

Meeting of:	<b>Governance and Audit Committee</b>
Date of Meeting:	<b>Monday, 17 February 2025</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 (and <b>SIB Insight Tracker appended to the background papers to this report</b>) outlines our progress to date (January 2025) against all our existing external regulatory recommendations and proposals for improvement.</li> <li>At Q3, positive progress has been made in responding to our regulatory improvement areas. Of the 60 actions on-going in the SIB Insight Tracker 95% of actions (57) have been attributed a Green performance (RAG) status, 3% (2) an Amber status and 2% (1) a Red status.</li> <li>Of the 37 actions relating to local regulatory recommendations, 97% (36) have been attributed a Green RAG status, 0% (0) an Amber status and the remaining 3% (1) action attributed a Red status. The action attributed a Red status relates to the Welsh Housing Quality Standard review including Council housing tenants.</li> <li>There are currently 23 ongoing actions in the Insight Tracker relating to national regulatory recommendations of which 91% (21) have been attributed a Green RAG status and 9% (2) an</li> </ul>	

Amber RAG status. Actions attributed an Amber performance status relate to the Local Government Services to Rural Communities and 'Time for Change' – Poverty in Wales reviews.

- Following consideration by the Strategic Insight Board, the Insight Tracker Q3 position statement is now being reported to Governance and Audit Committee and thereafter, Cabinet for final oversight.
- In line with its remit, Governance and Audit Committee is asked to review the Council's progress to date in addressing the recommendations and improvement proposals made by our external regulators as outlined in the appended SIB Insight Tracker (including the removal of completed actions) with their views referred to Cabinet for consideration.

## 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 as outlined in appended in the quarter 3 Strategic Insight Board Insight Tracker (including completed actions).
2. That Governance and Audit Committee refer any views and recommendations to Cabinet (including endorsing the removal of completed actions from the Strategic Insight Board (SIB) Insight Tracker).

## 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 reviews 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 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 outlines progress to date against these. This is updated all year round to reflect the audit work programme work, including all local reviews 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 related work 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 when initially received following consideration by Scrutiny Committees, and via a mid-year update report which is then supplemented with an annual review of progress.







## 2. Key Issues for Consideration

- 2.1** The Strategic Insight Board Insight (SIB) Tracker: Q3, 2024-25 (**appended to the background papers to this report**) outlines our progress against existing regulatory recommendations in response to local reviews and national Local Government Studies and audit work undertaken to date.
- 2.2** 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 quarterly by the Strategic Insight Board, Strategic Leadership Team and reported to Scrutiny Committees, Governance and Audit Committee and Cabinet as work to address them progresses. Progress is also monitored by Audit Wales colleagues throughout the year as part of the Council's Annual Regulatory Plan.
- 2.3** At Q3, positive progress has been made in responding to our regulatory improvement areas. Of the 60 actions on-going in the SIB Insight Tracker 95% of actions (57) have been attributed a Green performance (RAG) status, 3% (2) an Amber status and 2% (1) a Red status.
- 2.4** Of the 37 actions relating to local regulatory recommendations, 97% (36) have been attributed a Green RAG status, 0% (0) an Amber status and the remaining 3% (1) action attributed a Red status. The action attributed a Red status relates to the Welsh Housing Quality Standard review including Council housing tenants. A Revised timeline has been established for the software implementation with phase 2 now being delivered in July 2025. The tenant portal is part of phase 3 and unlikely to be ready for use before 2026, a revised timeframe for completion of March 2026 is now proposed. A workshop has also taken place with the Customer Contact team to identify service improvements in the reporting process, and a revised repair policy is being developed to reduce confusion and manage expectation.
- 2.5** There are currently 23 on-going actions in the Insight Tracker relating to national regulatory recommendations of which 91% (21) have been attributed a Green RAG status and 9% (2) an Amber RAG status. Actions attributed an Amber performance status relate to the Local Government Services to Rural Communities and 'Time for Change' – Poverty in Wales reviews.
- 2.6** No actions relating to national regulatory work were completed in the Q3 period. In relation to local regulatory work, 1 action, relating to the 'Reshaping Services Programme' review is now considered complete.
- 2.7** In total, 11 actions relating to local (7) and national (4) reviews are now considered complete at Q3 2024/25 (covering the period 1<sup>st</sup> April – 31<sup>st</sup> December 2024) and where appropriate, recommendations have been adopted as standard business practice. However, it must be noted that many of these

