

THE VALE OF GLAMORGAN COUNCIL

CABINET: 30TH NOVEMBER, 2023

REFERENCE FROM GOVERNANCE AND AUDIT COMMITTEE: 23RD OCTOBER, 2023

“476 PROGRESS AGAINST EXTERNAL REGULATORY RECOMMENDATIONS AND PROPOSALS FOR IMPROVEMENT (SEPTEMBER 2023) (DCR) –

The Director of Corporate Resources, presented the report, the purpose of which was to present progress to date in addressing existing recommendations and improvement proposals from the Council's external regulators.

The report outlined progress to date (September 2023) against all 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 the Strategic Leadership Team, 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.

Positive progress had been made in responding to regulatory improvement areas. There were currently 53 actions on-going in the Insight Tracker with 87% of actions (46) attributed a Green performance (RAG) status, 6 an Amber status and 1 a Red status.

Of the 26 actions relating to local regulatory recommendations, 20 had been attributed a Green RAG status, 5 an Amber status and the remaining 1 action attributed a Red status. The action attributed a Red status related to the Welsh Housing Quality Standard review.

There were currently 27 on-going actions in the Insight Tracker relating to national regulatory recommendations of which 26 had been attributed a Green RAG status and the remaining 1 action, an Amber status. The action attributed an Amber performance status related to the review of Third Sector Funding.

Of the 26 actions relating to local regulatory work, 7 actions were now considered complete. These related to the review of Outsourced Leisure Services, the Inspection of Youth Services in the Vale and the review of Waste Management. Relevant Scrutiny Committees had considered the SIB Insight Tracker as part of the Annual Delivery Plan quarterly performance reporting at Q1 with Governance and Audit Committee now having oversight in line with the Committee's remit.

Governance and Audit Committee was being asked to review the progress made to date in addressing the recommendations and improvement proposals made by the external regulators as outlined in the SIB Insight Tracker (appended to the report) with any comments and views referred via recommendation to Cabinet.

A reply regarding an update position relating to the action attributed a Red status around the Welsh Housing Quality Standard review, would be sought from the relevant Officer and provided via email.

M. Evans (Lay Member) commented that it would be useful for a priority status to be included to highlight those actions with the highest priorities. The Committee agreed for that to be suggested to Cabinet.

Subsequently, it was

RESOLVED –

- (1) T H A T the progress to date in addressing existing recommendations and improvement proposals made by the Council's external regulators be noted.
- (2) T H A T Cabinet be asked to consider the recommendation of the Governance and Audit Committee for the inclusion of a Priority Status Tracker.

Reasons for decisions

- (1) Having regard to the contents of the report and discussions at the meeting.
- (2) In order to allow Cabinet to consider a recommendation from the Governance and Audit Committee for the inclusion of a Priority Status Tracker.”

Attached as Appendix – Report to Governance and Audit Committee: 23rd October, 2023

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| Meeting of: | Governance and Audit Committee |
| Date of Meeting: | Monday, 23 October 2023 |
| Relevant Scrutiny Committee: | All Scrutiny Committees |
| Report Title: | Progress Against External Regulatory Recommendations and Proposals for Improvement (September 2023). |
| 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"> • The report outlines progress to date (September 2023) against all our existing external regulatory recommendations and proposals for improvement. • 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 the Strategic Leadership Team, Scrutiny Committees, Cabinet and the Governance & 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. • Positive progress has been made in responding to our regulatory improvement areas. There are currently 53 actions on-going in the Insight Tracker with 87% of actions (46) attributed a Green performance (RAG) status, 6 an Amber status and 1 a Red status. | |

- Of the 26 actions relating to local regulatory recommendations, 20 have been attributed a Green RAG status, 5 an Amber status and the remaining 1 action attributed a Red status. The action attributed a Red status relates to the Welsh Housing Quality Standard review.
- There are currently 27 on-going actions in the Insight Tracker relating to national regulatory recommendations of which 26 have been attributed a Green RAG status and the remaining 1 action, an Amber status. The action attributed an Amber performance status relates to the review of Third Sector Funding.
- Of the 26 actions relating to local regulatory work, 7 actions are now considered complete. These relate to the review of Outsourced Leisure Services, the Inspection of Youth Services in the Vale and the review of Waste Management. Relevant Scrutiny Committees have considered the SIB Insight Tracker as part of the Annual Delivery Plan quarterly performance reporting at Q1 with Governance & Audit Committee now having oversight in line with the Committee's remit.
- Governance & 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 with any comments and views referred via recommendation to Cabinet.

