

THE VALE OF GLAMORGAN COUNCIL

CABINET: 25<sup>TH</sup> MAY 2023

REFERENCE FROM GOVERNANCE AND AUDIT COMMITTEE: 25<sup>TH</sup> APRIL 2023

“940 Q3 PROGRESS AGAINST EXTERNAL REGULATORY RECOMMENDATIONS AND PROPOSALS FOR IMPROVEMENT (DCR) –

The report outlined the Council’s progress at January 2023 (Q3) against all its existing external regulatory recommendations and proposals for improvement.

In line with corporate performance management arrangements, consideration was given by relevant Council services to the findings contained within both local and national reports as they were published, and actions had been incorporated within the Council’s Strategic Insight Board (SIB) Insight Tracker throughout the year as appropriate. These actions were monitored by the SIB and reported to Scrutiny Committees, Cabinet and the Governance and Audit Committee as work to address them progressed. Progress was also monitored by Audit Wales colleagues throughout the year as part of the Annual Regulatory Plan.

At Q3, positive progress had been made in responding to the Council’s regulatory improvement areas. Overall, there were currently 46 ongoing actions in the SIB Insight Tracker. 35 have been attributed a Green performance (RAG) status, 4 an Amber status and 7, a Red status.

Of the 24 actions relating to local regulatory recommendations, 17 had been attributed a Green RAG status, 4 actions an Amber status and the remaining 3 actions had been attributed a Red status. Actions attributed a Red status related to the review of Third Sector Partnership Working.

There were currently 22 actions in the Insight Tracker relating to national regulatory recommendations of which 18 had been attributed a Green RAG status and the remaining 4 actions, Red status. Actions attributed a Red performance status related to the reviews of Third Sector Funding and Local Government Services to Rural Areas.

In addition to the 46 ongoing actions a further 33 actions (17 relating to local regulatory work and 16 to national regulatory studies) were now considered completed and embedded as business-as-usual practices within the relevant service areas.

Governance and Audit Committee was being asked to review the progress made to date in addressing the recommendations and improvement proposals made by the Council’s external regulators as outlined in the appended SIB Insight Tracker. Upon review and consideration of Scrutiny Committees’ views / recommendations (as

outlined in paragraphs 2.12-2.16 of the report), the Committee was being asked to endorse the removal of completed actions from the SIB Insight Tracker via recommendation to Cabinet.

The Committee suggested some changes to the format of the appendix and for further narrative/information to be included such as which objectives or priority areas the actions related to. There was also a suggestion that for actions with a Red status, for more narrative to be added along with inclusion of an expected completion date. The Committee also queried certain actions that had passed their completion dates but were still remaining on the list as Green. The Director of Corporate Resources stated that he would look to include a category such as 'completed – monitoring' so that they could be retained on the list and differentiated from the completed actions for removal.

It was

RESOLVED –

(1) T H A T the Council's progress to date in addressing existing recommendations and improvement proposals made by the Council's external regulators informed by the views and recommendations of Scrutiny Committees be noted.

(2) T H A T the removal of completed actions from the Strategic Insight Board (SIB) Insight Tracker be endorsed and for this matter to be referred to Cabinet for approval.

Reason for decisions

(1&2) Having regard to the contents of the report and discussions at the meeting.”

Attached as Appendix: Report to Governance and Audit Committee: 25<sup>th</sup> April, 2023

Meeting of:	<b>Governance and Audit Committee</b>
Date of Meeting:	<b>Tuesday, 25 April 2023</b>
Relevant Scrutiny Committee:	All Scrutiny Committees
Report Title:	Q3 Progress against External Regulatory Recommendations and Proposals for Improvement.
Purpose of Report:	To present progress to date in addressing existing recommendations and improvement proposals from our external regulators.
Report Owner:	Tom Bowring, Director of Corporate Resources
Responsible Officer:	Tom Bowring, Director of Corporate Resources
Elected Member and Officer Consultation:	All Members via Scrutiny Committees and Cabinet have received quarterly performance monitoring reports which incorporate progress against key regulatory actions. The Strategic Insight Board (SIB) via its quarterly monitored Insight Tracker also provides the Strategic Leadership Team with regular updates on progress with regulatory actions. The latest version of the SIB Insight Tracker is included as part of quarterly performance reports to all Scrutiny Committees and the Strategic Leadership Team.
Policy Framework:	This is a matter for Executive decision by Cabinet.
<p>Executive Summary:</p> <ul style="list-style-type: none"> <li>• The report outlines our progress at January 2023 (Q3) against all our existing external regulatory recommendations and proposals for improvement.</li> <li>• In line with corporate performance management arrangements, consideration is given by relevant council services to the findings contained within both local and national reports as they are published, and actions have been incorporated within the Council's SIB Insight Tracker throughout the year as appropriate. These actions are monitored by the Strategic Insight Board and reported to Scrutiny Committees, Cabinet and the Governance and Audit Committee as work to address them progresses. Progress is also monitored by Audit Wales colleagues throughout the year as part of the Annual Regulatory Plan.</li> <li>• At Q3, positive progress has been made in responding to our regulatory improvement areas. Overall, there are currently 46 on-going actions in the SIB Insight Tracker. 35 have been attributed a Green performance (RAG) status, 4 an Amber status and 7, a Red status.</li> </ul>	

- Of the 24 actions relating to local regulatory recommendations, 17 have been attributed a Green RAG status, 4 actions an Amber status and the remaining 3 actions have been attributed a Red status. Actions attributed a Red status relate to the review of Third Sector Partnership Working.
- There are currently 22 actions in the Insight Tracker relating to national regulatory recommendations of which 18 have been attributed a Green RAG status and the remaining 4 actions, Red status. Actions attributed a Red performance status relate to the reviews of Third Sector Funding and Local Government Services to Rural Areas.
- In addition to the 46 on-going actions a further 33 actions (17 relating to local regulatory work and 16 to national regulatory studies) are now considered completed and embedded as business-as-usual practices within the relevant service areas.
- Governance and Audit Committee is being asked to review the progress made to date in addressing the recommendations and improvement proposals made by our external regulators as outlined in the appended SIB Insight Tracker. Upon review and consideration of Scrutiny Committees views/recommendations (as outlined in **paragraphs 2.12-2.16** of this report), the committee is being asked to endorse the removal of completed actions from the SIB Insight Tracker via recommendation to Cabinet.

## Recommendations

1. That Governance and Audit Committee review the Council's progress to date in addressing existing recommendations and improvement proposals made by our external regulators informed by the views and recommendations of Scrutiny Committees.
2. That Governance and Audit Committee endorse the removal of completed actions from the Strategic Insight Board (SIB) Insight Tracker via recommendation to Cabinet along with any other views and recommendations of the Committee.

## Reasons for Recommendations

1. To ensure the Council implements its regulatory recommendations and improvement proposals and responds appropriately to the recommendations and proposals for improvement identified through the Audit Wales' programme of local and national Local Government Studies.
2. To ensure that the Council's SIB insight tracker reflects the most up to date position on our regulatory recommendations.

