-------------|------------------|--|--|--|
| Score       | Definition       | Description  |  |  |
| 6           | Excellent        | All areas of performance and activity are achieving, actions completed, and targets  |  |  |
|             |                  | met.   |  |  |
| 5           | <b>Very Good</b> | The majority of actions and measures are being achieved.                             |  |  |
| 4           | Good             | Strengths with some areas of weakness, however, strengths outweigh the weaknesses.   |  |  |
| 3           | Adequate         | Strengths just outweigh weaknesses. Some actions and targets are behind schedule or  |  |  |
|             |                  | falling short.   |  |  |
| 2           | Weak             | Weaknesses identified in the majority of actions and targets.                        |  |  |
| 1           | Unsatisfactory   | Weaknesses identified in the majority of actions and targets with performance moving |  |  |
|             |                  | in the wrong direction and delivery is unlikely.                                     |  |  |

### Is the Council exercising its functions effectively? **Evaluation Narrative:** The Council has implemented key changes throughout the year, including the development of our new Corporate Plan, aligning the priorities with the Gwent Well-being Plan and Marmot Principles. The Plan has also been embedded within our effective business planning **Evaluation** arrangements which ensures that the work undertaken as an authority has a direct link to our key objectives and vision. Changes have been made across the organisation through the Local Rating 3: Government and Elections Wales Act and we continue to work differently to ensure we meet the needs of residents. Although good work has taken place, budget and finance continue to Adequate be a challenge for not only the Council but others Council's across Wales. The number of data breaches has increased throughout the year which is an area that we will be actively working on to reduce. We will continue to work differently including working more closely in partnership to help meet challenges, as well as progressing to become a more commercially and digitally minded organisation.

### Is the Council using its resources economically, efficiently and effectively? **Evaluation Narrative:** The Council, like all local authorities in Wales, is facing a wide range of financial pressures which will impact the way we deliver our services now and in the future. Areas outside of the Council's control, such as, energy costs, inflation and demand create a significant **Evaluation** challenge for the organisation, and we will not be able to deliver services in the same way as we have in the past. The Council will continue to do what it can through engaging with Rating 3: residents when setting our budget, as undertaken during the 2022/23 budget setting process where more than 5.5% of the community contributed to and assisted in shaping **Adequate** the decisions made by Council. We will also continue to implement our bridging the gap programme, review the assets that the Council has and also identify commercial opportunities to generate income. As part of their audit of accounts for 2020/2021, Audit Wales identified errors within our Fixed Asset Register. Work is underway to remedy this, and the progress made in this area will be reported in our next self-assessment.

# Are the governance arrangements of the Council effective for securing continuous improvement?

# Evaluation

Good

Rating 4:

#### **Evaluation Narrative:**

The Council continues to have a clear Corporate Plan in place with four key objectives that have been developed to improve the lives of residents across the Borough. A new Gwent Public Services Board (PSB) has been established which has strengthened our partnership work with other local authorities and partner organisations in Gwent. This will provide a more joined up approach to delivering actions and to tackle the significant challenges faced by the region, such as climate change, poverty, and health inequalities. Strong links have been made between the objectives in the Corporate Plan and the priorities of the Gwent PSB. This approach will be strengthened in the year ahead through our local Wellbeing Partnership and a local Wellbeing Plan which is being developed to provide a local approach to meet these challenges. Work is currently being undertaken to ensure we are a commercially and digitally minded organisation and work will begin on a new Strategic Equality Plan which will continue to put fairness and equality at the heart of everything the Council does.

# Maximise learning and skills for all to create a prosperous, thriving, resilient Blaenau Gwent

#### Why This Is Important as an Area of Focus:

Improving the quality and provision of teaching and learning is vitally important to ensure the service is achieving ambitious outcomes for all. The Council will continue to invest in services in order to support economic development and regeneration in order to provide opportunities for local people and businesses.

What We Aim to Achieve – An increase in the resilience of the community, providing high quality educational and skills opportunities to create a thriving economy from birth onwards, minimising dependence and maximising independence. The authority aims to ensure that all children and young people are given the best start in life, enabling them to grow into fruitful adults living a healthy and fulfilling life whilst contributing to society and forming a valuable part of their community.

