

# Team Caerphilly Better Together

A Quick Guide to our Corporate Plan  
2023-2028



The Corporate Plan sets out our direction, priorities and objectives for the next five years. The new well-being objectives help us shape services, target our resources and prioritise our efforts as we continue to deliver the services our communities need.

If we are to successfully deliver the key objectives set out within the Corporate Plan, whilst operating within this challenging landscape, it is clear we need to rethink and reshape what we do and how we do it.



**Cllr Sean Morgan**  
Leader of the Council



**Christina Harrhy**  
Chief Executive

In common with other public service organisations across Wales, we continue to face significant financial challenges, but we remain committed to delivering sustainable services that meet the present and future needs of our communities.

We know we must adapt to meet the challenges we face, focusing on flexibility and finding different ways to deliver what our communities need, when they need it.

By working together, we can create a better future for all our residents.

We will achieve this through the delivery of the biggest change programme this Council has ever faced. A challenging, complex but really exciting transformation programme called 'Mobilising Team Caerphilly' and this innovative approach is now gathering pace across the organisation as we begin to see positive progress being made.

This isn't going to be easy, but this is absolutely the right thing to do as our communities deserve nothing less.



# A BIT ABOUT US...

**176k**  
We provide services to approximately 176,000 residents.

**108**  
We cover 108 square miles (28,000 hectares) in the heart of South Wales.

**600**  
We deliver over 600 services 24/7 from the cradle to the grave.

**5th**  
We are the 5th largest local authority area in Wales.

**8k**  
We employ just over 8,000 staff.

**76k**  
We support 76,000 households.

**69**  
We have 69 elected Councillors representing 33 wards.

## Our Well-being Objectives for 2023 to 2028



ENABLING OUR CHILDREN TO SUCCEED IN EDUCATION



ENABLING OUR RESIDENTS TO THRIVE



ENABLING OUR COMMUNITIES TO THRIVE



ENABLING OUR ECONOMY TO GROW



ENABLING OUR ENVIRONMENT TO BE GREENER



<b>Objective 1</b> Enabling our children to succeed in education.	<b>Objective 2</b> Enabling our residents to thrive.	<b>Objective 3</b> Enabling our communities to thrive.	<b>Objective 4</b> Enabling our economy to grow.	<b>Objective 5</b> Enabling our environment to be greener.
We will have built effective leadership to maintain our aspiration for all learners to achieve high standards and make strong progress on their educational journey.	We will have responded to our aging demographic including creating age friendly communities.	Our physical infrastructure and digital connectivity will have improved to help people access towns, communities and services.	We will have worked towards ensuring we have the necessary infrastructure in place to enable our economy and communities to grow.	We will have worked with our residents to meet our statutory targets in relation to waste reduction, reuse and recycling.
We will have safe and inclusive provision that will support the progress of vulnerable and disadvantaged learners.	We will have met the needs of our most vulnerable children and adults.	We will have worked with partners to improve access to public and other alternative modes of transport to keep towns connected and enhanced active travel opportunities between communities.	We will have worked in partnership to support businesses with a range of interventions aimed at stimulating the local economy.	We will have reduced our operational carbon emissions to become a net zero carbon local authority by 2030.
We will have improved literacy (English and Welsh), numeracy, digital, physical and wider skills to provide our learners with better life chances.	We will have enabled the Community and Voluntary Sector to support our residents.	We will work with partners from across the Public Service Board towards improving the well-being and healthy life expectancy of our communities.	We will have a stronger relationship with our Business Community through town centre regeneration.	We will have helped our communities transition to low carbon transport.
Learners will have received effective support to ensure that post-16 destinations are appropriate and sustainable.	We will have supported residents through the cost-of-living crisis.	We will have created conditions that enable our communities to be healthier and more active.	We will continue to work with the Cardiff Capital Region (CCR) to increase the availability of quality employment opportunities in the area and enhance our economy.	We will have promoted and explored green energy opportunities for the council, communities and businesses.
We will have built new and refurbished schools and settings, creating learning environments that engage and inspire.	We will have built new Council houses, provided more affordable homes, brought empty properties back into use and worked towards the prevention of homelessness.	We will have attractive open spaces that enhance quality of life.	Our local workforce will have the skills that employers need locally and regionally.	We will have protected and enhanced our natural environment to improve biodiversity and make us more resilient to climate changes.
				We will have set climate standards for new build Council Homes and worked to improve the green energy credentials and energy efficiency of our housing stock.

# HOW WILL WE DELIVER OUR WELL-BEING OBJECTIVES?

The whole Council - our political leaders, our Corporate Management Team, and our employees - have a responsibility to deliver the Well-being Objectives and to work towards the outcome statements on behalf of the county borough.

Our Well-being Objectives have been developed with the guidance of the political administration; they cut across the whole of the Council and their delivery is the responsibility of the Corporate Management Team.

Whist they are defined as a set of outward facing Objectives, the delivery of them together with the mechanisms to achieve them are firmly rooted in the day-to-day delivery of Council services.