Recommendations

1. That Governance & Audit Committee review the Council's progress to date in addressing existing recommendations and improvement proposals made by our external regulators.
2. That Governance & Audit Committee refer via recommendation to Cabinet any comments and views 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's 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 on-going 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 in the background papers of 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, 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 & 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: September 2023 (**appended in the background papers of 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 Positive progress has been made in responding to our regulatory improvement areas. There are currently 53 actions on-going in the Insight Tracker with 87% of actions (46) attributed a Green performance (RAG) status, 6 an Amber status and 1 a Red status.
- 2.3 Of the 26 actions relating to local regulatory recommendations, 20 have been attributed a Green RAG status, 5 an Amber status and the remaining 1 action attributed a Red status. The action attributed a Red status relates to the Welsh Housing Quality Standard review. Delays in progressing the actions arising from this review are largely due to challenges arising from the implementation of the new Housing ICT software which has caused difficulties ensuring all parts of the system talk to each other. This has delayed the introduction of the tenants portal which isn't scheduled until the latter part of the financial year.
- 2.4 There are currently 27 on-going actions in the Insight Tracker relating to national regulatory recommendations of which 26 have been attributed a Green RAG status and the remaining 1 action, an Amber status. The action attributed an Amber performance status relates to the review of Third Sector Funding. Work on a new approach to engaging with the third sector has commenced with a focus on Strengthening Communities as part of the Council's revised transformation strategy. This work is also being informed by further Audit Wales reports on Social Enterprise and Community Resilience.
- 2.5 Of the 26 actions relating to local regulatory work, 7 actions are now considered complete. These relate to the review of Outsourced Leisure Services, the Inspection of Youth Services in the Vale and the review of Waste Management. Relevant Scrutiny Committees have considered the SIB Insight Tracker as part of quarterly performance reporting at Q1 with Governance & Audit Committee having oversight in line with the Committee's remit.
- 2.6 In line with the Council's performance monitoring arrangements, regular consideration of the Insight Tracker as part of the Annual Delivery Plan quarterly performance monitoring reporting process will ensure that actions are completed, reported and closed down in a timely manner.
- 2.7 Governance & 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 with any comments and views referred via recommendation to Cabinet.

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




([Appendix A](#))

Quarter 1 Insight Tracker Progress Snapshot

Outlined below is a snapshot of progress as at Q1 against our ongoing regulatory improvement areas.

| National Recs/PFIs | RAG status |
|-----------------------|---|
| 26 |  |
| 1 |  |
| 0 |  |
| 27 | |

| Local Recs/PFIs | RAG status |
|--------------------|---|
| 20 |  |
| 5 |  |
| 1 |  |
| 26 | |

| All Regulatory Recs/ PFIs | RAG status |
|---------------------------------|---|
| 46 |  |
| 6 |  |
| 1 |  |
| 53 | |

| Local Regulatory Actions | | | | | | | | | | |
|---------------------------|---|---------------------|--|--|------------------|-------------|---------------------|--------------------|---|--|
| Reference | Report | Responsible Officer | Regulatory Recommendation | Update | Status | Target Date | Date of Last Update | Scrutiny Committee | Rationale for Revised Target Date | |
| 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. | This recommendation was discussed as part of the Contract extension that contains new PIs that will make this a regular item for discussion with Legacy Leisure. New resource in the Community Support Officer is ensuring engagement with communities, service users and citizens across the Vale to ensure their needs are represented in provision in line with the sustainable development principle. | Green - Complete | Mar-22 | Jul-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. | During the quarter, work has commenced on the Financial Strategy for 2024/5. This will be reported to Cabinet in July 2023 and developed during Q2 by SLT. The Financial Strategy sets out a framework for future transformation, including five themes. One of these themes is Strengthening Communities and will focus on working with the third and community sectors. The work also recognises the value of working more generally in partnership. | Green | Apr-24 | Aug-23 | CP&R | This forms part of our work with the Third and Community Sector focusing on strengthening communities as part of the Council's Financial Strategy 2024/25. Work will continue throughout 2024 on shaping the strategy as well as our relationship with those sectors. | |
| 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. | Financial pressures will once again be a driver for projects which make up the portfolio of transformational activity. However, the transformation programme will also concentrate on other drivers, such as the factors that will influence what the council needs to be by the end of the decade. Consideration as to the criteria to apply is being given in the development of the new themes for transformation. | Green | Apr-24 | Aug-23 | CP&R | Work has commenced on the Financial Strategy for 2024/5 and will continue throughout 2024. | |
| 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. | The importance of colleagues having the correct skills to support transformation is being considered as part of the development of the new transformation programme. The recently approved People Strategy contains the Learning & Development framework and this will guide the transformation programme's training requirements. | Green | Apr-24 | Aug-23 | CP&R | Development of the new transformation programme and associated training requirements is being informed by the new People Strategy and the Learning and Development Framework. | |
| 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 | The People Strategy (including workforce plan) is now approved and will support the transformation programme. Attention will turn in Q2/3 to the documentation to support the development and delivery of the programme's projects, including indication of the workforce needs as recommended. | Green | Apr-24 | Aug-23 | CP&R | Development of the new transformation programme and associated training requirements is being informed by the new People Strategy and the Learning and Development Framework. | |
| 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. | In developing the new themes for the transformation programme, the Council has reflected on the previous projects that have been delivered and also on the tactical nature of savings in the current year's budget. A workshop is planned with SLT in August to review and develop the themes further, identifying and learning from previous projects. | Green | Apr-24 | Aug-23 | CP&R | Work is currently ongoing to develop the new transformation programme informed by the learning from previous projects. | |
| 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. | New damp and mould policy adopted by the service to address the response to damp and mould. Further work progressing on user information. | Green | Apr-24 | Jul-23 | H&SC | Work is ongoing in relation to user information. | |
| LR24/LR25 | Review of Outsourced Leisure Services | David Kneve | 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. | A further study has been undertaken, using Freedom of Information, to ascertain that the Vale contract still represents the best value for money in Wales. The information received back confirmed this with no other contract in Wales returning a positive revenue return. | Green - Complete | Apr-24 | Jul-23 | HL&SC | | |
| 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 new Housing ICT software is being implemented to enable changeover from the old system to the new one. Some difficulties have been experienced in ensuring all parts of the system talk to each other and this has delayed the introduction of the tenants portal which isn't scheduled until the latter part of the financial year. | Red | Apr-24 | Jul-23 | H&SC | | |
| 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 and some transfers to and from reserves as required. This is subject to the closure of account process. Work has commenced on the Financial Strategy for 2024/5. | Green | Apr-24 | Aug-23 | 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: • Vision • Corporate strategy • Compact • Understanding engagement with the third sector • Designing services | Work on a new approach to engaging with the third sector has begun during the quarter, including consideration of the previous Audit Wales reports and feedback from the Voluntary Sector Joint Liaison Committee. That Committee will discuss these proposals at a meeting in July, with further work to then be undertaken. This will include the checklist referred to by Audit Wales. | Amber | Mar-23 | Aug-23 | CP&R | Work on a new approach to engaging with the third sector has begun during the quarter, including consideration of the previous Audit Wales reports and feedback from the Voluntary Sector Joint Liaison Committee. That Committee will discuss these proposals at a meeting in July, with further work to then be undertaken. This will include the checklist referred to by Audit Wales. | |