### **Evaluation Narrative:**

Evaluation Rating 4:

Good

The Council remains committed to supporting resilience in the community and this can be evidenced through the proactive work being undertaken to support those facing difficulties owing to the cost of living crisis. As an anti-poverty council, we are working to support people trapped in poverty and those who are most vulnerable. A Cost of Living Member Group, supported by an Operational Officer Group, has been established to prioritise this important agenda. To further support communities the Aspire Shared Apprenticeship Programme has continued to enhance skills development within the manufacturing and engineering sectors supporting business growth; whilst tackling unemployment and providing aspirational opportunities for young people across the local authority. Progress is continuing with improving the corporate commercial property portfolio through initiatives such as the Shared Prosperity Fund HiVE which will support the objectives of the Tech Valleys programme and support the manufacturing sector with a highly skilled and flexible workforce able to deliver the products, services, and technologies necessary for our future economy. The recent Estyn inspection of our educational services highlighted that good progress has taken place, although it is recognised that challenges remain including the education budget, attainment, and attendance in our schools. Destination of leaners post 16 is an important area for us and data is showing an increase in the number of females started engineering courses, supporting our ambition to becoming an advanced engineering location.

# Respond to the nature and climate crisis and enable connected communities

#### Why This Is Important as an Area of Focus:

Blaenau Gwent has a rich heritage, and its buildings and countryside are what make it an attractive place to live, work and visit. The local environment should be used to help improve the health and well-being of families and communities and be enhanced for future generations to continue to enjoy. There is a real desire to see the communities where people live kept clean, tidy and useable, creating areas that people can be proud of.

**What We Aim to Achieve** – For Blaenau Gwent Council to greatly reduce its carbon emissions, and provides an environment which supports growth and well-being and connects communities

### **Evaluation Narrative:**

Evaluation Rating 4:

Good

The Council has made good progress to respond to the nature and climate crisis through the production and implementation of its Net Zero Report which is showing that our carbon footprint has further reduced this year. There are financial challenges associated with supporting the public sector to become net zero, as many of the changes required will be costly and, as outlined throughout the document, the Council is facing significant financial challenges. The authority is keen to take this important area forward, but it will require a joint effort across governments and partners to have a greater and a more sustainable impact. Our waste and recycling figures have exceeded the Welsh Government statutory recycling target of 64% with a recycling rate figure of 66.78% for 2022/2023. We continue to have good levels of air quality across the Borough and grants have been fully utilised to help implement the Greater Gwent Nature Recovery Action Plan. Wind, hydro, and solar generation initiatives are in progress and support this important agenda. The Council is also looking at innovative designs for our buildings and those of our partners such as our community housing provider Tai Calon.

# Empowering and supporting communities to be safe, independent and resilient

#### Why This Is Important as an Area of Focus:

The Council wants to encourage and support people to make healthy lifestyle choices to enable children, young people and families to thrive. Research has proven people demonstrating positive health behaviours from birth throughout their life will lead to greater independence, and people being free from complicated health conditions later in life. This in turn could reduce demand on services and ensure the services that are provided are high quality, efficient and responsive to local people's needs. With reduced funding and increasing demand on services the Council can no longer do everything it has done in the past. The focus must be on those actions that will have the greatest impact. Safeguarding the most vulnerable people in the community continues to be a top priority for the Council alongside transforming the aspirations of residents and valuing fairness and equality in everything we do.

What We Aim to Achieve - An increase in the resilience of communities, where everyone is welcome and safe and which minimises dependency and maximises independence.

#### **Evaluation Narrative:**

Evaluation Rating 4:

Good

The Council continues to strengthen its approach to empower communities supporting them to becoming more resilient and independent. Working in partnership with the West Gwent Community Cohesion Programme and local Community Safety Partnership, the Council continues to deliver a range of projects and initiatives which promote increased awareness and understanding; encourages and celebrates diversity; and brings people and local communities together to strengthen community spirit and resilience. Since 2016, Blaenau Gwent Council has supported the UK's Resettlement Scheme Programme, working in partnership with a wide range of public, third sector and private sector organisations, to deliver a holistic package of support for those requiring resettlement. The Council has supported this approach whilst maintaining positive community cohesion across the borough. Preventative service delivery continues to be a priority for the authority and our

Social Services Directorate in particular works preventatively to support independence and safeguarding to our communities. Recruitment and retention in social services continues to be a challenge which is similar to the national picture. Workforce strategies have been developed to address these challenges and an officer has been recruited to promote career development opportunities to our social work staff. In Children's Services two residential properties have been purchased to provide residential care for children with more complex needs so they can be looked after closer to home as opposed to outside of Blaenau Gwent and even Wales. Although our safeguarding performance is good, due to the pandemic, there has been a delay in fully addressing recommendations made by Audit Wales. Directorates across the authority will undertake the implementation of the recommendations which will be reported in the next self-assessment.