adopted practices will remain areas of continued focus for council services over the medium to long-term to ensure continuous improvement. Additionally, Audit Wales from time to time will undertake follow up reviews of completed audit recommendations as part its audit and assurance work through the Council’s Annual regulatory Plan to ensure these practices are embedded.

**2.8** All Scrutiny Committees have had oversight throughout the year of progress with our regulatory actions via the Strategic Insight Board Insight Tracker which is incorporated within corporate quarterly performance monitoring arrangements. The tracker highlights the relevant scrutiny committee(s) to ensure there is appropriate oversight of all regulatory recommendations each quarter. The Insight Tracker also provides a snapshot of overall progress across the Council, a progress snapshot by Directorate, and identifies completed actions to be removed from the tracker as well as remedial actions to address areas where limited progress has been made.

**2.9** Detailed below is a snapshot of overall progress to date against our 60 ongoing regulatory improvement priorities. This reflects the priority ratings <sup>1</sup>assigned to the Council’s response to all external regulatory audit recommendations (national and local) in order to assist in their implementation and progress monitoring.

National				Local			
RAG status	Regulatory Audit Action Priority			RAG status	Regulatory Audit Action Priority		
	Action				Action		
	H	M	L		H	M	L
	6	13	2		16	19	1
	1	1	0		0	0	0
	0	0	0		0	0	1
<b>23</b>				<b>37</b>			

**2.10** Of the 37 local Regulatory actions, 16 have been assigned a high priority rating with all 16 attributed a Green RAG status. Of the 19 medium priority rated local regulatory actions, all 19 have been attributed a Green RAG status. Of the 2 low priority rated local regulatory audit actions, 1 has been attributed a Green RAG status, and 1 a Red RAG status (Welsh Housing Quality Standard review including Council housing tenants).

<sup>1</sup> The priority ratings of High, Medium or Low (as described in the Appended Strategic Board Insight Tracker) are based on assessment of the risks that the recommendations pose to the Council. For example, assigning a priority rating of ‘High’ requires immediate management response/action to mitigate or reduce the level of risk exposure (political and legislative, resources, service delivery & well-being and reputational) to the Council. Identified management response/actions should be implemented as soon as possible and within 1 year of agreeing the recommendation(s). ‘Medium’ priority rated recommendations require a management response/ action to be implemented within the short term (1-2 years), while recommendations assigned a ‘Low’ priority require a response within 1-3 years.

- 2.11** Of the 23 national regulatory actions, 7 are rated high priority with 6 of these attributed a Green RAG status and 1 an Amber status. Of the 14 medium rated national audit actions, 13 have been attributed a Green RAG status and 1 an Amber RAG status. The remaining two national regulatory actions are rated low priority, and both were attributed a Green RAG status.
- 2.12** Following consideration by the Strategic Insight Board, and the Strategic Leadership Team, the Insight Tracker quarter 3 position statement is now being reported to Governance and Audit Committee and thereafter, to Cabinet for final oversight.
- 2.13** In line with its remit, Governance and Audit Committee is asked to review the Council's progress to date in addressing the recommendations and improvement proposals made by our external regulators as outlined in the appended SIB Insight Tracker (including the removal of completed actions) with their views referred to Cabinet for consideration.

### **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 Strategic Insight Board tracker and progress monitored regularly to ensure they are addressed.

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

- 4.1** 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.