## 1. Background

- 1.1 As part of the ongoing audit work by the Council's regulators, a series of recommendations and proposals for improvement are made as a result of audit studies (locally and nationally). The Council is required to ensure that these improvement areas are appropriately progressed, and the results reported.
- 1.2 The SIB Insight Tracker (**appended to the background papers to this report**) contains the most up to date record of all our regulatory recommendations and improvement proposals and outlines progress to date against these. This is updated all year round to reflect the audit work programme work, including all local and national Local Government Studies to ensure actions are completed, reported and closed down in a timely manner.
- 1.3 This approach ensures progress remains under review enabling us to provide our regulators with an up to date position on all our regulatory recommendations and improvement proposals in line with our statutory duties.
- 1.4 The Governance and Audit Committee has a key role in maintaining oversight of the Council's response to issues raised by our external regulators and receive progress updates against all regulatory recommendations and improvement proposals via a half-year update report which is then supplemented with an annual review of progress in the Council's Annual Self-Assessment Report.

## 2. Key Issues for Consideration

- 2.1 The SIB Insight Tracker: January 2023 (**appended to the background papers to this report**) outlines our progress against existing regulatory recommendations and improvement proposals in response to local and national Local Government Studies and audit work undertaken to date.
- 2.2 At Q3, positive progress has been made in responding to our regulatory improvement areas. Overall, there are currently 46 on-going actions in the Insight Tracker. 35 have been attributed a Green performance (RAG) status, 4 an Amber status and 7, a Red status.
- 2.3 Of the 24 actions relating to **local** regulatory recommendations, 17 have been attributed a Green RAG status, 4 actions an Amber status and the remaining 3 actions have been attributed a Red status.
- 2.4 Actions attributed a Red status relate to the review of Third Sector Partnership Working, which fall within the remit of the Corporate Performance and Resources Scrutiny Committee.
- 2.5 There are currently 22 actions in the Insight Tracker relating to **national** regulatory recommendations of which 18 have been attributed a Green RAG status and the remaining 4 actions, Red status.
- 2.6 Actions attributed a Red performance status relate to the reviews of Third Sector Funding and Local Government Services to Rural Areas (focusing on aspects Community Asset Transfers), which fall within the remit of the Corporate Performance and Resources Scrutiny Committee.
- 2.7 In addition to the 24 local actions, a further 17 actions relating to local regulatory work are now considered completed and embedded as business-as-usual practices within the relevant service areas. The completed actions relevant to this Committee relate to Delivering with Less: Leisure Services (1 action). A vision for Leisure Services has been agreed although further work is ongoing in response to the recommendations outlined in Audit Wales' follow up review.
- 2.8 In addition to the 22 national actions, a further 16 actions relating to national regulatory studies are now considered completed and are embedded as business-as-usual practices within the relevant service areas.
- 2.9 Governance and Audit Committee is being asked to review the progress made to date in addressing the recommendations and improvement proposals made by our external regulators. Upon review and consideration of Scrutiny Committees views/recommendations (as outlined in **paragraphs 2.12-2.16** of the report ), the committee is being asked to endorse the removal of completed actions from the SIB Insight tracker via recommendation to Cabinet.
- 2.10 In line with the Council's performance monitoring arrangements, regular consideration of the Insight Tracker as part of Annual Delivery Plan quarterly performance monitoring reporting process will ensure that actions are completed, reported and closed down in a timely manner.

### **Strategic Insight Board (SIB) Insight Tracker: Progress against External Regulatory Recommendations and Proposals for Improvement Views of the Council's Scrutiny Committees**

- 2.11 Q3 progress against regulatory recommendations and Proposals for Improvement Quarter has been discussed at all 5 Scrutiny Committees between

7th and 15th March 2023 and is now being presented to Cabinet for approval. The outcome of Scrutiny Committees discussions is detailed below.

- 2.12** The Healthy Living and Social Care Scrutiny Committee (7th March 2023) noted the progress to date against external regulatory recommendations in the SIB Insight tracker and recommended the removal of completed actions as relevant to the remit of the Committee.
- 2.13** The Homes and Safe Communities Scrutiny Committee (8th March 2023) noted the progress to date against external regulatory recommendations in the SIB Insight tracker and recommended the removal of completed actions as relevant to the remit of the Committee.
- 2.14** The Learning and Culture Scrutiny Committee (9th March 2023) noted the progress to date against external regulatory recommendations in the SIB Insight tracker and recommended the removal of completed actions as relevant to the remit of the Committee.
- 2.15** The Environment and Regeneration Scrutiny Committee (14th March 2023) noted the progress to date against external regulatory recommendations in the SIB Insight tracker and recommended the removal of completed actions as relevant to the remit of the Committee.
- 2.16** The Corporate Performance and Resources Scrutiny Committee (15th March 2023) noted the progress to date against external regulatory recommendations in the SIB Insight tracker and recommended the removal of completed actions as relevant to the remit of the Committee.

### **3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?**

- 3.1** Performance Management is an intrinsic part of corporate governance and integrated business planning which underpins the delivery of the Council's Well-being Objectives and associated commitments in its Corporate and Annual Delivery Plan. The Council's Annual Performance Calendar is our key means of demonstrating how we are meeting the new performance requirements whilst contributing to the national well-being goals.
- 3.2** External Regulation is an important vehicle for driving continuous improvement across our services. Progressing the improvement areas identified by our regulators not only enables us to demonstrate our commitment to continuous service improvement, but also contributes to further strengthening our impact on the national well-being goals through the achievement of our well-being objectives.
- 3.3** The areas of improvement identified by our external regulators and the associated action plans produced by officers have been developed with the five ways of working in mind. The focus of these is on developing innovative ways of working that better integrate services, whilst enabling us to work more collaboratively with our partners and citizens to involve them in improving service delivery. These improvement actions also focus on preventative actions that will enable us to sustain and future proof our services into the longer term.

- 3.4** All external regulatory recommendations are reflected in the Council's SIB Insight tracker and progress monitored regularly to ensure they are addressed.

## **4. Climate Change and Nature Implications**

- 4.1** There are no implications directly arising from this report, although failure to progress the relevant improvement areas outlined in the report could have a negative impact on any future external regulatory assessments and could result in a special inspection by the Auditor General for Wales if deemed that the Council is not meeting the performance requirements as a result.

## **5. Resources and Legal Considerations**

### **Financial**

- 5.1** There are no additional budgetary implications directly arising from this report, although failure to progress the improvement areas outlined in the report could have a negative impact on any future external regulatory assessments of the Council which could in turn put funding opportunities at risk.
- 5.2** Our Corporate Plan and associated enabling strategies all have regard to the effects of climate change and nature implications and inform decisions around resource use that help to mitigate climate change and nature implications in the use of those resources.

### **Employment**

- 5.3** There are no direct workforce related implications associated with this report. However, there are a number of issues contained within the report that if not effectively managed have the potential to impact on our staff establishment and performance overall. This may in turn impact adversely on progressing our improvement areas and achievement of our well-being Objectives.

