



Introduction

Welcome to Blaenau Gwent Council's Corporate Improvement Plan that sets out the Council's priorities by combining information from:

- the Community Plan 2005 - 2009
- the Council's Joint Risk Assessment
- the Council's Vision Document

The Improvement Plan will be used as a working document to deliver the Council's priorities and meet its challenges over the next 12 months

The Community Plan

This document sets out the vision and strategic focus for the area between 2005-2009 and the Corporate Improvement Plan translates this into the strategic direction for the Council. The Community Plan has seven key strategic themes that form the basis of the Council's key priorities over the long term and are underpinned by equalities and diversity to ensure the quality of life for future generations is considered along with their diverse needs and aspirations:

- Regeneration
- Health & Social Care and Well-being
- Lifelong Learning
- Environment
- Housing
- Transportation
- Culture & Sport

The Council acknowledge it has a clear leadership role, and is best placed to take a comprehensive overview of the needs and priorities of its local communities and in leading the work to achieve this. We are committed to carrying out this key role effectively, through working in partnership and having a shared long-term strategy.



Council's Strategic Aims

The Council is committed to ensuring the community receives the services they need to help create an environment that seeks to meet their aspirations and have agreed five strategic aims that will support the Council in delivering its Vision:

- Helping More People into Jobs
- Improve Health and Wellbeing
- Develop Strong, Safe and Sustainable Communities
- Creating Better Jobs and Skills
- Deliver Effective Corporate Governance

Joint Risk Assessment

The Risk Assessment is an annual process designed to ensure that any important changes in circumstances are taken into account in prioritising services for improvement. The Risk Assessment identifies the areas that are high risk, and where action to improve them would have a high impact in terms of improved outcomes for local people.

The Council has identified ten key priority areas that will continue to be addressed over the next 12 months:

- Waste
- Community Safety
- Regeneration
- Highways
- Housing
- Children's Social Services
- Adult's Social Services
- Equal Pay
- Partnership Working
- Performance Management and Performance



Examples of progress against key projects within the Community Plan, the Joint Risk Assessment and Service Improvement Action Plans are included in this document, for example:

- Governance – Community Safety, Community Engagement
- Lifelong Learning – RISE Learning Action Centres, Learning Campus, Community/Voluntary Sector Training Programme
- Health, Social Care & Wellbeing – Support Independent Living, Reduction in Delayed Transfers of Care
- Environment – Ebbw Vale Railway, Parc Brynbach, Integrated Waste Solution Partnership, Steelworks Site Redevelopment, Job Match, Objective One Funding

The Council recognise to continue to improve we need to be aware of the opportunities that exist through joint working and greater regional collaboration. We are therefore actively involved in the South East Wales Consortium of ten local authorities and the Heads of the Valleys Partnership.

Further detailed information is contained within a number of other key documents including:

- People Strategy
- Single Education Plan
- Children and Young Peoples Partnership Strategy
- Health, Social Care & Wellbeing Strategy
- Supporting People Plan
- Regeneration Strategy
- Service Improvement Plans
- Housing Business Plan
- Waste Strategy
- Asset Management Plan
- Sport & Active Living Strategy
- Relationship Managers Annual Letter (Wales Audit Office)

These documents can be accessed via the Council's intranet or through contacting service areas. A list of other documents relating to this Plan can be found at the end of this document



How we listen to you

The Council utilises consultation to collect information that helps it to plan and prioritise, identify areas for improvement, set and monitor performance standards, and measure satisfaction with the quality of its services. Consultation also shows our commitment to being open and accountable, and to foster relationships that help local people understand both the issues and choices facing the Council.

Whilst, in many cases, we have a statutory duty to consult with local people, we have also found that, by involving local people and community groups directly, we gain a greater understanding of their needs and aspirations, which, in turn, helps us to shape and deliver our services. We listen to your views in a number of ways for example Blaenau Gwent's Residents Survey, Tenants Compact, C2BG and Outreach, Listening and Learning and Voice for the Child and will continue to develop this approach.