## **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.

### **Employment**

- 5.2** 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)**

- 5.3** 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.
- 5.4** 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**

[www.valeofglamorgan.gov.uk/Documents/Our%20Council/Achieving%20our%20vision/SIB-tracker-Q3-2024-25-App-A-Final.pdf](http://www.valeofglamorgan.gov.uk/Documents/Our%20Council/Achieving%20our%20vision/SIB-tracker-Q3-2024-25-App-A-Final.pdf)









### Quarter 3 (1st April - 31st December) 2024/25 SIB Insight Tracker Progress Snapshot

Snapshot of progress at Q3 against our ongoing regulatory improvement areas

National Recs/PFIs	RAG status	Local Recs/PFIs	RAG status	All Regulatory Recs/ PFIs	RAG status
21		36		57	
2		0		2	
0		1		1	
<b>23</b>		<b>37</b>		<b>60</b>	

Snapshot of progress at Q3 by Regulatory Audit Action Priority

National				Local			
RAG status	Regulatory Audit Action Priority			RAG status	Regulatory Audit Action Priority		
	H	M	L		H	M	L
	6	13	2		16	19	1
	1	1	0		0	0	0
	0	0	0		0	0	1
	<b>23</b>				<b>37</b>		

Priority	Description
<b>High</b>	Management response/ action is considered imperative to ensure that the Council is not exposed to high risks (Political and Legislative, Resources, Service Delivery & Well-being and Reputational). Action to be implemented as soon as possible (within 1 year).
<b>Medium</b>	Action/ management response is considered necessary to avoid exposure to considerable risks (Political and Legislative, Resources, Service Delivery & Well-being and Reputational). Action to be implemented within the short term (within 1-2 years).

**Low**

Management response/ action is considered desirable or good practice and would result in enhanced control, good governance and better value for money (Political and Legislative, Resources, Service Delivery & Well-being and Reputational)

Action to be implemented within the short to medium term (within 1-3 years).

Local Regulatory Actions										
Reference	Report	Responsible Officer	Regulatory Recommendation	Priority (H/M/L)	Update	Status	Target Date	Date of Last Update	Scrutiny Committee	Rationale for Revised Target Date
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.	M	Consultation on draft Corporate Plan including the relationship statement ended in December. There were positive comments about the statement and how it could shape work across the Council, foster better relationships and consistency. The statement will be recommended for approval with the Corporate Plan and work will be undertaken to promote awareness internally and externally including as part of reshaping.	Green	Mar-25	Jan-25	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.
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.	M	As part of developing the initial prospectus for the Reshaping Programme, work has been undertaken to identify the resources required to support its effective delivery. Part of this includes understanding training needs. During the quarter, the autumn programme of management development programme ran in person for the first time since the pandemic and focused for team managers on Brilliant Basics. This was complemented by a session with chief officers that looked at the behaviours required to lead on successful transformational change. In Q4/Q1 the management development programme will focus on Reshaping and the Corporate Plan.	Green	Mar-25	Jan-25	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	M	The workforce plan was adopted in 2023/24 and aligns with the needs of the Reshaping Programme. However, as work to mobilise projects gains momentum in 2024/25, a further review will be undertaken during project setup to identify the workforce needs and ensure these are accurately reflected in relevant documentation. During the quarter, the People & Culture workstream of Reshaping has been reported to SLT focusing on cultural and process based changes to support the delivery of Reshaping.	Green	Mar-25	Jan-25	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.	H	The development of the initial prospectus of projects has been undertaken over a number of months through a series of workshops and discussions with SLT colleagues. As part of this, a reflection on lessons learnt has been undertaken to inform planning. This work will continue throughout the life of the programme.	Green	Mar-25	Jan-25	CP&R	Work is currently ongoing to develop the new transformation programme informed by the learning from previous projects.
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)	L	A Revised timeline has been established for the software implementation with phase 2 now being delivered in July 2025. The tenant portal is part of phase 3 and unlikely to be ready for use before 2026, a revised timeframe for March 2026 is now proposed. A workshop has also taken place with the Customer Contact team to identify service improvements in the reporting process, and a revised repair policy is being developed to reduce confusion and manage expectation.	Red	Mar-25	Jan-25	H&SC	This is being delivered as part of the wider Housing tenant web portal and is dependant upon a wider project to provide electronic service to our tenants.
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> <li>• Performance review</li> </ul>	M	The checklists have helped inform the work undertaken with cwmpas and as part of the new Corporate Plan. The PPA undertaken in November also included recommendations about partnership working and this will be taken forward with the recommendations from the cwmpas work and as part of the new Corporate Plan.	Green	Mar-25	Jan-25	CP&R	Work on a new approach to engaging with the third sector continues as part of the Strengthening Communities theme of the transformation programme.