### **Legal (Including Equalities)**

- 5.4** The Well-being of Future Generations (Wales) Act 2015 (WBFG) and the Local Government & Elections (Wales) Act 2021 (LG&E) require the Council to publish annual Well-being Objectives, keep performance under review and consult and report on our performance through an annual self-assessment relating to the previous financial year.
- 5.5** The Auditor General for Wales is statutorily required under the Well-being of Future Generations (Wales) Act 2015, to examine public bodies to assess the extent to which they have acted in accordance with the sustainable development principle when setting their well-being objectives and taking steps to meet them.
- 5.6** Under the LG&E Act, a special inspection of the Council may be undertaken if the Auditor General for Wales considers that the council is not, or may not be






meeting, the performance requirements. This inspection is to assess the extent to which the Council is meeting the performance requirements, in exercising its functions effectively; using its resources economically, efficiently and effectively; and in ensuring its governance is effective for securing the above.




## **6. Background Papers**




[Strategic Insight Board- Q3 Insight Tracker](#)

### Quarter 3 Insight Tracker Progress Snapshot

Outlined below is a snapshot of progress as at Q3 against our ongoing regulatory improvement areas.

National Recs/PFIs	RAG status
18	
0	
4	
22	

Local Recs/PFIs	RAG status
17	
4	
3	
24	

All Regulatory Recs/ PFIs	RAG status
35	
4	
7	
46	

### Local Regulatory Actions

Reference	Report	Responsible Officer	Regulatory Recommendation	Update	Status	Target Date	Date of Last Update	Scrutiny Committee
LR19/LR20/LR21/LR22/ LR23	Review of Outsourced Leisure Services	David Kneve	PFI 1 - The Council should strengthen its application of the sustainable development principle through the services delivered by Legacy Leisure, including by: - adopting a more strategic approach to collaboration for Legacy Leisure and other leisure services at a local and regional level; - further integrating the planning and delivery of Legacy Leisure services with other public bodies and Council services, such as Education and Social Care; and - involving citizens and service users in the development and delivery of Legacy Leisure services to ensure they represent the needs of the community.	Works on the refurbishment of the Leisure Centre gyms is presently being completed as part of the contract extension arrangements. A report on the performance of the Contract together with actions in relation to the WAO report has been prepared and will be presented to Scrutiny Committee in quarter 4.	Green	Mar-21	Jan-23	HL&SC
LR30	Reshaping Services Programme review	Tom Bowring	PFI 1 - The Council should consider what more it can do to work with partner organisations in order to help deliver the partnership objective of the Reshaping Services Programme.	This work is being progressed as part of the response to the Audit Wales work on the Council's relationship with the Third Sector. Notable examples include work with GVS and Age Connects on social isolation and loneliness, with GVS and a range of community groups on food insecurity and the emerging work with the community sector around climate change and Project Zero. In Q3 the Llantwit Major More than Food project launched, the second round of funding for community organisations will also be launched to tackle loneliness and social isolation and calls for grant funding applications to support warm spaces and tackle food poverty were processed, with A Warm Welcome launched on the Council's website to provide advice, support and information to residents, including by signposting to third sector organisations.	Green	Mar-22	Jan 2023	CP&R
LR31	Reshaping Services Programme review	Tom Bowring	PFI 2 - As the Council intends for the Reshaping Services Programme to move away from being primarily associated with savings, it should review the criteria used to determine which projects are included, and the measures used to monitor the progress of projects.	Consideration to how the future transformation programme will be formulated is being given in parallel to the development of the Council's budget given the changing economic environment.	Amber	Mar-22	Jan 2023	CP&R
LR32	Reshaping Services Programme review	Tom Bowring	PFI 3 - The Council should identify further training and support to help staff develop the skills necessary to respond to transformational change.	This is being progressed with the development of the People Strategy and Workforce Plan that will be considered by Cabinet and committee in Q4 ahead of being implemented from April.	Green	Mar-22	Jan 2023	CP&R
LR33	Reshaping Services Programme review	Tom Bowring	PFI 4 - The Council should ensure that its forthcoming workforce plan supports the delivery of the Reshaping Services Programme and there is robust identification and consideration of workforce needs in project documentation	This is being progressed with the development of the People Strategy and Workforce Plan.	Green	Mar-22	Jan 2023	CP&R
LR34	Reshaping Services Programme review	Tom Bowring	PFI 5 - If there is to be a focus on more genuinely transformational projects, the Council should ensure lessons are learned from earlier projects and put in place mechanisms to strengthen any identified areas of weakness.	This will be developed (and inform) the Council's budget savings strategy during Q3.	Green	Mar-22	Sept 22	CP&R
LR18	Welsh Housing Quality Standard review including Council housing tenants	Andrew Treweek	PFI 2 – The Council should work with tenants to review its approach to assisting people experiencing problems with condensation and damp.	An action plan has been prepared to deliver set actions in response to government guidance. A policy is being developed to set out the Council's response on damp and condensation.	Green	Apr-19	Jan 2023	H&SC

LR24/LR25	Review of Outsourced Leisure Services	David Knevett	PFI 2 The Council should strengthen its arrangements to gain assurance that the contract is providing value for money. For example, by: - improving reporting arrangements to ensure members receive a full and timely account of service performance; - exploring how scrutiny arrangements could be more impactful. This could be by ensuring better involvement of committee members in selecting agenda items and proper and proactive engagement with local people; and - exploring the availability of comparative and benchmarking data to further support its assessment of value of money.	Works on the refurbishment of the Leisure Centre gyms is presently being completed as part of the contract extension arrangements. A report on the performance of the Contract together with actions in relation to the WAO report has been prepared and will be presented to Scrutiny Committee in quarter 4.	Green	Jan-21	Jan 2023	HL&SC
LR29	Waste management Review	Colin Smith	PFI 4 - The Council should fully complete Equality Impact Assessments in relation to significant service changes	The Latest monitoring report projects a balanced outturn at year end for 2022/23 with in year savings met on either a recurring or one off basis. Draft Budget proposals setting out a balanced budget for 2023-24 will be reported to Cabinet in January. Significant work to identify and challenge, savings, cost pressures and reserves have been undertaken in recent months.	Green	Jul-22	Jan 2023	E&R
LR17	Welsh Housing Quality Standard review including Council housing tenants	Andrew Treweek	P1 – The Council should evaluate how effective the process is for tenants to report housing repairs via the Customer Contact Centre (Call One Vale)	The ICT project remains on track and the tenant portal for self reporting and booking appointments will be available by the end of 2023.	Green	Apr-19	Jan 2023	H&SC
LR26	Waste management Review	Colin Smith	PFI 1 - The Council should ensure that its forthcoming waste management strategy is sufficiently long-term, reflects wider social, economic and environmental goals, and addresses the financial risks to the service going forward.	The draft Recycling and Waste Management Strategy (2022-2032) has been completed including the public consultation exercise and captures a long term outlook (10-years). The Strategy will be reported to Cabinet in January 2023.	Green	Feb-22	Jan 2023	E&R
LR27	Waste management Review	Colin Smith	PFI 2 - The Council should consider whether it has the staff resources to develop, manage and deliver the service changes in a sustainable way	This quarter the service has recruited a new Recycling and Infrastructure Manager and continues to recruit in accordance with the service business plan to ensure it has the resources capable to ensure the Strategy is delivered.	Green	Feb-22	Jan 2023	E&R
LR28	Waste management Review	Colin Smith	PFI 3 -The Council should introduce a more structured approach to involving the diversity of the population in relation to significant service changes	The completion of the new Recycling and Waste Management Strategy (subject to Cabinet approval in quarter 4) considers the requirements of the wider population and the development of an Equalities Impact Assessment (in quarter 4) to complete phase 3 roll out to Penarth will consider the needs of all residents.	Green	Feb-22	Jan 2023	E&R
LR29	Financial Sustainability Assessment	Gemma Jones	PFI 1 - Given the anticipated funding gaps in 2022-23 and 2023-24, the Council needs to determine how it will meet those gaps, including the extent to which savings will contribute to that.	The Latest monitoring report projects a balanced outturn at year end for 2022/23 with in year savings met on either a recurring or one off basis. Draft Budget proposals setting out a balanced budget for 2023-24 will be reported to Cabinet in January. Significant work to identify and challenge, savings, cost pressures and reserves have been undertaken in recent months.	Green	Apr-22	Jan 2023	CP&R
LR35	Third Sector Partnership Working - Vale of Glamorgan Council	Tom Bowring	P1 The Council should reconsider the checklist for local authorities effectively engaging and working with the third sector, in particular the following sections: <ul style="list-style-type: none"><li>• Vision</li><li>• Corporate strategy</li><li>• Compact</li><li>• Understanding engagement with the third sector</li><li>• Designing services</li><li>• Training</li></ul>	Work to consider the checklist has been undertaken to inform the development of the next phase of the response to the Audit Wales report. However, this work has not progressed as planned due to other time sensitive pieces of work within the service, notably the Wellbeing Assessment and Plan. However, aspects of the checklist have been considered as part of the grant funding processes used to passport funding to organisations supporting the cost of living and warm spaces.	Red	Mar-23	Jan 2023	CP&R