# An ambitious and innovative council delivering the quality services at the right time and in the right place

#### Why This Is Important as an Area of Focus:

The Corporate Plan provides the focus for delivering lasting change for the area. It also provides the platform for transforming Blaenau Gwent into a more confident and capable Council. The ambition is to deliver better outcomes for the people of Blaenau Gwent and that ambition is underpinned by solid and sustainable plans, ensuring the Council can be held to account for what it has promised to deliver. Maximising the impact of resources to deliver those outcomes sits at the heart of this priority, including; understanding costs, controlling expenditure, maximising income and aligning resources to the needs of residents, businesses and visitors to build a Blaenau Gwent for the future.

**What We Aim to Achieve** – Blaenau Gwent Council works in partnership to provide high quality services to meet local need, and improve the quality of life and well-being within the community.

### **Evaluation Narrative:**

Evaluation Rating 3:

**Adequate** 

The Council has robust financial planning arrangements to ensure that quality services are delivered across the Borough. Although our bridging the gap programme, use of reserves, and new operating model are in place, due to the ongoing financial challenges we will not be able to deliver services in the same way as we have in the past. Our Community Hub model has helped to provide support across our communities, and this has also strengthened our accessibility and partnership working with partners being present in the Hubs to provide advice and support. A community booklet was also developed to provide detail on what support is available. Digital services are a key area of development for us and by improving our web presence we are improving our customer services and streamlining processes, and this can be evidenced through the implementation of the new Idox system in our Planning Services which will enable us to have a web presence where the public can view and comment on planning applications online. In total, the Council suffered 45 recorded data breaches during the 2022/2023 period an increase from 37 data breaches in the 2021/2022 period. The sickness outturn for the workforce remains high at 15.45 days on average per full time employee, which is below the Councils annual target of 10 days. A series of initiatives have taken place throughout the year to promote ways to be healthy and maintain a good well-being to our staff.

# Self-Assessment - Progress Made Against 2021/22 Actions

Through our previous self-assessment process, we identified how well we were performing and what we could do better. In order to achieve this, we developed an action plan which highlights the areas where improvement was needed. The below table has been updated to show the progress made to achieve these actions throughout the year, with a summary of the work undertaken, any challenges that have arisen and our focus for the future. From evaluating our progress, we have set ourselves against Red, Amber, Green, Blue status which is aimed to give a clear snapshot of the progress we have made:

**BLUE – Action has been completed** 

**RED – Action is significantly behind target** 

AMBER – Action is behind target but is manageable

**GREEN – Action is on target** 

31 Actions were identified as part of the 2021/22 Self-Assessment. Of these for 2022/23: 8 are blue (completed); 21 are green; 2 are amber 12 will continue to be monitored into 2022/23 and 21 will move to business as usual.

| Improvement Identified from 2021/22 Self-Assessment  | Action   | Progress- What have we done?  | Scoring | Status              |
|--|--|---|---------|---------------------|
| Implement the Audit Wales recommendation with regards to Silent Valley Waste Services Ltd.                             | Develop a business case for the future of Silent Valley to be brought back under the remit of the Local Authority. Undertake a review of the governance and oversight arrangements of companies in which the Council has an interest.                                | In March 2023, Silent Valley limited company was brought back under the remit of Blaenau Gwent Council.   | Blue    | Complete            |
| Capacity concerns across service areas   | Address the staffing needs including recruitment and retention in services across the Council and implement the strategy devised to consider short, medium and longer-term solutions to the workforce including the consideration to collaborate on a regional basis | The Workforce strategy and action plan continues to be implemented to help address staffing needs across the authority. The Council has undertaken a review of recruitment and retention data to understand the challenges faced which has helped to inform and develop workforce plans which have been developed by directorates and reported to senior officers.                    | Green   | Continue<br>2022/23 |
| Uncertainty of the economic impact of: Covid-19; the exit from the European Union; and WG future financial settlements | Continued financial monitoring and reporting through the Council's democratic process.  Identify strategic business reviews to mitigate the possible residual funding gaps in future years.  | The Council's budget and financial position continues to be closely monitored and regularly reported through the democratic process, this includes updates through Midterm financial strategy, 6 monthly reports through performance and finance report and member briefings.  Service areas monitor their individual budgets, any progress, change or impact on budgets are reported | Green   | Continue<br>2022/23 |