Reference	Report	Responsible Officer	Regulatory Recommendation	Priority (H/M/L)	Update	Status	Target Date	Date of Last Update	Scrutiny Committee	Rationale for Revised Target Date
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.	M	Consultation on draft Corporate Plan including the relationship statement ended in December. There were positive comments about the statement and how it could shape work across the Council, foster better relationships and consistency. The statement will be recommended for approval with the Corporate Plan and work will be undertaken to promote awareness internally and externally including as part of reshaping.	Green	Mar-25	Jan-25	CP&R	Work has commenced in parallel with the development of the new approach to engaging with the third sector and will continue into 2025.
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.	M	The Council's Medium Term Financial Strategy was refreshed and reported during quarter two, reflecting the proposed approaches to balancing the budget in the medium-term. This will be supplemented by the findings of the Cmpas work and taken forward via the Strengthening Communities Reshaping theme in the coming months. Work commenced during the quarter to finalise the budget proposals and consider the level of funding for third sector organisations.	Green	Mar-25	Jan-25	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.	M	This will be taken forward as part of Reshaping and the new Corporate Plan.	Green	Mar-25	Jan-25	CP&R	Work has commenced in parallel with the development of the new approach to engaging with the third sector, and will continue into 2025.
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.	H	Due to active management of projects, we have not progressed this work further. However, we aim to do this in the next quarter.	Green	Mar-25	Jan-25	CP&R	This work remains ongoing
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.	H	This is embedded into various work programmes, including via Welcome to the Vale, the Council's induction programme, was reflected in the autumn management development programme and training and support has been provided to SLT and Cabinet in the development of the new draft wellbeing objectives and Corporate Plan. Preparations for a launch event to coincide with ten years of the Act are underway for Q1.	Green	Mar-25	Jan-25	CP&R	This work remains ongoing.
LR47	Springing Forward: Workforce Planning	Tracy Dickinson	R1 - Strengthen the application of the sustainable development principle in relation to workforce planning. Planning: • develop a clear picture of the Council's future workforce needs; • further improve external collaboration in relation to workforce planning; • ensure that when developing service level workforce plans, consideration of the sustainable development principle is consistently applied; • ensure strategic alignment between Council strategies such as decarbonisation, assets and digital; and • determine future resource implications to deliver the final Strategic Workforce Development Plan.	H	The People Strategy and the Attraction and Retention Strategy have been developed . Workforce planning dashboards have been created All work is on track	Green	Mar-25	Jan-25	CP&R	This work is ongoing aligned with the transformation agenda and development of a target operating model.
LR/48	Springing Forward: Workforce Planning	Tracy Dickinson	R2 - Strengthening the application of the sustainable development principle in relation to workforce planning. Monitoring: • formalise the purpose, role and responsibility of the workforce planning working group in the development, management, monitoring and review of the Strategic Development Workforce Plan; • formalise the future monitoring arrangements and success criteria of the Strategic Workforce Development Plan; • consider the role of members in the future monitoring of progress against the Strategic Workforce Development Plan; and • further embed succession planning and clarify timescales for review; and • ensure a more consistent exit interview process and that any lessons are learnt in relation to workforce planning.	H	The People Strategy and the Attraction and Retention Strategy have been developed . Workforce planning dashboards have been created It has been agreed that workforce planning updates will be taken to the Insight Board regularly.	Green	Mar-25	Jan-25	CP&R	The People Strategy and the Attraction and Retention Strategy have been developed .
