



monmouthshire
sir fynwy

CORPORATE PLAN

Annual Report 2018 / 2019

Our purpose is to build sustainable and resilient communities that support the well-being of current and future generations. This is at the heart of everything we do to improve the economic, social, environmental and cultural well-being of Monmouthshire. We share this purpose with our partners as part of the county's Public Service Board. The Corporate Plan identifies the things we will do as a council to deliver this. The Annual Report describes some of the progress we have made during 2018/19, and is summarised in this leaflet.

The five priorities set for Monmouthshire in the Corporate Plan 2017- 2022 are detailed below, along with a short update of progress over the past 12 months.

-  www.monmouthshire.gov.uk/improvement
-  improvement@monmouthshire.gov.uk
-  [@MonmouthshireCC](https://twitter.com/MonmouthshireCC)

This leaflet is also available in Welsh.



GOAL A: BEST POSSIBLE START IN LIFE



**65 foster carers
providing homes**
for children and young people

**45% of pupils
take part in sport**
three or more times per week



The new school in Monmouth opened in September 2018 and Monmouth Leisure Centre fully reopened in February 2019. Primary school pupils received the Sports Leaders UK Course to promote a positive attitude towards sport, and 16 schools signed up to the Daily Mile. The Monmouthshire Games attracted 4,199 attendees.

Children's social services have been joined up through the 'Building Stronger Families' offer. An Early Help Panel ensures families get the right support when they need it, and an Edge of Care Team has been created to support families so children can remain at home. A recruitment campaign to increase the number of in-house foster carers has seen the number rise from 51 to 65.

GOAL B: THRIVING AND WELL-CONNECTED COUNTY



80.1%
of premises have access to
high-speed broadband



**£218.9 million generated
from tourism in 2018**

Delivery of a rural community broadband project has been completed, with up to 500 premises now connected. Too many homes and businesses still don't have access to a high speed connection and we are developing plans to address this.

A competition was launched in Monmouthshire, funded by £1.25M from the UK Government, to identify potential solutions to loneliness and rural transport. Two companies have been awarded the funding to turn their proposals into working prototypes.

2.24 million tourists visited Monmouthshire in 2018, contributing significantly to the County's economy.

GOAL C: MAXIMISE THE POTENTIAL OF THE NATURAL AND BUILT ENVIRONMENT

63.37% of waste
was recycled
reused or composted



CO₂
9.9% reduction
in council
carbon dioxide emissions

New waste and recycling collections started in March to improve services and minimise costs. Some residents were affected by missed collections and work has been undertaken to address this. The percentage of waste recycled has dropped for a second year, falling below Welsh Government's target of 64%.

As a result of working with the community to understand more about climate change, the council has declared a climate emergency and created an action plan to start to address this.

The Monmouthshire Road Safety Strategy has been developed, which sets out a plan of action to make Monmouthshire's highways safer for all users.

GOAL D: LIFELONG WELL-BEING



54% of people
on the exercise referral
scheme are still active
after 16 weeks

1,360 
volunteers
are directly supported

The Care at Home service, that supports older people with disabilities, is being remodelled to enable staff to focus on relationship-based care, working more flexibly with people based on what matters to them.

Monmouthshire's National Exercise Referral Scheme, where GPs can refer people to our leisure services, has recently celebrated its tenth birthday. Since starting, it has helped over 10,000 people in the county.

A new volunteering programme, 'Monmouthshire, A County That Serves' is helping to support volunteering opportunities within the county.

GOAL E: FUTURE-FOCUSED COUNCIL



9,441
queries received by
Monty the Chatbot in March



£150 million
spent providing services

The Council's chatbot, Monty, was launched in January 2019. It is available on the website and Facebook messenger, and expands the ways in which residents can get in touch.

A draft strategy aimed at developing apprenticeships, graduate jobs and internships has been developed to provide career opportunities for people in the area.

Monmouthshire receives the lowest level local authority funding in Wales so we need to think differently to ensure we can maintain important local services. We have developed a Commercial Strategy that will increase our income generation and develop an investment portfolio, which will help to fund some of our core services.

FUTURE PLANS

We are almost half way through the term of the Corporate Plan so it is important to check our progress and determine if we are still on the right path. We don't anticipate that this review will result in huge changes; after all, our goals were largely determined by engagement with the communities of Monmouthshire and we have no desire to move away from the things that clearly matter to you, our residents.

Reviewing the extent to which we have accomplished our goals will allow us to determine what work is remaining, and also to identify where things have changed and we therefore need to adjust our focus.

We will publish the reviewed Corporate Plan later this year.