| Reference | Report | Responsible Officer | Regulatory Recommendation | Update | Status | Target Date | Date of Last Update | Scrutiny Committee | Rationale for Revised Target Date |
|-----------|---|---------------------|---|--|-----------------|-------------|---------------------|--------------------|--|
| | | | <ul style="list-style-type: none"> • Training • 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. | A monthly meeting is now being undertaken with the Chief Executive from GVS and the Director of Corporate Resources. A review of the Compact between GVS and the Council will commence later in the year in parallel with the development of the new approach to engaging with the third sector. | Amber | Mar-23 | Aug-23 | CP&R | Work has commenced in parallel with the development of the new approach to engaging with the third sector. |
| 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. | Work has commenced on the medium-term financial plan, with the Financial Strategy to be considered by Cabinet in July. The new themes of the transformation programme, and in particular Strengthening Communities sets out the importance of working with the third sector and this work alongside the review of the Compact will consider the appropriate approach and levels of resources within the Council's control. | Green | Mar-23 | Aug-23 | CP&R | This forms part of our work with the Third and Community Sector focusing on strengthening communities as part of the Council's Financial Strategy 2024/25. Work will continue throughout 2024 on shaping the strategy as well as our relationship with those sectors. |
| 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 action is part of the monthly discussions with GVS and the Strategy & Partnerships team regularly offer support and guidance to a range of groups and organisations, for example in signposting to sources of funding and advice. | Green | Apr-24 | Aug-23 | CP&R | Work has commenced in parallel with the development of the new approach to engaging with the third sector. |
| 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. | This has been completed and shared with the YJESS management board. | Green-Complete | Jun-23 | Aug-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. | Information and best practice has been collated with other agencies. Draft policy in place with the final policy being ratified by the YJESS Board in October 2023. | Amber | Oct-23 | Aug-23 | HL&SC | Work is on-going in relation to the policy. This is in draft format. The policy will be considered at the next YJESS management board in October. There has been some delay due to staff sickness / cover. Housing need to also consider the policy. |
| 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. | The Policy is due to be ratified by the YJESS Board in October 2023. | Amber | Sep-23 | Aug-23 | HL&SC | The policy is being finalised and will be available for the next YJESS management board. |
| 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. | The methods of involving young people, feedback and incorporating this into the YOS work will require further discussion and agreement - to be discussed at Action Group meeting. New target date for completion is September 2023. | Amber | Oct-23 | Aug-23 | HL&SC | This was initially outsourced to Media Academy Cymru however this work was not completed and will be undertaken by the YJESS which has resulted in need for additional time. The participation policy is in draft format, and will be presented to the board in October. |
| 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. | Staff engagement events have taken place. | Green | Apr-24 | Aug-23 | HL&SC | Staff engagement continuing throughout the year to inform development of policy and services. |
| 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. | A case supervision template to help focus discussions and prepare for supervision has been created and should be used by the supervisor of all case managers. | Green | Sep-23 | Aug-23 | HL&SC | |
| LR29 | Waste management Review | Colin Smith | PFI 4 - The Council should fully complete Equality Impact Assessments in relation to significant service changes | An Equalities Impact Assessment (EIA) is complete and the Recycling and Waste Management Strategy (2022-2032) has been approved. Additionally the EIA in respect of the final service change to Penarth has also been completed. | Green Completed | Jul-22 | Aug-23 | E&R | |
| 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 new Recycling and Waste Strategy is complete and it was approved by Cabinet in quarter 4. | Green Completed | Feb-22 | Aug-23 | 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 new staff for the Resource Recovery Facility and continues to recruit inline with the agreed service business plan to ensure it has the resources capable to ensure the Strategy is delivered. | Green Completed | Feb-22 | Aug-23 | 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 (now agreed by Cabinet) considers the requirements of the wider population. Also the new Equalities Impact Assessment (for the Penarth roll out) considers the needs of all residents affected by phase 3 of service changes. | Green Completed | Feb-22 | Aug-23 | E&R | |
| LR45 | Application of the sustainable development principle in service areas – Vale of Glamorgan Council | Tom Bowring | The Council should develop its project management toolkit to ensure that those documents help officers to apply the sustainable development principle from the outset. | We are reviewing our project management toolkit with the development of revised tools and guidance to support officers in application of the SD principle. | Green | Mar-24 | Aug-23 | CPR | |
| LR46 | Application of the sustainable development principle in service areas – Vale of Glamorgan Council | Tom Bowring | The Council should develop its learning and development offer to help to ensure that staff across the organisation understand the Well-being of Future Generations Act (Wales) 2015 and are able to apply the sustainable development principle as needed in their roles. | Introduced a programme of communications and information provision as part of the learning and development offer to further embed the sustainable development principle including, through the Annual Self-Assessment process, staff appraisal and promoting the Council's work on the Annual Delivery Plan. | Green | Mar-24 | Aug-23 | CPR | |