			• Performance review					
LR36	Third Sector Partnership Working - Vale of Glamorgan Council	Tom Bowring	P2 As part of the review of the compact, the Council should reflect how it wants to work with the third sector to help deliver its strategic recovery priorities, how it can build on the positive work during the pandemic, and consider how it can strengthen its application of the sustainable development principle.	The compact review has not commenced during the quarter as the Voluntary Sector Joint Liaison Committee has not met to discuss. However, work with GVS continues on a wide range of schemes and this is delivering priorities from the ADP and Reshaping Programme.	Red	Mar-23	Jan 2023	CP&R
LR37	Third Sector Partnership Working - Vale of Glamorgan Council	Tom Bowring	P3 The Council should consider the level of resources and investment required to achieve a more collaborative way of working with the third sector and reflect this in its Medium Term Financial Plan.	The work on the revision to the medium-term financial plan was completed during the quarter, with the links made with key areas of organisational activity and recognising the role of the third sector and community in delivering priorities within the available resources. As work progresses to identify the delivery mechanisms for the ADP, wellbeing plan and budget, further work in this area will be undertaken.	Red	Mar-23	Jan 2023	CP&R
LR38	Third Sector Partnership Working - Vale of Glamorgan Council	Tom Bowring	P4 The Council should consider what actions it can take to help the third sector adjust to a more collaborative way of working.	This work has not progressed as planned due to other time sensitive pieces of work within the service, notably the Wellbeing Assessment and Plan. Work to reprioritise this will take place in Q4, however. During the quarter the launch of the More Than Food Hub and in supporting the development of Warm Welcome spaces has offered an opportunity to understand the working of the third sector and other organisations in working collaboratively.  This work will consider each of the proposals for improvement contained in the report from Audit Wales.	Green	Mar-23	Jan 2023	CP&R
LR39	An inspection of youth offending services in Vale of Glamorgan	Rachel Evans	1. Establish the vision and ambition of the organisation within the next 12 months.	On track with attendant actions in HMIP PIAP plan	Green	Jun-23	Feb-23	HL&SC
LR40	An inspection of youth offending services in Vale of Glamorgan	Rachel Evans	2. Ratify and effectively implement a resettlement policy within the next 12 months.	May need to review some timescales on attendant actions in HMIP PIAP	Amber	Jun-23	Feb-23	HL&SC
LR41	An inspection of youth offending services in Vale of Glamorgan	Rachel Evans	3. Adopt a disproportionality policy with attendant action plans within the next 12 months.	On track with attendant actions in HMIP PIAP plan	Green	Jun-23	Feb-23	HL&SC
LR42	An inspection of youth offending services in Vale of Glamorgan	Rachel Evans	4. Develop methods of incorporating the perspectives of children and their parents or carers into the board's development of the YOT's work over the next 12 months.	May need to review some timescales on attendant actions in HMIP PIAP	Amber	Jun-23	Feb-23	HL&SC
LR43	An inspection of youth offending services in Vale of Glamorgan	Rachel Evans	5. Develop methods of engaging staff members in the development of policy and services within the next 12 months.	On track with attendant actions in HMIP PIAP plan	Green	Jun-23	Feb-23	HL&SC
LR44	An inspection of youth offending services in Vale of Glamorgan	Rachel Evans	6. Improve the quality of management oversight of cases to address shortcomings in the management of the safety and wellbeing of the children and the risk of harm to others.	May need to review some timescales on attendant actions in HMIP PIAP	Amber	Jun-23	Feb-23	HL&SC