|  |   | through directorate business plans. Any risk or impact on budgets are reported through the Corporate Risk register.  Our engagement programme in 2023 gave people in Blaenau Gwent the opportunity to share their views to help us plan our budget and services from April 2023 onwards. This year we had the highest level of response witnessed for a budget engagement survey carried out by the council with 3,376 valid questionnaires being  |       |                                 |
|--|---|--|-------|---------------------------------|
| The results of the 2021 Census may impact Local Government Settlements moving forward.   | Consider the Census results when planning future budget settlements and service provision   | we have been working with Rhondda Cynon Taff County Borough Council to access the Shared Prosperity Fund. This fund is the UK Government replacement to the European Structural Investment Fund following the withdrawal of the UK from the European Union.  The results of the census were challenged by the Council. The ONS have confirmed that they feel the information is correct. Further analysis of localised data is to take place to assess the impact that this may have on future service | Green | Move to business as usual       |
| Implementation of Strategies and Plans   | Continue to monitor and implement<br>Strategies and Plans identified throughout<br>the self-assessment via the business<br>planning process | delivery and budgets.  The Council published the first self-assessment report in October 2022 which set out how strategic plans have been implemented throughout the year.  Our new Corporate Plan has been developed which sets out our vision, values and priorities for 2022- 2027.   | Green | Move to<br>business as<br>usual |
| Audit Wales have identified that the most significant risk facing councils during 2021-22 continues to be the COVID-19 pandemic and its recovery | Continue to monitor and implement the COVID 19 Recovery and Renewal Plans via the business planning process                                 | As part of the Springing Forward Audit completed by Audit Wales – several recommendations were identified-these recommendations have been included in business plans and progress of these are reported quarterly. Any risks identified have been recorded on our Corporate Risk register and updates to manage these risks are reported regularly.  | Blue  | Complete                        |

| The budget monitoring in Community Services is robust but needs to reflect longer term planning.                   | Community Services to work closely with<br>Resources to consider how medium term<br>financial resilience can be strengthened | Following the COVID 19 pandemic the authority moved from the emergency response to a recovery phase in March 2022. Recovery plans were established and have now been embedded within the business plans.  Regular meetings between finance and Regeneration and Community Services continue to take place to ensure that income generation and spending targets are monitored.  | Green | Move to<br>business as<br>usual |
|--|--|---|-------|---------------------------------|
| Achievement of the 70% recycling target by 2024/25   | Actions within Business Plan   | The service continues to monitor residual side waste as well as promoting the 'keeping up with the Jones's' campaign which is now fully rolled out across the borough. Monitoring is currently in place to identify the streets with low performance regarding food waste recycling. To support this, a food waste campaign has been rolled out across the borough. An education centre, currently in the build phase, is to be situated at Roseheyworth HWRC. This action will remain until the recycling figures for 2024/25 are known. | Green | Continue<br>for<br>2022/23      |
| Community Services to share good practice throughout the directorate and across the Council.                       | Technical Services Income Generation Model to be presented to Wider CLT Reinstate Community Services Performance Reports     | Community Services Performance Reports have been reinstated and presented through the democratic process.   | Blue  | Complete                        |
| Higher levels of language acquisition and reading in our very young children in the early years is required        | This will feature in the recovery programme from COVID as we 'build back better' in line with Curriculum for Wales Reform    | The focus on Higher levels of language acquisition and reading continues to be a priority and area of focus for our Education department.   | Amber | Continue<br>for<br>2022/23      |
| Improve attainment of eFSM pupils and particularly our moreable pupils in the early years and throughout education | Identified within the business plan  | Learner outcomes for those eligible for free school meals (eFSM) has improved and the achievement gap has been reduced, despite the number of eFSM levels increasing.   | Green | Move to business as usual       |
| Improve school attendance in both primary and secondary sectors  | Identified within the business plan  | 2021/22<br>Attendance Secondary School - 84.8%<br>Attendance Primary School 89.5%.  | Green | Continue<br>for<br>2022/23      |