| National Regulatory Actions | | | | | | | | | | |
|-----------------------------|--|---------------------|---|---|-----------------|-------------|---------------------|--------------------|---|--|
| Reference | Report | Responsible Officer | Regulatory Recommendation | Update | Status | Target Date | Date of Last Update | Scrutiny Committee | Rationale for Revised target Date | |
| NR2 | Local Government Services to Rural Communities | Phil Chappell | R1 - Socio economic change, poor infrastructure and shifts in provision of key services and facilities has resulted in the residualisation of communities in rural Wales. We recommend that Welsh Government support public bodies to deliver a more integrated approach to service delivery in rural areas by: - refreshing rural grant programmes to create sustainable financial structures, with multi-year allocations; and - helping people and businesses make the most of digital connectivity through targeted and more effective business and adult education support programmes. | Spoken to JACHP The Action states "by refreshing rural grant programmes to create sustainable financial structures, with multi-year allocations". This is complete in that Welsh Government have confirmed that no socio economic rural programmes will be funded from current allocations. The action around the integration of rural services is one that will require input from all services. The funding action that is for Regen can also be marked as complete because SPF projects linked specifically to the rural farming and funding themes have been funded as it was noted as the priority area for the rural Local action group before it was disbanded. In the Rural Vale we currently facilitate digital skills workshops at CF61 Centre in Llantwit Major on a Friday morning and at The Gathering Place in St Athan on a Monday morning. Each class is for 2 hours duration over a 10-week period. There are three terms each year which align with the school term times to enable parents to learn with us. We offer basic digital essential skills in line with Welsh Government's Essential Digital Literacy programme, and ICDL qualifications using Microsoft Office software from Level 1 to Level 3. We also accredit with Agored Cymru qualifications at a variety of levels appropriate to learners' abilities and digital interests. Anticipate extending this provision in the coming academic year by adding an extra session at each venue to support refugees moving into the area. We are working closely with other organisations to assist this group. All learners are eligible for device loans when registered with us. We have a bank of laptops stored at Palmerston Education Centre for this purpose. They can also access our Databank facility where we are able to provide free data in the form of SIM cards or vouchers to over 18's on a low income struggling to obtain internet access either at home or when out and about. | Green- Complete | Jun-21 | Jul-23 | E&R | | |
| 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 on a new approach to engaging with the third sector has begun during the quarter, including consideration of the previous Audit Wales reports and feedback from the Voluntary Sector Joint Liaison Committee. That Committee will discuss these proposals at a meeting in July, with further work to then be undertaken. This will include the consideration of these recommendations which will inform a programme of workshops in Q2/Q3. | Green | Mar-24 | Aug-23 | CP&R | Linked with ongoing third sector engagement work. | |
| 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. | This action will follow in due course from the preparatory work which is required prior to Members considering this information. The report to the Voluntary Sector Joint Liaison Committee in July will ensure that there is a framework in place for this to take place. | Amber | Mar-24 | Aug-23 | CP&R | Linked with ongoing third sector engagement work. | |
| 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 has formed a part of the development of the PSB's new wellbeing plan that was approved in May 2023. This has taken place alongside the evidence base from the wellbeing assessment which identified issues of accessibility of services in rural services as a theme of the assessment. | Green- Complete | Jun-21 | Aug-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 has formed a part of the development of the PSB's new wellbeing plan that was approved in May 2023. This has taken place alongside the evidence base from the wellbeing assessment which identified issues of accessibility of services in rural services as a theme of the assessment. | Green- Complete | Jun-21 | Aug-23 | CP&R | | |