**National Regulatory Actions**

Reference	Report	Responsible Officer	Regulatory Recommendation	Update	Status	Target Date	Date of Last Update	Scrutiny Committee
NR3	Annual Improvement Report (National report recommendations for 2016/17) - Third Sector Funding	Tom Bowring	R1 - To get the best from funding decisions, local authorities and third sector bodies need to ensure they have the right arrangements and systems in place to support their work with the third sector. To assist local authorities and third sector bodies in developing their working practices, we recommend that local authority and third sector officers use it to: - self-evaluate current third sector engagement, management, performance and practice; - identify where improvements in joint working is required; and - jointly draft and implement an action plan to address the gaps and weaknesses identified through the self-evaluation.	Work to consider the checklist has been undertaken to inform the development of the next phase of the response to the Audit Wales report. However, this work has not progressed as planned due to other time sensitive pieces of work within the service, notably the Wellbeing Assessment and Plan. Work to reprioritise this will take place in Q4, however.	Red	22-Apr	Jan-23	CP&R
NR4	Annual Improvement Report (National report recommendations for 2016/17) - Third Sector Funding	Tom Bowring	R2 - Poor performance management arrangements are weakening accountability and limiting effective scrutiny of third sector activity and performance. To strengthen oversight of the third sector, we recommend that elected members scrutinise the review checklist completed by officers, and regularly challenge performance by officers and the local authority in addressing gaps and weaknesses.	Work to consider the checklist has been undertaken to inform the development of the next phase of the response to the Audit Wales report. However, this work has not progressed as planned due to other time sensitive pieces of work within the service, notably the Wellbeing Assessment and Plan. Work to reprioritise this will take place in Q4, however.	Red	22-Apr	Jan-23	CP&R
NR5	Local Government Services to Rural Communities	Tom Bowring	R2 - The role of Public Service Boards is evolving but there are opportunities to articulate a clearer and more ambitious shared vision for rural Wales. We recommend that PSB public services partners respond more effectively to the challenges faced by rural communities by: - assessing the strengths and weaknesses of their different rural communities using the Welsh Governments Rural Proofing Tool and identify and agree the local and strategic actions needed to support community sustainability; and - ensuring the Local Well-Being Plan sets out a more optimistic and ambitious vision for 'place' with joint Page 24 of 36 - Vale of Glamorgan Council Date of report Title of review Recommendation priorities co-produced by partners and with citizens to address agreed challenges.	This work is forming a part of the development of the PSB's Well-being plan alongside the evidence base from the Well-being assessment which identified issues of accessibility of services in rural services as a theme of the assessment. During the quarter, the PSB approved the draft wellbeing plan which is now being consulted on into Q4.	Green	Jun-21	Jan-23	CP&R
NR6	Local Government Services to Rural Communities	Tom Bowring	R3- To help sustain rural communities, public services need to think differently in the future. We recommend councils provide a more effective response to the challenges faced by rural communities by: - ensuring service commissioners have cost data and qualitative information on the full range of service options available; and - using citizens' views on the availability, affordability, accessibility, adequacy and acceptability of council services to shape the delivery and integration of services.	This work is forming a part of the development of the PSB's Well-being plan alongside the evidence base from the Well-being assessment which identified issues of accessibility of services in rural services as a theme of the assessment. During the quarter, the PSB approved the draft wellbeing plan which is now being consulted on into Q4.	Green	Jun-21	Jan-23	CP&R

NR7	Local Government Services to Rural Communities	Tom Bowring	<p>R4- To help sustain rural communities, public services need to act differently in the future. We recommend councils do more to develop community resilience and self-help by:</p> <ul style="list-style-type: none"> <li>- working with relevant bodies such as the Wales Cooperative Centre to support social enterprise and more collaborative business models;</li> <li>- providing tailored community outreach for those who face multiple barriers to accessing public services and work;</li> <li>- enhancing and recognising the role of town and community councils by capitalising on their local knowledge and supporting them to do more;</li> <li>-encouraging a more integrated approach to service delivery in rural areas by establishing pan-public service community hubs, networks of expertise, and clusters of advice and prevention services;</li> <li>- enabling local action by supporting community asset transfer identifying which assets are suitable to transfer, and having the right systems in place to make things happen; and</li> <li>- improving community-based leadership by developing networks of interest, training and coaching, and encouraging volunteering.</li> </ul>	<p>This work is forming a part of the development of the PSB's Well-being plan alongside the evidence base from the Well-being assessment which identified issues of accessibility of services in rural services as a theme of the assessment. During the quarter, the PSB approved the draft wellbeing plan which is now being consulted on into Q4.</p> <p>During the quarter an older people's hub launched in Llantwit Major, working in partnership with GVS and Age Connects to tackle issues of loneliness and isolation. A further example of this approach is with regards food insecurity, with a network of community groups being worked with to coordinate and empower communities to take action locally, supported by the Council.</p>	Green	Jun-21	Jan-23	CP&R
NR8	Local Government Services to Rural Communities	Tom Bowring	<p>R1 - Local authorities need to do more to make CATs (Community Asset Transfers) simpler and more appealing, help build the capacity of community and town councils, give them more guidance in raising finance, and look to support other community development models such as social enterprises the support social value and citizen involvement. In addition, we recommend that local authorities monitor and publish CAT numbers and measure the social impact of CATs.</p>	<p>The revised Corporate Asset Management Plan has been developed during the quarter and will be reported in Q4 to Cabinet. This builds on Welsh Government guidance on CATs and contributes to the assets and communities themes of the financial strategy.</p>	Red	Jun-21	Jan-23	CP&R
NR9	Local Government Services to Rural Communities	Tom Bowring	<p>R2 - Local authorities have significant scope to provide better and more visible help and support before, during, and after the community asset transfer process. We conclude that there is considerable scope to improve the business planning, preparation, and aftercare for community asset transfer. We recommend that local authorities:</p> <ul style="list-style-type: none"> <li>- identify community assets transfer's role in establishing community hubs, networks of expertise and clusters of advice and prevention services;</li> <li>- work with town and community councils to develop their ability to take on more CATs;</li> <li>- identify which assets are suitable to transfer, and clarify what the authority needs to do to enable their transfer;</li> <li>- ensure their CAT policy adequately covers aftercare, long term support, post transfer support, signposting access to finance, and sharing the learning about works well; and</li> <li>- support community-based leadership by developing networks of interest, training and coaching, and encouraging volunteering.</li> </ul>	<p>The revised Corporate Asset Management Plan has been developed during the quarter and will be reported in Q4 to Cabinet. This builds on Welsh Government guidance on CATs and contributes to the assets and communities themes of the financial strategy.</p>	Red	Jun-21	Jan-23	CP&R
NR28	Equality Impact Assessments: more than a tick box exercise?	Tom Bowring	<p>Reviewing public bodies' current approach for conducting EIAs - R4 While there are examples of good practice related to distinct stages of the EIA process, all public bodies have lessons to learn about their overall approach. Public bodies should review their overall approach to EIAs considering the findings of this report and the detailed guidance available from the EHRC and the Practice Hub. We recognise that developments in response to our other recommendations and the Welsh Government's review of the PSED Wales specific regulations may have implications for current guidance in due course.</p>	<p>Consideration has started to be given to the EIA process (as part of an integrated assessment also covering the socio-economic duty and Welsh Language requirements). A discussion with the Strategic Insight Board is planned for Q4 to progress this work, with the Equalities Team providing input into EIAs to support the budget proposals.</p>	Green	Dec-24	Jan-23	L&C



