

MONMOUTHSHIRE COUNTY COUNCIL

Corporate Plan Annual Report 2019 / 2020



Our Corporate Plan sets a five-year programme aligned to our purpose of building sustainable and resilient communities. This report describes the progress we have made in 2019/20 on our priority goals, and what we have been doing to address the challenges posed by coronavirus. View the full report at www.monmouthshire.gov.uk/improvement and for further information and updates on our response to the coronavirus pandemic, visit www.monmouthshire.gov.uk

BEST POSSIBLE START IN LIFE

- An Estyn inspection recognised the considerable progress made in our education settings, particularly in our safeguarding procedures and commitment to partnership working. The inspectors summarised that the council's education services do not give cause for significant concern.
- Across the four compulsory key stages of education, mathematics and science performed in line with expectation in the 2018/19 academic year, however, there remains too much variation across schools and phases.
- Time away from school during the pandemic will have affected the learning of many pupils. Schools have been assessing pupils on their return in September 2020 to identify the support needed for them to continue to progress.
- Continued development of a more coordinated approach to early intervention and prevention in children's social services. The number of children supported has continued to increase.

1.3%
OF YEAR 11
SCHOOL LEAVERS NOT
IN EDUCATION, TRAINING
OR EMPLOYMENT
IN 2019



80
FOSTER CARERS
PROVIDING HOMES
FOR CHILDREN &
YOUNG PEOPLE

THRIVING AND WELL CONNECTED COUNTY

- Continued to support businesses in the county, providing information on areas such as the town centre environment and the business rates relief scheme; we have also identified potential sources of funding for a range of start-ups and existing businesses.
- Proactively contacted businesses to make them aware of the support available, and to maximize take-up to help them remain viable and to protect local jobs during the coronavirus pandemic.
- A Digital Infrastructure Action Plan has been developed, identifying opportunities to address the issue of 12.5% of premises not having next generation access to broadband.
- Work on the Replacement Local Development Plan, which sets out land use in the county over the next decade, has progressed, however there have been delays due to the pandemic.
- In 2019, tourism contributed £244.99 million to the county's economy but the pandemic has had a considerable impact. Consultation has taken place to determine how best to safely reopen our towns. The 'Shop Local, Shop Monmouthshire' campaign celebrates our unique towns and villages, and aims to support businesses as they safely re-open.

480 
FURTHER PREMISES
HAVE ACCESS TO HIGH
SPEED BROADBAND

 **75**
BUSINESSES
ASSISTED
OR REFERRED
TO PARTNERS

MAXIMISE THE POTENTIAL OF THE NATURAL AND BUILT ENVIRONMENT

- Focused on achieving national recycling targets, minimising budget increases and providing a sustainable waste service. The recycling rate for 2019/20 was 65.56%, a slight increase on 2018/19.
- Some waste and recycling services were disrupted during the pandemic. In this period, the county achieved its highest recycling rate ever of 74%, with record numbers of residents using kerbside recycling, as other services were closed.
- A Green Infrastructure strategy has been developed and £628,000 of funding secured for improvements to our parks and green spaces, and to develop outdoor opportunities across Monmouthshire
- Declaration of a Climate Emergency and the subsequent development of a strategy and action plan to deliver against the aims.

£1.5M
INVESTMENT IN ACTIVE
TRAVEL, SECURED FROM
WELSH GOVERNMENT



98%
OF STREETS IN
MONMOUTHSHIRE
REPORTED AS CLEAN

LIFELONG WELL-BEING

- Developed a place-based approach to building a network of community support by bringing agencies together with a shared purpose of supporting people's well-being.
- Continued to develop a new approach to the delivery of care at home, with a focus on changing the way service users and service providers work together for better outcomes. 89% of adult social care service users are happy with their care and support.
- Following the disruption caused by the pandemic, we are regularly assessing the impact in order to continue the provision of vital social care services for all those who need them.
- As part of our continued commitment to Social Justice and addressing inequality, the impact of the pandemic is being reviewed to target resources effectively to those who need them most.
- The tremendous efforts of volunteers have been vital in supporting those most in need during the pandemic; over 650 active volunteers have helped their communities with things like shopping, collecting prescriptions and friendship. We have helped to coordinate those in need of assistance with the offers of support available.



56%
OF ADULT
SOCIAL CARE
USERS FEEL THEY
ARE PART OF THEIR
COMMUNITY

36%
OF ADULTS
PARTICIPATE
IN SPORT 3 OR MORE
TIMES A WEEK

FUTURE-FOCUSED COUNCIL

- Opening of Usk Post Office, the first council-run community post office in the UK.
- Continued advancement of our digital accessibility via the development of customer facing digital apps and processes, and our Chatbot, Monty.
- The pandemic resulted in rapid acceleration of our digital capabilities to enable the organisation to function remotely during the pandemic; we swiftly re-introduced decision-making processes and facilitated new ways of delivering services, including an appointment system at household waste recycling centres to enable them to operate safely.
- Managing the Council's finances to deliver within budget in 2019/20, despite being the lowest funded local authority in Wales per head of population, although there remains significant underlying financial challenges.
- Latest forecasts show a £6.83 million overspend due to the pandemic as we have lost income and invested resources in new services like Contact Tracing. This overspend will be significantly reduced as a result of a Welsh Government funding package.
- Staff well-being and safety has remained a priority, especially during the pandemic where further support has been made available.



84%
OF PLANNED BUDGET
SAVINGS WERE
ACHIEVED

**OVER 1,000
STAFF OFFERED TO
BE REDEPLOYED
TO OTHER AREAS IF
NEEDED DURING
THE PANDEMIC**

CORONAVIRUS PANDEMIC

- To respond to the coronavirus pandemic the Council has adapted, innovated and established ways of delivering services that support residents and businesses, and assists community activity.
- Established hub schools to provide childcare for key workers and to support vulnerable children.
- Provided support and payment of more than £24 million of funding to almost 1900 local businesses to help them survive the impact of the pandemic and protect jobs.
- Made phone calls to over 3000 people who were shielding to check on their well-being and offer the delivery of food parcels where these were needed.
- Worked with partners on a regional Test Trace Protect contact tracing service that has contacted 92% of Covid-19 positive cases within 24 hours.



FOR MORE INFO:
WWW.MONMOUTHSHIRE.GOV.UK