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|-----------|--|-----------------------------------|---|--|------------------------|--------------------|---------------------|--------------------|--|
| NR7 | Local Government Services to Rural Communities | Tom Bowring | 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: - working with relevant bodies such as the Wales Cooperative Centre to support social enterprise and more collaborative business models; - providing tailored community outreach for those who face multiple barriers to accessing public services and work; - enhancing and recognising the role of town and community councils by capitalising on their local knowledge and supporting them to do more; -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; - 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 - improving community-based leadership by developing networks of interest, training and coaching, and encouraging volunteering. | This work has formed a part of the development of the PSB's new wellbeing plan that was approved in May 2023. This has taken place alongside the evidence base from the wellbeing assessment which identified issues of accessibility of services in rural services as a theme of the assessment. Work is also underway in Llantwit Major to develop an older people's hub approach, 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. | Green | Mar-24 | Aug-23 | CP&R | Further work is underway as part of the PSBs work programme. |
| NR8 | Local Government Services to Rural Communities | Tom Bowring | 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. | The revised Corporate Asset Management Plan has been developed during the quarter and was considered by Cabinet and Scrutiny Committee. This builds on Welsh Government guidance on CATs and contributes to the assets and communities themes of the financial strategy and the Strengthening Communities theme of the emerging transformation programme. Work will now focus on supporting and monitoring its delivery. | Green | Mar-24 | Aug-23 | CP&R | This work is ongoing as part of strengthening our relationship with communities. |
| NR9 | Local Government Services to Rural Communities | Tom Bowring | 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: - identify community assets transfer's role in establishing community hubs, networks of expertise and clusters of advice and prevention services; - work with town and community councils to develop their ability to take on more CATs; - identify which assets are suitable to transfer, and clarify what the authority needs to do to enable their transfer; - 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 - support community-based leadership by developing networks of interest, training and coaching, and encouraging volunteering. | The revised Corporate Asset Management Plan has been developed during the quarter and was considered by Cabinet and Scrutiny Committee. This builds on Welsh Government guidance on CATs and contributes to the assets and communities themes of the financial strategy and the Strengthening Communities theme of the emerging transformation programme. Work will now focus on supporting and monitoring its delivery. | Green | Mar-24 | Aug-23 | CP&R | This work is ongoing as part of strengthening our relationship with communities. |
| NR13 | The effectiveness of local planning authorities in Wales | Ian Robinson/ Marcus Goldsworthy | R5 - The report identifies the central role of planning to delivering the ambitions of the Well-being of Future Generations Act. We recommend the local planning authorities: - Set a clear ambitious vision that shows how planning contributes to improving well-being. - provide planning committee members with regular and appropriate well-being training and support to help deliver their wider responsibilities. - set appropriate measures for their admission of the planning system and the impact of their planning decisions on well-being. - annually publish these performance measures to judge planning authorities impact on well-being. | Commenced planning of Member Training, to be delivered in end of Q2 or start of Q3- Well Being to be a focus item. | Green Ongoing Annually | Annually (October) | Jul-23 | E&R | Part of ongoing member training and development. |
| NR14 | Review of Town Centre Regeneration in Wales | Marcus Goldsworthy/ Phil Chappell | R2 - Many town-centre businesses are impacted adversely by charging for car parking, access to public transport and poor transport infrastructure. We recommend that the Welsh Government work with local authorities to review transport challenges facing town centres and agree how best to address these. | The Council will be developing Place Making plans for all 4 of the Vale of Glamorgan main towns. This will look at several of these issues as part of this work. | Green | Mar-24 | Jul-23 | E&R | This is being addressed as part of the placemaking work agenda. |
| NR15 | Review of Town Centre Regeneration in Wales | Marcus Goldsworthy/ Phil Chappell | R4 - The Welsh Government has provided all 22 local authorities with training on how best to use existing enforcement, financial assistance and debt recovery powers, but they are not being consistently nor effectively utilised to support regeneration. We recommend that local authorities take appropriate action, using these existing powers and resources available to achieve the best possible outcome for town centres by: • using alternative methods of enforcement before using Compulsory Purchase Orders as a last resort; • integrating enforcement strategies with wider departmental strategies across housing, environmental health, planning and regeneration teams to make more effective use of existing skills and resources; and • ensuring there is capacity and the right expertise to use the full range of powers, working in collaboration with other councils to achieve good outcomes. | The Empty Homes Strategy 2019-24 is currently adopted and in place to bring properties back into use. Funding has been secured via Council tax premiums to fund a dedicated Enforcement Officer to assist with Empty Property Enforcement. This role will be advertised imminently. | Green | Mar-24 | Jul-23 | E&R | This work is ongoing as part of the Council's Empty Homes Strategy. |