|   |  | Attendance Secondary School - 85.8% Attendance Primary School 90.4%.  Joint meetings have been held across educational departments to support with secondary schools to improve attendance and reducing exclusions. Further analysis will take place in order to identify the reason for decline and put mitigating actions in place.   |       |                                 |
|---|--|---|-------|---------------------------------|
| Improve progress between Key<br>Stage 3 and 4, particularly in<br>English, Maths and Science                              | Identified within the business plan  | Targeted work has taken place to help reduce exclusions.  Key Stage 4 results for 2022 demonstrated progress and were in line with the school development plan targets set by the four secondary settings. There were improvements in 29 out of 32 key measures. GCSE A*/A and A*-C grades improved in English, Science and Maths.  A-level A*-C and A*-E grades continue to be strong and were in line with the all-Wales mean at 98.4% for BG | Green | Continue<br>for<br>2022/23      |
| Continue the work with Schools<br>Causing Concern   | Identified within the business plan  | learners at Coleg Gwent settings.  There has been an incremental reduction in Schools Causing Concern from 6 schools in 2019 to 2 schools in 2022. We continue to work with schools causing concern.  | Green | Continue<br>for<br>2022/23      |
| Welsh Government require for a revision to the Delivery Agreement to be undertaken and approved by them.                  | Undertake a revision of the Delivery<br>Agreement  | Since approval of the revised Delivery Agreement there have been a number of unforeseen delays meaning an updated Delivery Agreement timetable was required. The Welsh Government Agreed a revised Delivery Agreement in February 2023. Submission of the plan is now due to Welsh Government May/ June 2024  | Green | Continue<br>for<br>2022/23      |
| Address the workforce pressures being seen locally and nationally, particularly in provider services and domiciliary care | Work with the GSCG and TCG to alleviate pressures in both the short and long term. Work to establish the development of a Strategic Workforce Plan to support capacity issues across the Council | Pressures on workforce in Social Services continues to be a national issue. The recruitment and retention strategy has been reviewed with the introduction of a new Workforce Recruitment lead who is focussing on supporting Managers on recruiting to vacant Provider and Social Work posts.  | Green | Move to<br>business as<br>usual |

| Implement the findings of the Council's Communication function   | Embed the recommendations  | Social Services are working closely with Organisational Development to establish a Strategic Workforce Plan to support capacity concerns in the short, medium and longer-term as well as considering the opportunity to collaborate on a regional basis. The workforce in Social Services has been identified as a critical risk and has therefore been included on the Council's Corporate Risk Register.  We have developed a campaign based approach to our corporate communication function to increase focus and impact. One of our main communication campaigns for | Green | Move to<br>business as<br>usual |
|--|--|---|-------|---------------------------------|
| Identifying capacity across the organisation to support the user design approach                             | The Council to consider where the user design approach is required and ensure staff support the process                                | the year was the cost of living support work.  We recognise that digital progression is the future and, as a council, we aim to develop effective digital infrastructure and improve connectivity within the borough by promoting digital participation. We are leading on a project that looks at how our communities are accessing our services and how we can make improvements. We are working to understand the barriers to our communities using digital services and developing support for those who wish to develop their digital skills.                        | Green | Continue<br>for<br>2022/23      |
| Gender Pay Gap – a review of the current data is to be undertaken in conjunction with the Workforce Strategy | Identify actions/measures to further address the gender pays differences as part of existing Equality plans.                           | Our assessment, published as part of our Pay Policy Statement for 2022/23, shows women and men are paid equally for doing equivalent jobs across the Council.   | Blue  | complete                        |
| Undertake data analysis identify key health inequalities across Gwent, including the impacts of COVID 19.    | The Gwent Well-being Plan to be informed by the data and develop appropriate actions for implementation to tackle health inequalities. | The Gwent PSB have agreed to become a Marmot Region and to adopt the eight Marmot principles to reduce health inequalities across Gwent and to work in partnership with the Institute of Health Equity (IHE).   | Blue  | Complete`                       |
| Maintain accurate records of all assets.   | Identify the cause of the incorrect values in the fixed asset register and correct any values affected by the issue                    | Council approved its revised commissioning and procurement strategy in March 2023 – 'Maximising the Socially Responsible Blaenau Gwent Pound £' The strategy sets out how our commissioning and   | Green | Move to business as usual       |