LR/49	Springing Forward: Assets	Matt Bowmer/ Lorna Cross	R1 - The Council should more fully apply the sustainable development principle in its strategic asset management, including: • taking account of longer-term trends and future service demand that may affect service provision and the efficient use of its built assets; • taking an integrated approach ensuring its strategic approach to asset management helps deliver its wider plans, such as decarbonisation, workforce and digital; and • involving service users in the design of future service delivery which may impact on its assets	L	Carbon Management Plan has been adopted by Cabinet with actions across the organisation including many which have a direct impact on Sustainable development. This will be monitored via the annual Carbon Management updating report.	Green	Mar-25	Jan-25	CP&R	
LR/50	Digital Strategy Review	Nickki Johns	R1 - To ensure that its digital strategy takes account of current and future trends and issues the Council should ensure its horizon scanning to inform its strategic approach to digital is well informed by external sources, including future trends (see our audit criteria for Q.1.1 and Q1.2 in appendix A for some examples of what this might include).	H	The current roadmaps have been built after consideration of a range of horizon scanning activity including understanding of upcoming regulatory change, consideration of how AI could be used in the council as well as discovery of our cloud migration approach	Green	Mar-28	Jan-25	CP&R	
LR/51	Digital Strategy Review	Nickki Johns	R2 - To avoid duplication and identify opportunities to deliver multiple benefits, the Council should review how its strategic approach to digital impacts on the objectives of other public bodies.	H	Our work with the Vale Alliance represents our approach to multi-party working as well as close collaboration with Social Care Wales	Green	Mar-28	Jan-25	CP&R	
LR/52	Digital Strategy Review	Nickki Johns	R3- The Council should ensure it has considered opportunities to collaborate in the delivery of its digital strategy to identify opportunities to share knowledge, expertise and/or resources that may improve value for money.	H	Investigations are taking place into closer collaboration with other LA's. In addition, WLGA Digital Subgroups are providing opportunities to share and together, progress on initiatives.	Green	Mar-25	Jan-25	CP&R	
LR/53	Digital Strategy Review	Nickki Johns	R4 - To help the Council monitor the value for money of its digital strategy it should: - identify any savings it is aiming to make from the strategy. - ensure that performance information used to monitor its digital strategy enables it to fully understand the impact of the Council's investment in digital.	H	A new process is being built to capture the value of the Digital team	Green	Mar-25	Jan-25	CP&R	
LR/54	Digital Strategy Review	Nickki Johns	R5 - The Council should develop arrangements for identifying and sharing lessons learned from its approach to its digital strategy.	H	We proactively engage with other LAs across Connecting Wales, WLGA Digital and as part of Vale Alliance and Connecting Care.	Green	Jul-24	Jan-25	CP&R	
LR/55	Estyn Review - Cardiff & Vale Adult Learning in the Community Partnership review	Trevor Baker/Mark Davies	R1 - Evaluate learners' progression into, through and on from the provision	M	The annual Learner Voice Week was held at Palmerston and Vale Learning Centres in November. A learner survey was completed by learners from Learn Welsh, Vale Learning Centre, Palmerston and Cardiff Council. Over 200 learners in the Vale responded and 130 from Learn Welsh, which is a good response and the responses were overwhelmingly positive. The findings will be discussed at the next CVCLP Learner Involvement Group Meeting in January. In addition a Learner forum took place at both Palmerston and Vale Learning centre where learners were invited to share their experiences and comments regarding progression, wellbeing and their understanding of the Partnership. The feedback was shared with CVCLP as part of their Learner Progression week. The annual Health and Wellbeing Survey run by Adult learning Wales will also be reviewed as some organisations felt the questions were overly complicated and this may have affected learner responses.	Green	Mar-26	Jan-25	L&C	

