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**Vale of Glamorgan Council**

**Team Plan 2016-2020**

**Delivering our vision for the Vale of Glamorgan ‘Strong communities with a bright future’**

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| **Team Manager** |  |
| **Team** |  |
| **Service Plan** |  |
| **Date signed off** |  |
| **Signed off by** |  |

1. **Introduction**

Insert brief overview of team. For example:

*The Performance and Development Team undertakes a number of key roles for the Council. The team provides support to other services through supporting a corporate approach to policy, performance management, improvement, consultation/ engagement, communications, partnership working and equalities. The Customer Services arm of the Team provides frontline access to all Council services which focuses on delivering customer service excellence. The Team strives to provide a range of services in the most economic, effective, and efficient ways whilst transforming the way the Council works by using our skills, resources, and technology more innovatively. We provide a leading role for the Council in the delivery of its Reshaping Services agenda.*

* 1. **Who we are**

Insert brief overview of team personnel/structure

* 1. **What we do**

Insert brief overview of broad functions, for example:

* Supporting the development and implementation of the Council’s corporate vision (in the form of the Corporate Plan);
* Improving the quality and consistency of performance management across all Council services;
* Improving internal review, business processes and the management of services;
* Producing effective communications internally to staff and externally to our citizens, key partners and regulators;
* Improving our partnership framework and working collaboratively through the Local Service Board and other associated mechanisms;
* Undertaking effective engagement and consultation activities across the Vale;
* Delivering services via the Corporate Contact Centre, face to face and by electronic means that includes undertaking any assessments and client monitoring;
* Learning from complaints to improve services and better understand customer expectations.
* Ensure that services are working as efficiently and effectively as they can
* Set out the key areas in which the council is focusing improvements
* Assist services to set their key strategic priorities
* Co-ordinating the collection of key performance information for council services
* Report to senior managers, council members and the public about how well we are performing
* Contribute to the national development of performance management systems
* Promote the council’s performance management framework
* Assist services to develop key policy documents
* Support services to deliver key policy changes and audit recommendations
* Support the work of the Corporate Risk Management Group

1. **Our Priorities for 2016-20**
   1. **The Purpose of Our Team Plan**

This Team plan identifies how we will contribute towards achieving the Council’s vision – **‘Strong Communities with a bright future’** as set out in our Corporate Plan 2016-20. Our Plan identifies the way our team contributes to the Council’s Well-being Outcomes and Integrated Planning actions and the actions we will take in the next year.

Our Team Plan outlines our key priorities and how we will manage our resources to deliver these. The Plan provides an overview of our Team, what we aim to achieve, why this is important, how we will achieve it, how we will monitor progress and what success will look like.

Our Team’s Contribution to the Council’s Well-being Outcomes and Integrated Planning actions are highlighted below in our Team Plan Summary.

The Summary also highlights the way we work to challenge ourselves to deliver the sustainable development principle which forms an integral part of the Well-being of Future Generations (Wales) Act. The sustainable development principle states that *“You must act in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs, by taking account of the sustainable development principle”.*

**Appendix A** contains the detailed plan which illustrates the actions we will undertake in the coming year to deliver our priorities. The action plan includes information relating to the way we will measure performance against our targets and the resources we will deploy.

**Appendix B** contains the detailed plan which illustrates the enabling actions we will undertake in the coming year to deliver our priorities. The action plan includes information relating to how we will maximise our key resources through integrated planning in order to achieve our priorities.