NR29	'Time for Change' – Poverty in Wales	Tom Bowring	R2 Local strategies, targets and performance reporting for tackling and alleviating poverty <ul style="list-style-type: none"> <li>We recommend that the councils use their Wellbeing Plans to provide a comprehensive focus on tackling poverty to co-ordinate their efforts, meet local needs and support the revised national plan targets and actions. This should: include SMART local actions with a greater emphasis on prevention; include a detailed resourcing plan for the length of the strategy; be developed with involvement from other public sector partners, the third sector, and those with experience of poverty; include a robust set of consistent outcome indicators and measures to increase understanding of poverty locally; and be subject to annual public reporting to enable a whole system view of poverty locally to help improve delivery and support.</li> </ul>	No commentary provided.	Green	Mar-23	Jan-23	CP&R
NR30	'Time for Change' – Poverty in Wales	Tom Bowring	R3 Leadership on the poverty agenda <ul style="list-style-type: none"> <li>We recommend that each council designate a cabinet member as the council's poverty champion and designate a senior officer to lead and be accountable for the anti-poverty agenda.</li> </ul>	Clr Julie Lynch-Wilson has recently been appointed as the Vale of Glamorgan Council's Anti-Poverty Champion. Governance & Audit Committee, Homes & Safe Scrutiny Committee and Corporate Performance & Resources Committee are to consider the Audit Wales report and draft action plan in Q4, with this work to be progressed via the Cost of Living Huddle.	Green	Dec-23	Jan-23	CPR/ L&C/ H&SC
NR31	'Time for Change' – Poverty in Wales	Tom Bowring	R5 Experience mapping to create inclusive services for people in poverty <ul style="list-style-type: none"> <li>We recommend that councils improve their understanding of their residents' 'lived experience' through meaningful involvement in decision-making using 'experience mapping' and/or 'Poverty Truth Commissions' to review and improve accessibility to and use of council services.</li> </ul>	Governance & Audit Committee, Homes & Safe Scrutiny Committee and Corporate Performance & Resources Committee are to consider the Audit Wales report and draft action plan in Q4, with this work to be progressed via the Cost of Living Huddle.	Green	Mar-24	Jan-23	CPR/ L&C/ H&SC
NR32	'Time for Change' – Poverty in Wales	Tom Bowring	R6 Single web landing page for people seeking help <ul style="list-style-type: none"> <li>We recommend that councils optimise their digital services by creating a single landing page on their website that: is directly accessible on the home page; provides links to all services provided by the council that relate to poverty; and provides information on the work of partners that can assist people in poverty.</li> </ul>	A cost of living support webpage is promoted via a banner at the top of the Council's website which provides linked to support available to residents linked to the cost of living crisis provide by Council departments and wider partners. Governance & Audit Committee, Homes & Safe Scrutiny Committee and Corporate Performance & Resources Committee are to consider the Audit Wales report and draft action plan in Q4, with this work to be progressed via the Cost of Living Huddle.	Green	Jan-23	Jan-23	CPR/ L&C/ H&SC
NR33	'Time for Change' – Poverty in Wales	Tom Bowring	R7 Streamlining and improving application and information services for people in poverty <ul style="list-style-type: none"> <li>We recommend that councils: establish corporate data standards and coding that all services use for their core data; undertake an audit to determine what data is held by services and identify any duplicated records and information requests; create a central integrated customer account as a gateway to services; undertake a data audit to provide refresher training to service managers to ensure they know when and what data they can and cannot share; and review and update data sharing protocols to ensure they support services to deliver their data sharing responsibilities.</li> </ul>	Governance & Audit Committee, Homes & Safe Scrutiny Committee and Corporate Performance & Resources Committee are to consider the Audit Wales report and draft action plan in Q4, with this work to be progressed via the Cost of Living Huddle.	Green	Mar-23	Jan-23	CPR/ L&C/ H&SC
NR34	'Time for Change' – Poverty in Wales	Tom Bowring	R8 Complying with the socio-economic duty <ul style="list-style-type: none"> <li>We recommend that councils review their integrated impact assessments or equivalent to: ensure that they draw on relevant, comprehensive and current data (nothing over 12 months old) to support analysis; ensure integrated impact assessments capture information on: involvement activity setting out those the service has engaged with in determining its strategic policy such as partners, service users and those it is coproducing with; the cumulative impact/mitigation to ensure the assessment considers issues in the round and how it links across services provided across the council; how the council will monitor and evaluate impact and will take corrective action; and an action plan setting out the activities the Council will take as a result of the Integrated Impact Assessment.</li> </ul>	Governance & Audit Committee, Homes & Safe Scrutiny Committee and Corporate Performance & Resources Committee are to consider the Audit Wales report and draft action plan in Q4, with this work to be progressed via the Cost of Living Huddle.	Green	May-23	Jan-23	CPR/ L&C/ H&SC



Complete Local Regulatory Actions									
Reference	Report	Responsible Officer	Regulatory Recommendation	Update	Status	Target Date	Date of Last Update	Scrutiny Committee	
LR1	Delivering with Less - Leisure Services	Emma Reed	Improve strategic planning in leisure services by: - Setting an agreed Council vision for leisure services;	Complete - Action superseded by new Audit Wales Report and recommendations following the recent follow up review.	Complete	Apr-18	Mar-21	HL&SC	
LR11	Wales Audit Office - Overview and Scrutiny Fit for Future	Jeff Rees	P1 – Councillors should further consider the skills training that Scrutiny Members may need to better prepare them for current and future challenges and develop an appropriate training programme.	Scrutiny questionnaire 2020 analysed by DSO's, reported to Scrutiny Chairs and Vice Chairs group and the actions approved were incorporated into the WA action plan. The action was reported and approved by Scrutiny CPR and Cabinet in April and May 21. The 2021 edition of the survey was published in April and is pending analysis by the Scrutiny Chairs and Vice Chairs group.	Complete	Jan-21	Dec-21	CP&R	
LR12	Wales Audit Office - Overview and Scrutiny Fit for Future	Jeff Rees	P2 – The Council's Scrutiny Committees should ensure that where appropriate Cabinet Members rather than Council officers are held to account for the efficient exercise and effective functions in accordance with statutory guidance.	Agreement has been reached with the Leader and Deputy Leader to initiate biannual meetings between Cabinet Members and Scrutiny Chairs to consider forward work programmes. Cabinet Members are being encouraged to attend to present on Cabinet decisions at scrutiny committees. Cabinet Members continue to be held to account at Scrutiny meetings with regard to the decisions they make and attend meetings. Progress Report on Wales Audit action plant reported to CPR Scrutiny and Cabinet April/ May 21. <b>Action completed business as usual now going forward.</b>	Complete	Apr-20	Dec-21	CP&R	
LR13	Wales Audit Office - Overview and Scrutiny Fit for Future	Jeff Rees	P3 – The Council review the type of scrutiny support required to enable the scrutiny function to respond to current and future challenges.	All Scrutiny Committees met in September 2020 ( virtually ) and agreed their work programmes. Progress on the WA action plan was reported to Scrutiny CPR in April and Cabinet in May 21. Following approval of the initiatives outlined, it is now considered to be <b>business as usual</b> and discussions on future progress / initiatives will be held with the Scrutiny Chairs and Vice Chairs group and Scrutiny Committees.	Complete	Apr-20	Dec-21	CP&R	
LR16	Wales Audit Office - Overview and Scrutiny Fit for Future	Jeff Rees	P6 – The Council should be more innovative in how it engages the public in scrutiny activities.	A progress update report in respect of the WA action plan recommendations was presented to Scrutiny CPR and Cabinet in April and May 21 which was approved and is therefore deemed as <b>completed with initiatives and actions embedded in the work of Scrutiny Committees defined as business as usual</b> . Future discussions / initiatives will continue to be held with the Scrutiny Chairs and Vice Chairs Group and Scrutiny Committees.	Complete	Apr-20	Dec-21	CP&R	
LR14	Wales Audit Office - Overview and Scrutiny Fit for Future	Jeff Rees	P4 – The Council should explore different and more innovative methods for undertaking scrutiny activities.	See LR13 <b>Completed</b>	Complete	Apr-20	Dec-21	CP&R	