## Reshaping the Council to meet the Challenge

We embarked upon our journey to transform the Council and established our *Team Caerphilly - better together* ethos in 2020. This has provided us with a sound basis upon which to build our whole organisation transformation programme. Over the next few years, we will reshape and refocus how we operate as a council and how we deliver services, with a focus throughout upon meeting the needs of our citizens. Our immediate efforts will concentrate upon:

- Improving our customer journey
- Transforming our internal ways of working to deliver efficiencies
- Collaborating with our partners to become more effective
- Ensuring we can adapt to changes and shift our services to new ways of working quickly
- Making sure our schools, social housing, leisure and social care sites are fit for the future
- Continuing to develop our physical infrastructure to regenerate the county borough

# HOW WE WILL MONITOR OUR PROGRESS?

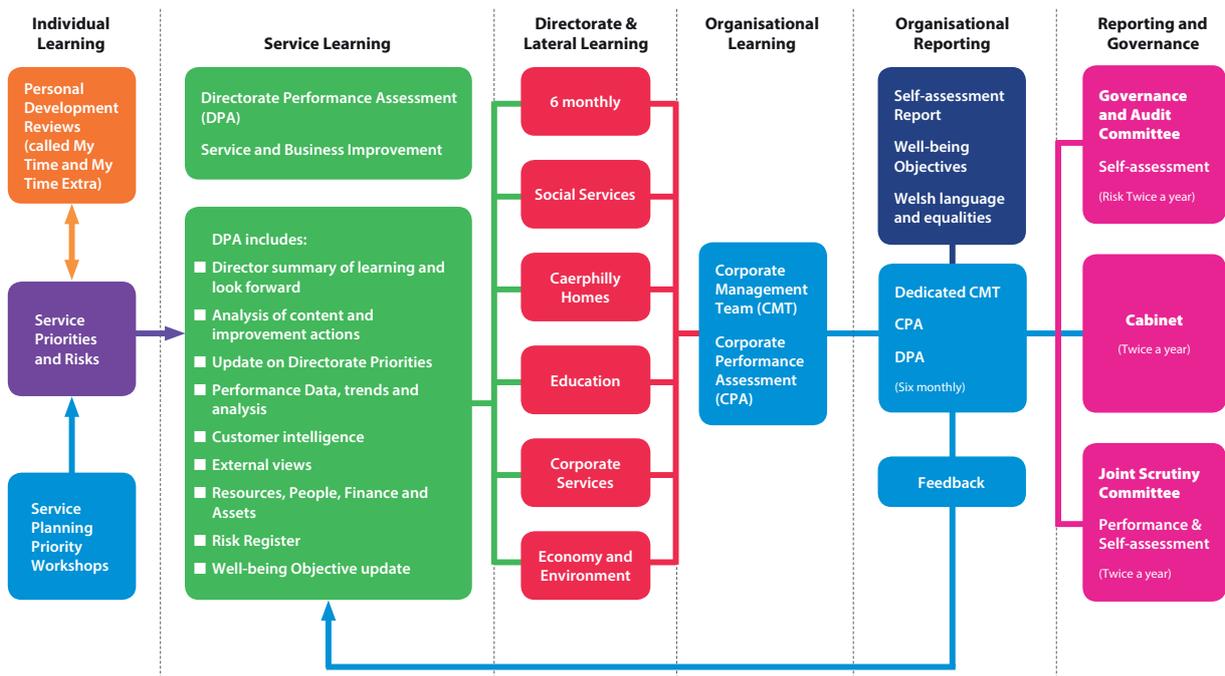
We will review our Corporate Plan every year to ensure our Well-being Objectives are still relevant and will make our updated plan available on our website.

We will report our performance against the Well-being Objectives as part of our statutory annual self-assessment process which is shown below.

This process brings together the internal Council activity together with the external delivery of our Well-being Objectives as a set of organisational learning that assesses whether our external work is making a positive difference to our communities. Through this annual process our elected members have the opportunity to challenge our progress and input into future activity.



## Self-assessment Process



# CONTACT US...

Your views and opinions in relation to the content of our reports, plans and priorities are important to us. We welcome your active input to allow us to use meaningful information and data to inform services and how we deliver them to ensure that we meet the needs of our residents and our communities.

We look forward to updating you on our progress through our annual self-assessment update every year. If there is more you would like to know or if you have suggestions for the type of update you would like to receive, please let us know.

Click on the Corporate Plan cover below to read the full plan.



## Send us an email...



[BIT@caerphilly.gov.uk](mailto:BIT@caerphilly.gov.uk)  
or visit the Council Performance webpage and follow the instructions on screen.

Alternatively, contact **Ros Roberts**  
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Caerphilly County Borough Council  
Penallta House  
Ystrad Mynach  
Hengoed  
CF82 7PG

📞 **01443 864238**

✉️ [roberr@caerphilly.gov.uk](mailto:roberr@caerphilly.gov.uk)

You may also contact us on social media.





Mae'r ddogfen hon ar gael yn Gymraeg, ac mewn ieithoedd a fformatau eraill ar gais.  
This document is available in Welsh, and in other languages and formats on request.