



Being the Best Council We Can Be

We are committed to providing good service and ensuring the Council is as resilient as it can be and is able to deliver for our communities now and in the future.

We will ensure we have good quality services, good governance and robust financial and management procedures. We will work in new ways and transform our services to ensure the success of the Plan.

The needs of our residents and those using our services will be at the heart of all our work.

Our Ambitions

By 2030 we want to see that:

- We are a customer focused organisation (we care about our customers and put them first in everything we do)
- Services are delivered in ways that suit peoples needs
- Residents feel heard and think our services are of high quality
- People are proud to live in the Vale.
- Residents know about the work of Councillors
- We work with others to provide services in the best way possible.
- We use our money wisely and attract investment where we can.
- We are judged to have good management practices in place to support the work of the Council
- The Council provides opportunities for employment and our workforce is reflective of the local community

Our Actions

To make this happen we will work with the community and our partners to:

- Provide services and information in a way that meets everyone's needs
- Use digital technology to improve services
- Look at new ways to deliver our services to make sure we can continue to provide for our communities
- Provide better opportunities for residents to help us shape our decisions
- Share more information about the role of councillors and how we work
- Use our buildings in ways that support communities
- Promote the use of the Welsh Language (in our work, schools and communities)
- Promote equal opportunities for all
- Consider our environment and communities when we buy goods and services
- Provide opportunities for all our staff to succeed