| Reference | Report | Responsible Officer | Regulatory Recommendation | Update | Status | Target Date | Date of Last Update | Scrutiny Committee | Rationale for Revised target Date |
|-----------|---|---------------------|--|--|-----------------|-------------|---------------------|--------------------|---|
| NR16 | Review of Town Centre Regeneration in Wales | Phil Chappell | R6 - Town centres are changing, and local authorities need to be receptive to these changes and plan to manage these shifts. We recommend that local authorities use our regeneration tool to self-assess their current approaches to identify where they need to improve their work on town-centre regeneration (the tool is here). | The Council continues to refer to the Welsh Government's regeneration tool when planning town centre engagement and other work. | Green | Mar-24 | Apr-23 | E&R | Ongoing |
| NR28 | Equality Impact Assessments: more than a tick box exercise? | Tom Bowring | 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. | Work has continued on the review of the EIA process, including several workshop discussions with the Equalities Consultative Forum. Attention is being given now to the process/system requirements to enable more effective assessments to be created, reviewed and approved, alongside the training that is required for Council staff. | Green | Dec-24 | Aug-23 | L&C | |
| NR29 | 'Time for Change' – Poverty in Wales | Tom Bowring | R2 Local strategies, targets and performance reporting for tackling and alleviating poverty • 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. | Work has commenced on the response to this recommendation as part of the overall engagement with the third sector, town and community councils and in how to deliver the PSB's wellbeing plan theme of tackling deprivation. Consideration will be given as this develops to the way in which actions, targets and measures are used. | Green | Mar-24 | Aug-23 | CP&R | Response to this is ongoing as part of the overall engagement with the third sector, town and community councils. |
| NR30 | 'Time for Change' – Poverty in Wales | Tom Bowring | R3 Leadership on the poverty agenda • 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. | The Council's Leader takes the executive lead on tackling poverty, whilst another member is the member champion. The Director of Corporate Resources is the senior officer responsible. | Green- Complete | Dec-23 | Aug-23 | CPR/ L&C/ H&SC | Response to this is ongoing as part of the overall engagement with the third sector, town and community councils. |
| NR31 | 'Time for Change' – Poverty in Wales | Tom Bowring | R5 Experience mapping to create inclusive services for people in poverty • 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. | During the quarter a workshop was undertaken with colleagues from across the council to map the experiences of residents to gain a better understanding of issues and how services are designed and delivered. This is being complemented by a range of other activity, including the evaluation of engagement with the community on other projects, such as the Llantwit Major food project and work in the Pencoedre Learning Community. This will be further developed, including via the PSB's work on tackling deprivation. | Green | Mar-24 | Aug-23 | CPR/ L&C/ H&SC | Response to this is ongoing as part of the overall engagement with the third sector, town and community councils. |
| NR32 | 'Time for Change' – Poverty in Wales | Tom Bowring | R6 Single web landing page for people seeking help • 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. | This is in place, however, continues to be reviewed and updated as new information becomes available. | Green | Mar-24 | Aug-23 | CPR/ L&C/ H&SC | Response to this is ongoing as part of the overall engagement with the third sector, town and community councils. |
| NR33 | 'Time for Change' – Poverty in Wales | Tom Bowring | R7 Streamlining and improving application and information services for people in poverty • 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. | This work is underway both by the Strategy & Partnerships team holding a workshop with relevant colleagues from across the organisation, and also in the development of the Data Strategy which is due to be completed in the spring of 2024. | Green | Mar-24 | Aug-23 | CPR/ L&C/ H&SC | Response to this is ongoing as part of the overall engagement with the third sector, town and community councils. |
| NR34 | 'Time for Change' – Poverty in Wales | Tom Bowring | R8 Complying with the socio-economic duty • 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. | This is being progressed as part of the review of the EIA process. | Green | Mar-24 | May-23 | CPR/ L&C/ H&SC | |