|  |   | procurement activities will support the Council's  |       |                                 |
|--|---|--|-------|---------------------------------|
| Embed agile working  | Development of a Council Policy to support an aging workforce. Undertake a review of the agile working policy and council property, including the establishment of a staff survey   | corporate priorities  We have reviewed our Agile working arrangements through engagement with our staff and trade unions.  Workforce plans are in place for each directorate.  | Green | Continue<br>for<br>2022/23      |
| Supporting the Council with its commercial developments  | The Council needs to undertake a review of its Commercial function and what it feels needs to be prioritised in this area moving forward.  Develop an Investment Framework, in partnership with CIPFA, for approval at Council. | We have made good progress to be more commercially minded as an organisation, and have reviewed our commercial strategy to further embed the Council's commercial and business ambitions. We have worked with our partners in SOLACE & CIPFA to develop a commercial framework to develop project specific business cases, which will support a consistent one council approach to future commercial and business opportunities. | Green | Move to<br>business as<br>usual |
| Develop a data delivery plan to<br>help implement the Council's<br>vision for using data effectively<br>and address inconsistencies<br>across areas with regards to<br>performance and reporting | Consider the development of a delivery plan for using data effectively and improve the consistency of performance reporting across the Council.   | The development of a data strategy will be a key development in 2023/24. The strategy is to be aligned to a number of other council strategies to avoid duplication.   | Amber | Continue<br>for<br>2022/23      |
| Further strengthen the Community Hub model.  | Monitor the impact of Universal Credit on residents and identify what other support is available.  Develop a Customer Services Strategy to continue the support provided to the customer and doing this in the right way.       | The customer services strategy, informed by the recent external review on customer experience is being progressed which will set out our vision for customer support for the future.   | Green | Move to<br>business as<br>usual |
| The Energy Prospectus will contribute towards the target of achieving net zero carbon emissions by 2030.   | Implementation of the Energy Prospectus   | The work and projects carried out as part of the Energy Prospectus support the implementation of the Council's Decarbonisation Plan and to contribute to becoming net zero by 2030 alongside the declaration of a climate emergency.   | Green | Move to<br>business as<br>usual |
| The activity of the Community Hubs to date   | Continue to review and further develop the Community Hub  | Community Hub figures are monitored and reported on.   | Blue  | Complete                        |

| Establish Town Centre Advisory<br>Boards                        | Establish Town Centre advisory Boards across all towns.  | Advisory Boards are in place across the Town Centres of Abertillery, Brynmawr and Ebbw Vale to support a partnership delivery approach for future project delivery.  | Blue  | Complete                   |
|---|--|--|-------|----------------------------|
| Examples of integrated working provided as part of narrative.   | The Council will continue to work with partners across the Council   | The Sustainable Development principles are included within the standard report template presented to our Committees. These are to be completed for every report for the members to consider as part of their decision making.  | Blue  | Complete                   |
|   |  | In our Corporate Performance reports we continue to evidence how the work we have undertaken as an authority contributes to the 5 ways of working under the Well-being of Future Generations Act.  |       |                            |
| Examples of collaborative working provided as part of narrative | Continue to work collaboratively with partners and identify further partnership opportunities  | We work in collaboration with a range of local partners which includes working with other public sector organisations, the third sector, businesses and members of the public to develop and deliver our services.   |       | Move to                    |
|   |  | Recently a Gwent Public Services Board has been established to bring together other Gwent local authorities and partners to work in collaboration to implement a well-being plan. This plan brings partners together to work towards creating a climate ready Gwent that is fairer more equitable inclusive for all. | Green | business as<br>usual       |
| Update and embed the Engagement Strategy.                       | Continued engagement with various groups including the community, businesses, staff and Trade Unions. Update the Engagement Strategy to reflect areas of the Local Government and Elections (Wales) Act 2021 | A refreshed Engagement and Participation Strategy is being developed which will strengthen our approach to engage local communities, businesses, staff and trade unions.   | Green | Continue<br>for<br>2022/23 |