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| **Our Team Plan Summary** | | | | | | | | | | | | | | | | | | | |
| **Delivering our vision for the Vale of Glamorgan ‘Strong communities with a bright future’** | | | | | | | | | | | | | | | | | | | |
| **Our Council’s Values** | | | | | | | | | | | | | | | | | | | |
| **Ambitious**  Forward thinking, embracing new ways of working and investing in our future | | | | | **Open**  Open to different ideas and being accountable for the decisions we take | | | | | **Together**  Working together as a team that engages with our customers and partners, respects diversity and is committed to quality services | | | | | **Proud**  Proud of the Vale of Glamorgan: proud to serve our communities and to be part of the Vale of Glamorgan Council | | | | |
| **The Well-being Outcomes Our Team Contribute to:** | | | | | | | | | | | | | | | | | | | |
| **An Inclusive and Safe Vale** | | | | | **An Environmentally Responsible and Prosperous Vale** | | | | | An Aspirational and Culturally Vibrant Vale | | | | | **An Active and Healthy Vale** | | | | |
| **The Well-being Objectives Our Team Contribute to:** | | | | | | | | | | | | | | | | | | | |
| **Reducing poverty and social exclusion.** | | Providing decent homes and safe communities. | | | Promoting regeneration, economic growth and employment. | | **Promoting sustainable development and protecting our environment.** | | | Raising overall standards of achievement. | | | Valuing culture and diversity. | | **Encouraging and promoting active and healthy lifestyles.** | | | Safeguarding those who are vulnerable and promoting independent living. | |
| **The Integrated Planning Actions Our Team Contribute to:** | | | | | | | | | | | | | | | | | | | |
| **Reshaping Services** | **Workforce Planning & PDRS** | | **Financial Planning** | | Well-being Assessment with Partners | **Consultation & Engagement** | | | **Collaboration & Partnerships** | Performance Management | **ICT & Information Management** | | | Scrutiny & Challenge | **Risk Management** | | **Procurement** | | **Asset Management** |
| **The Way That we Work** | | | | | | | | | | | | | | | | | | | |
| Taking an **integrated** approach – for us this means thinking about the needs of our customers and working with our partners. | | | | Working in a **collaborative** way – for us this means recognising we can achieve more and deliver better services by working as part of a team, for example by working with the Third Sector, Town and Community Councils and neighbouring authorities. | | | | **Involving** the population in decisions – for us this means engaging with our residents and customers, including the business community and ensuring that we are listening to a wide range of views to inform our thinking. | | | | Understanding the root causes of issues and **preventing** them – for us this means being proactive in our thinking and understanding the need to tackle problems at source for example by undertaking needs assessments to inform our priorities. | | | | Looking to the **long term** – for us this means planning for the future and taking a strategic approach to ensure services are sustainable and that we understand the future need and demand for services. | | | |

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**Appendix A**

**Team Action Plan 2016/17**

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| **Well-being Outcome** 1/2/3/4?? : From your Service Plan, insert the relevant Well-being Outcome verbatim so your Team Plan links directly to the Service Plan. | **Objective** ?? : From your Service Plan, insert the relevant Well-being Objective verbatim so your Team Plan links directly to the Service Plan. |

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| **Well-being Goals** | A Resilient Wales | A Healthier Wales | A More Equal Wales | A Wales of Cohesive Communities | A Wales of Vibrant Culture & Thriving Welsh Language | A Prosperous Wales | A Globally Responsible Wales |

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| **Our Ways of Working** | **Long Term** | **Integrated** | **Involving** | **Collaborative** | **Preventing** |

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| **Ref** | **Team Action** | **Outcome & Key Milestones 2016/17** | **Officer Responsible** |
| ***Insert Service Plan ‘Ref’*** | *Insert the specific action your Team will take during 2016/17 to contribute towards your Service Plan action* | *Ensure all actions detail the intended outcome including where possible, the key milestones by which you will judge success.*  *You should also include an indication of the timeframe (i.e. the start and end date of the activity.)* | *Identify a named officer who is accountable for delivering the action. This information is required so that progress against actions can be effectively monitored.* |
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**Appendix A**

**Team Action Plan 2016/17**

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**Appendix B**

**Integrated Planning**

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| **Our Ways of Working** | **Long Term** | **Integrated** | **Involving** | **Collaborative** | **Preventing** |

Insert the relevant ‘enabling actions’ actions your Team intends to undertake in the coming year to help maximise your resources in order to achieve service priorities and contribute towards the Corporate Well-being outcomes and objectives. These will include specific actions that contribute to your Workforce Plan (refer to Workforce Plan and Service Plan 2016/17 for actions), any significant ICT projects, specific areas of development in terms of assets, major capital projects and any actions to mitigate against identified service risks.

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