| Reference | Report | Responsible Officer | Regulatory Recommendation | Update | Status | Target Date | Date of Last Update | Scrutiny Committee | Rationale for Revised target Date |
|-----------|---|---------------------|---|---|--------|-------------|---------------------|--------------------|-----------------------------------|
| NR35 | Estyn Thematic Review - We don't tell our teachers - Experiences of peer-on-peer sexual harassment among secondary school pupils in Wales | David Davies | Local authorities should: R5 Work with schools to collect and categorise and analyse all bullying and harassment data correctly and comprehensively. In addition, support schools to analyse this information regularly to identify trends and put restorative arrangements in place. | Schools are reporting this data currently via My Concern however there is some concern that this is not comprehensive. The inclusion Service also record information on an excel spreadsheet. This has been an action for MIS team and Inclusion however due to recent staff changes this has not been possible to date. There is a clear strategy within the Directorate to work towards ensuring that all pupil data is held on ONE. The IT system 'CLARITY' is able to extract anonymised data from 'MY CONCERN', this enable high level analysis of anti-bullying data around all protected characteristics. | Green | Mar-24 | Jul-23 | L&C | |
| NR36 | Estyn Thematic Review - We don't tell our teachers - Experiences of peer-on-peer sexual harassment among secondary school pupils in Wales | David Davies | Local authorities should: R6 Plan suitable intervention and support on gender issues at both school and local authority level, evaluating regularly their impact on pupil wellbeing. | All schools have been provided with performance dashboards and additional training by the safeguarding team to help monitor trends in respect of all bullying and incidents involving one-off prejudice incidents to enable support and interventions to be put in place to support and challenge learners. The transgender inclusion toolkit is due for publication autumn 2023, this is in response listening to needs of learners and teachers to better help support transgender learners, additionally the guidance can be utilised to support learners who are suffering homophobia, biphobia and sexual harassment. All secondary schools have been provided with a 'How To' guide for tackling peer on peer sexual harassment of learners, the is guide outlines a list of options for recognising / challenging / supporting / preventing / recording school interventions, Action plans have been received from all Secondary schools outlining how they will tackle peer on peer sexual harassment and the LA will monitor the impact of these plans in academic year 2023-24. All schools have received the Vale of Glamorgan Council Model Anti-bullying policy and have adapted their own Anti-bullying policies to reflect. A review of the LA policy will take place upon completion and publication of the WG peer on peer sexual harassment action plan, which is due for publication in Autumn 23/Spring 24 to ensure clear alignment and effective work to address any recommendations. | Green | Mar-24 | Jul-23 | L&C | |
| NR37 | Estyn Thematic Review - We don't tell our teachers - Experiences of peer-on-peer sexual harassment among secondary school pupils in Wales | David Davies | Local authorities should: R7 Provide school staff with the necessary professional learning to adopt a proactive approach to peer-on-peer sexual harassment, including homophobic, biphobic and transphobic bullying and harassment. | Initial training on toxic relationships including peer on peer sexual harassment was delivered by Barnardo's in 2022 to over 120 secondary school staff. There is an intention to identify further peer on peer sexual harassment training including homophobic, biphobic and transphobic bullying during 2023-24 academic for both secondary and primary staff. | Green | Mar-24 | Jul-23 | L&C | |
| NR38 | Together we can' Community resilience and self-reliance' | Tom Bowring | R1 To strengthen community resilience and support people to be more self-reliant, local authorities need to ensure they have the right arrangements and systems in place. We recommend that local authorities use the evaluation tool in Appendix 2 to: • self-evaluate current engagement, management, performance and practice; • identify where improvement is needed; and • draft and implement an action plan with timeframes and responsibilities clearly set out to address the gaps and weaknesses identified in completing the evaluation tool. | Preparatory work has commenced on this, with further emphasis to be placed on it during the autumn workshops which are being planned. This will also contribute to the development of the next iteration of the transformation programme, within the theme of Strengthening Communities. | Green | Mar-24 | Aug-23 | CP&R | |
| NR39 | Together we can' Community resilience and self-reliance' | Tom Bowring | R2 To help local authorities address the gaps they identify following their self-evaluation, we recommend that they: • formally approve the completed Action Plan arising from the evaluation exercise; • regularly report, monitor and evaluate performance at relevant scrutiny committees; and • revise actions and targets in light of the authority's evaluation and assessment of its performance | Preparatory work has commenced on this, with further emphasis to be placed on it during the autumn workshops which are being planned. This will also contribute to the development of the next iteration of the transformation programme, within the theme of Strengthening Communities. | Green | Mar-24 | Aug-23 | CP&R | |
| NR40 | 'A missed opportunity' – Social Enterprises | Marcus Goldsworthy | R1 To get the best from their work with and funding of Social Enterprises, local authorities need to ensure they have the right arrangements and systems in place. We recommend that local authority officers use the checklist in Appendix 2 to: • self-evaluate current Social Enterprise engagement, management, performance and practice; • identify opportunities to improve joint working; and • jointly draft and implement an action plan with timeframes and responsibilities clearly set out to address the gaps and weaknesses identified through the self-evaluation | Social enterprises are included in all aspects of our business support work, with some applying for funding with us via the Shared Prosperity Fund. | Green | Mar-24 | Jul-23 | E&R | |
| NR41 | 'A missed opportunity' – Social Enterprises | Marcus Goldsworthy | R2 To drive improvement we recommend that the local authority: • formally approve the completed Action Plan; • regularly report, monitor and evaluate performance at relevant scrutiny committees; and • revise actions and targets in light of the authority's evaluation and assessment of its performance. | Work is underway to work with internal departments to host a session on social enterprise in order to raise awareness and map the work that is already going on with social enterprises in the area. | Green | Mar-24 | Jul-23 | E&R | |
| NR42 | 'A missed opportunity' – Social Enterprises | Marcus Goldsworthy | R3 To ensure the local authority delivers its S.16 responsibilities to promote Social Enterprises we recommend that it reports on current activity and future priorities following the evaluation of its Action Plan including the Annual Report of the Director of Social Services. | Regeneration will separately log support and join working with social enterprises so that this can be effectively reported. | Green | Mar-24 | Jul-23 | E&R / H&SC | |