LR15	Wales Audit Office - Overview and Scrutiny Fit for Future	Jeff Rees	P5 – The Council should consider how its scrutiny activity can focus on those areas where it would have most value.	WA action plan update report presented to and approved by Scrutiny CPR and Cabinet April and May 2021 and is now embedded as business as usual. <b>Completed</b>	Complete	Apr-20	Dec-21	CP&R
LR10	Wales Audit Office - Overview and Scrutiny Fit for Future	Jeff Rees	P7 – The Council should strengthen its evaluation of the impact and outcomes of its scrutiny activity to learn from this in order to shape the future work of the scrutiny function.	Agreed PI's have been developed to assist in Scrutiny evaluation, forward work programmes have also been revised , a 6 monthly newsletter developed which will all also be reflected in the Scrutiny Annual report. An update report has also been reported to Scrutiny CPR and Cabinet in April/ May 21. Therefore <b>the action can be determined as completed as its now deemed business as usual.</b>	Complete	Apr-20	Dec-21	CP&R
LR3	Delivering with Less - Environmental Health Services	Helen Picton	P3 - When considering how environmental health services may need to change in the future, the Council should ensure that the distinction between statutory and non-statutory services is clearly documented and understood by decision makers. This will help to ensure that statutory responsibilities and powers are weighed and prioritised appropriately alongside discretionary services.	These <b>recommendations have now been mainstreamed into the core business</b> of the SRS Management Board.	Complete	Apr-21	Jul-22	H&SC
LR5	Delivering with Less - Environmental Health Services	Helen Picton	P8 - The Council should more clearly link any future decisions on changes to service levels to an assessment of impact on relevant stakeholders, including service users and residents. Whether consultation is necessary, and the most appropriate means of consulting should be decided on a case-by-case basis. However, where changes are likely to impact service users, businesses and local residents, they should be aware of and consulted on these decisions.	These <b>recommendations have now been mainstreamed into the core business</b> of the SRS Management Board.	Complete	May-21	Jul-22	H&SC
LR2	Delivering with Less - Environmental Health Services	Helen Picton	P2 - The Council should investigate further possibilities for commercialisation and income generation for environmental health services in order to provide additional financial capacity if funding reduces in the future.	These <b>recommendations have now been mainstreamed into the core business</b> of the SRS Management Board.	Complete	Apr-21	Jul-22	H&SC
LR4	Delivering with Less - Environmental Health Services	Helen Picton	P5 - The Council should work with SRS to undertake a review of business continuity and succession planning arrangements in relation to the SRS to mitigate the risk of overreliance on key individuals, such as the Head of SRS and operational managers.	These <b>recommendations have now been mainstreamed into the core business</b> of the SRS Management Board.	Complete	Apr-21	Jul-22	H&SC
LR6	Delivering with Less - Environmental Health Services	Helen Picton	P9 - The Council needs to build on initiatives such as the Noise app, to ensure that future funding reductions can be mitigated by innovation and transformation in service delivery and that environmental health services are able to benefit from new technologies.	These <b>recommendations have now been mainstreamed into the core business</b> of the SRS Management Board.	Complete	Apr-21	Jul-22	H&SC

LR7	Delivering with Less - Environmental Health Services	Helen Picton(Lead Officer) Jeff Rees (Scrutiny function elements)	P4 - The Council should introduce greater challenge of the level and quality of environmental health services provided by third parties, including the SRS under the Joint Working Agreement.	These <b>recommendations have now been mainstreamed into the core business</b> of the SRS Management Board.	Complete	Apr-21	Jul-22	H&SC /CP&R
LR8	Delivering with Less - Environmental Health Services	Helen Picton(Lead Officer) Jeff Rees (Scrutiny function elements)	P6 - The Council should strengthen accountability and elected member oversight of its environmental health services, for example through more regular scrutiny of services provided by third parties, including SRS.	These <b>recommendations have now been mainstreamed into the core business</b> of the SRS Management Board.	Complete	Apr-21	Jul-22	H&SC/CP&R
LR9	Delivering with Less - Environmental Health Services	Helen Picton (Lead Officer) Jeff Rees (Scrutiny function elements)	P7 - The Council should consider introducing more structured and targeted development and training opportunities for relevant members, which may be beneficial in the event of changes in personnel and in areas experiencing changes in legislation, e.g. air pollution/ food safety/infectious diseases.	These <b>recommendations have now been mainstreamed into the core business</b> of the SRS Management Board.	Complete	Apr-21	Jul-22	H&SC/CP&R
LR1	Delivering with Less - Environmental Health Services	Helen Picton	P1 - The Council should subject any future changes to environmental health services to a more rigorous analysis of costs, benefits and impacts. We found some evidence of cost/benefit/impact analysis being performed to enable decision-making around savings and changes to services. Whilst some consideration was given to the impact of staffing restructuring over the period between 2018-2021, members and officers acknowledged that the real impact of this will be largely unknown until £498k of savings begin to take effect.	These <b>recommendations have now been mainstreamed into the core business</b> of the SRS Management Board.	Complete	Apr-21	Jul-22	H&SC

Complete National Regulatory Actions								
Reference	Report	Responsible Officer	Regulatory Recommendation	Update	Status	Target Date	Date of Last Update	Scrutiny Committee
NR16	The effectiveness of local planning authorities in Wales	Victoria Robinson/ Marcus Goldsworthy	R4 - that local planning authorities improve the effectiveness of planning committees by: - reviewing their scheme of delegation to ensure planning committees are focused on the most important strategic issues relevant to their authority. - revising reporting templates to ensure they are clear and unambiguous to help guide decision making and reduce the level of officer recommendations overturned. - enforcing the local planning authorities' standards of conduct for meetings.	The Councils scheme of delegation already means over 90 % of applications are determined under delegated powers and Committee agendas are focused on key major applications or locally contentious schemes called in by Members. The Council has a generally low rate of overturns of officer recommendations to planning committee (0-5%) and reports are structure clearly and presented clearly at Committee. The Chair of Planning Committee ensures the code of conduct is followed and is supported by Legal Services, Democratic Services and Chief Planning Officers.	Complete	2020-21	Sep-20	E&R
NR1	How Local Government Manages Demand – Homelessness	Mike Ingram	R5 - That local authorities make better use of their website to help manage demand by: 1. Testing the usability and effectiveness of current website information using our lines of enquiry set out in Appendix 5; 2. Increasing and improving the range, quality and coverage of web based information; making better use of online applications; and Linking more effectively to information from specialist providers' and advice specialists, such as Citizens Advice.	1. A new bespoke bilingual homelessness advice module has been created through the Northgate IT system used in the Housing Service. The information is also available in Welsh and went 'live' in July 20. Completed  2. Website updated – Completed  3. Homes4U applications now available on line (in additional to paper applications for those that require them). <b>Completed</b>	Complete	Jul-20	Sep-20	H&SC
NR17	Homelessness Reviewed: An Open Door to Positive Change October 2021 Public Services Ombudsman for Wales (PSOW)	Nick Jones	a) Create Easy Read versions of homelessness factsheets and standard homelessness correspondence.	This is in place (and due to be reviewed) through discussions held with Vale Housing Solutions Team's Shelter Cymru 'In House' advisor, and Shelter Cymru's 'Take Notice' project.	Complete	2019	Sep-22	H&SC
NR18	Homelessness Reviewed: An Open Door to Positive Change October 2021 Public Services Ombudsman for Wales (PSOW)	Nick Jones	b) Create Easy Read PHPs for clients with learning difficulties or whose first language is not Welsh or English.	In place (and due to be reviewed) through discussions held with Vale Housing Solutions Team's Shelter Cymru 'In House' advisor, and Shelter Cymru's 'Take Notice' project.	Complete	2019	Sep-22	H&SC
NR19	Homelessness Reviewed: An Open Door to Positive Change October 2021 Public Services Ombudsman for Wales (PSOW)	Nick Jones	c) Review the use of alternative communication methods, such as 'WhatsApp' and text, to convey decisions which could be then followed up with a letter.	A variety of communication methods are used to communicate with clients. These are followed up with letters. New ICT system may be able to assist further expansion in the use of different communication methods.	Complete	N/A	Sep-22	H&SC