Completed 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. Action completed business as usual now going forward. | Complete | Apr-20 | Dec-21 | CP&R |

| Reference | Report | Responsible Officer | Regulatory Recommendation | Update | Status | Target Date | Date of Last Update | Scrutiny Committee |
|-----------|---|---------------------|--|--|----------|-------------|---------------------|--------------------|
| 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 business as usual 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 completed with initiatives and actions embedded in the work of Scrutiny Committees defined as business as usual . 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 Completed | 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. Completed | Complete | Apr-20 | Dec-21 | CP&R |

| Reference | Report | Responsible Officer | Regulatory Recommendation | Update | Status | Target Date | Date of Last Update | Scrutiny Committee |
|-----------|---|---------------------|---|---|----------|-------------|---------------------|--------------------|
| 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 the action can be determined as completed as its now deemed business as usual. | 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 recommendations have now been mainstreamed into the core business 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 | These recommendations have now been mainstreamed into the core business of the SRS Management Board. | Complete | May-21 | Jul-22 | H&SC |

| Reference | Report | Responsible Officer | Regulatory Recommendation | Update | Status | Target Date | Date of Last Update | Scrutiny Committee |
|-----------|--|--|--|---|----------|-------------|---------------------|--------------------|
| 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 recommendations have now been mainstreamed into the core business 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 recommendations have now been mainstreamed into the core business 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 recommendations have now been mainstreamed into the core business 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 recommendations have now been mainstreamed into the core business 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 recommendations have now been mainstreamed into the core business of the SRS Management Board. | Complete | Apr-21 | Jul-22 | H&SC/CP&R |

| Reference | Report | Responsible Officer | Regulatory Recommendation | Update | Status | Target Date | Date of Last Update | Scrutiny Committee |
|-----------|--|---|--|---|----------------|-------------|---------------------|--------------------|
| 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 recommendations have now been mainstreamed into the core business of the SRS Management Board. | Complete | Apr-21 | Jul-22 | H&SC/CP&R |
| LR29 | Waste management Review | Colin Smith | PFI 4 - The Council should fully complete Equality Impact Assessments in relation to significant service changes | An Equalities Impact Assessment (EIA) is complete and the Recycling and Waste Management Strategy (2022-2032) has been approved. Additionally the EIA in respect of the final service change to Penarth has also been completed. | Green Complete | Jul-22 | April 2023 | E&R |
| 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 new Recycling and Waste Strategy is complete and it was approved by Cabinet in quarter 4. | Completed | Feb-22 | April 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 new staff for the Resource Recovery Facility and continues to recruit inline with the agreed service business plan to ensure it has the resources capable to ensure the Strategy is delivered. | Complete | Feb-22 | April 2023 | E&R |

| Reference | Report | Responsible Officer | Regulatory Recommendation | Update | Status | Target Date | Date of Last Update | Scrutiny Committee |
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| 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 (now agreed by Cabinet) considers the requirements of the wider population. Also the new Equalities Impact Assessment (for the Penarth roll out) considers the needs of all residents affected by phase 3 of service changes. | Complete | Feb-22 | April 2023 | E&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 recommendations have now been mainstreamed into the core business of the SRS Management Board. | Complete | Apr-21 | Jul-22 | H&SC |

Completed 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). Completed | 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 |

| Reference | Report | Responsible Officer | Regulatory Recommendation | Update | Status | Target Date | Date of Last Update | Scrutiny Committee |
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| 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 |

| Reference | Report | Responsible Officer | Regulatory Recommendation | Update | Status | Target Date | Date of Last Update | Scrutiny Committee |
|-----------|--|-------------------------------------|--|--|----------|-------------|---------------------|--------------------|
| 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. 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. | Complete | 2020-21 | Jan-23 | E&R |

| Reference | Report | Responsible Officer | Regulatory Recommendation | Update | Status | Target Date | Date of Last Update | Scrutiny Committee |
|-----------|--|-------------------------------------|---|--|----------|-------------|---------------------|--------------------|
| 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. | Building Control fees have been reviewed and increased from 1/4/2023 to enable more resilient delivery of the service whilst still being competitive with the private sector | 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. Complete but will be ongoing as part of business practice | Complete | 2020-21 | Jan-23 | E&R |

| Reference | Report | Responsible Officer | Regulatory Recommendation | Update | Status | Target Date | Date of Last Update | Scrutiny Committee |
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| 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 |