NR20	Homelessness Reviewed: An Open Door to Positive Change October 2021 Public Services Ombudsman for Wales (PSOW)	Nick Jones	d) Implement a Psychologically Informed Environment (PIE) approach to correspondence.	All staff have received PIE and ACE Training. Training is arranged for all new starters and as a refresher for existing team members. As new staff will soon be joining the team this training will be arranged again for both new and existing staff members.	Complete	2020	Sep-22	H&SC
NR21	Homelessness Reviewed: An Open Door to Positive Change October 2021 Public Services Ombudsman for Wales (PSOW)	Nick Jones	e) Remind officers of their duty to properly investigate and verify information received by seeking information from third parties and taking account of all relevant information.	Officers have regular case review meetings where the importance of accurate and robust records are discussed. Shelter Cymru have also developed and introduced a training package for both new starters and as a refresher for existing staff.	Complete	2020	Sep-22	H&SC
NR23	Homelessness Reviewed: An Open Door to Positive Change October 2021 Public Services Ombudsman for Wales (PSOW)	Nick Jones	g) Create a factsheet outlining what a client may expect from the service, ensuring an Easy Read format is available.	Through discussions with Shelter Cymru's 'Take Notice' project we have created a 'Customer Promise', that outlines what we will do for the customer and also what we expect from our customers.	Complete	2019	Sep-22	H&SC
NR24	Homelessness Reviewed: An Open Door to Positive Change October 2021 Public Services Ombudsman for Wales (PSOW)	Nick Jones	h) Create an interactive social housing map for clients to access.	We have created a self-help on-line housing/homelessness tool for households threatened with homelessness. The tool was designed to help alleviate anxieties of these households at a time when the office may be closed.	Complete	2019	Sep-22	H&SC
NR25	Homelessness Reviewed: An Open Door to Positive Change October 2021 Public Services Ombudsman for Wales (PSOW)	Nick Jones	i) Ensure there is a plan to provide regular training on equality and human rights to all decision makers and to reviewing officers.	Housing (Wales) Act 2014 training package is in place, developed with Shelter Cymru.	Complete	2019	Sep-22	H&SC
NR26	Homelessness Reviewed: An Open Door to Positive Change October 2021 Public Services Ombudsman for Wales (PSOW)	Nick Jones	j) Include the reviewing officers in the development of future homelessness training.	As above all staff are included and discussions take place with Shelter Cymru regarding any reviews received.	Complete	2019	Sep-22	H&SC

NR27	Homelessness Reviewed: An Open Door to Positive Change October 2021 Public Services Ombudsman for Wales (PSOW)	Nick Jones	k) Amend review decision letter templates to ensure the details of any ongoing duty are included.	All letters include notification of any duties being awarded or discharged – details of the appeal process is also embedded in all award and discharge letters.	Complete	2019	Sep-22	H&SC
NR10	The effectiveness of local planning authorities in Wales	Ian Robinson/ Marcus Goldsworthy	R1 - To improve involvement with stakeholders and ownership of decisions we recommend local planning authorities: - test current engagement and involvement practices and consider the full range of other options available to ensure involvement activities are fit for purpose. - Use 'Place Plans' as a vehicle to engage and involve communities and citizens in planning choices and decision making. - improve transparency and accountability by holding planning meetings at appropriate times, rotating meetings to take place in areas which are subject to proposed development, webcasting meetings and providing opportunities for stakeholders to address committee meetings.	Continued digital engagement with Community Councils and other consultees / stakeholders. Increased use of online meetings to engage with and accommodate stakeholders, including RLDP workshop programmed with Town and Community Councils. Planning committee meetings held at accessible times online, webcasting meetings and providing comprehensive opportunities for all stakeholders to personally engage at meetings. Councillor engagement sessions being programmed and held to support the review of the RLDP. <b>Complete but will be ongoing as part of business practice - New work to commence 22/23 and will be included in the review of the LDP going forward.</b>	Complete	2020-21	Jan-23	E&R
NR11	The effectiveness of local planning authorities in Wales	Ian Robinson/ Marcus Goldsworthy	R2 - Local planning authorities have been subject to significant reductions in funding and struggle to deliver their statutory responsibilities. To improve resilience, we recommend that local planning authorities: - Review their building control fee regimes to ensure levels set, better reflect the actual cost of providing these services and make the service self-funding - improve capacity by working regionally to integrate services to address specialism gaps, develop joint supplementary planning guidance and develop future local development plans regionally and in partnership with other local planning authorities.	Continuing to review Building Control fees with BC Manager. Continue to develop partnership arrangements with other Councils nationally. Continued work with SEWSPG on regional evidence base and planning guidance including flood work, green belt work and population migration statistics. Continued work on SDP with Regional partners, and engaging with WG regarding funding and governance arrangements for SDP. Support Building Control officers to meet the provisions of the Building Safety Act, Fire Safety Act and WG Building Regulations Operational Standards including training staff accordingly.	Complete	2020-21	Jan-23	E&R
NR12	The effectiveness of local planning authorities in Wales	Ian Robinson/ Marcus Goldsworthy	R4 - that local planning authorities improve the effectiveness of planning committees by: - reviewing their scheme of delegation to ensure planning committees are focused on the most important strategic issues relevant to their authority. - revising reporting templates to ensure they are clear and unambiguous to help guide decision making and reduce the level of officer recommendations overturned. - enforcing the local planning authorities' standards of conduct for meetings.	Planning committee scheme of delegation reviewed to allow officer delegated decisions on prior notification applications, and delegated sign off of Developments of National Significance Local Impact Reports. Planning committee members reminded of committee conduct. <b>Complete but will be ongoing as part of business practice</b>	Complete	2020-21	Jan-23	E&R

NR22	Homelessness Reviewed: An Open Door to Positive Change October 2021 Public Services Ombudsman for Wales (PSOW)	Nick Jones	f) Create a Review Process factsheet, ensuring an Easy Read format is available.	Action complete, information reviewed and continues to be accurate and appropriate.	Complete	N/A	Jan-23	H&SC
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