Reference	Report	Responsible Officer	Regulatory Recommendation	Priority (H/M/L)	Update	Status	Target Date	Date of Last Update	Scrutiny Committee	Rationale for Revised Target Date
LR/56	Estyn Review - Cardiff & Vale Adult Learning in the Community Partnership review	Trevor Baker/Mark Davies	R2 - Improve the extent to which learners contribute to self-evaluation and the work of the partnership	M	A Learner Involvement Strategy has been developed. The CVCLP Strategy Group are due to review the revised strategy in the next quarter. A Course Representative pilot ran with FEOs from primary schools across Cardiff and the Vale. Feedback was very positive and the next step will be to roll this out with learners in all programmes involved (Family Learning Cardiff and Vale College, Vale Learning Community, Get Back on Track, Learn Welsh in the Vale). Information from the Learner Forums will be reviewed and this will help to inform the Learner Involvement Group of how we can continue to improve promoting learner voice and engage with learners in a meaningful way across the Partnership.	Green	Mar-26	Jan-25	L&C	
LR/57	Estyn Review - Cardiff & Vale Adult Learning in the Community Partnership review	Trevor Baker/Mark Davies	R3 - Explore opportunities to increase provision or access to provision through the medium of Welsh	M	Welsh medium sub group has seen the roll out of a small amount of provision by Mentor Caerdydd in Cardiff and this is open to Vale residents, a survey has been conducted to explore opportunities in the Vale and an agreement to offer provision in the Vale through the Medium of Welsh should start as a pilot in the spring term. The Curriculum and Progression Group is scheduled to meet in January and will discuss the Welsh Medium provision, along with progress and any actions from the consultation on Progression undertaken by tutors.	Green	Mar-26	Jan-25	L&C	
LR/58	Estyn Review - Learn Welsh The Vale	Trevor Baker/Mark Davies	R1 - Strengthen leadership and internal scrutiny processes to ensure a culture of meaningful self-evaluation to prioritise and drive improvements at a strategic level.	H	The Autumn term report on the performance of Learn Welsh the Vale against the objectives set out in the National Centre for Learning Welsh National Quality Framework will be submitted to the Centre on 17 January 2025. Included in that report will be an action plan illustrating the way in which LWTV will ensure that it achieves 100% of the objectives in the National Quality Framework by the end of the 2024-25 academic year. Progress against that action plan will be monitored on a weekly basis at the LWTV leadership teams meetings throughout the 2024-25 academic year. Progress will be reported in the spring term report to the National Centre for Learning Welsh and in the annual report in July 2025.	Green	Mar-26	Jan-25	L&C	
LR/59	Estyn Review - Learn Welsh The Vale	Trevor Baker/Mark Davies	R2 - Work with the National Centre for Learning Welsh to use data as a basis for forward planning and planning for strategic improvement.	M	LWTV performance in delivering its 2024-25 programme of teaching is reported on the National Centre for Learning Welsh interactive website and that progress is monitored and reported to the weekly leadership team meeting of LWTV. The number of opportunities for new Welsh speakers to use the Welsh language in the Vale continues to grow and provision will be enhanced in 2025 with the launch of Clwb Cadwg offering additional monthly opportunities for Welsh speakers to socialise through the medium of Welsh at two locations in the Vale. The initial activities of Clwb Cadwg will be a Welsh language film club and informal quiz in Welsh for speakers of all levels of fluency.	Green	Mar-26	Jan-25	L&C	
LR/60	Estyn Review - Learn Welsh The Vale	Trevor Baker/Mark Davies	R3 - Develop a continuous professional development programme that addresses areas for improvement in teaching.	M	The annual cycle of tutor observation is underway and, as observations take place, individual development plans are being designed for each LWTV tutor. The observations are also being used to remould the training offer of LWTV for its tutors. LWTV tutors are also encouraged to take advantage of training offered by the National Centre for Learning Welsh and by the Cardiff and Vale College Learning Partnership.	Green	Mar-26	Jan-25	L&C	
LR/61	Estyn Review - Learn Welsh The Vale	Trevor Baker/Mark Davies	R4 - Develop the offer for learners to practise their Welsh outside formal lessons to ensure that more of them take advantage of opportunities to develop as active speakers.	M	The final report to the National Centre for Learning Welsh on progress in implementing the recommendations of the Estyn Report of its inspection of LWTV was submitted in May 2024. Any outstanding issues have been incorporated into the NQF objectives for LWTV and progress upon implementing these will be reported upon in each termly report to the National Centre for Learning Welsh.	Green	Mar-26	Jan-25	L&C	
LR/62	Estyn Review - Education services in Vale of Glamorgan Council	Morwen Hudson/Trevor Baker (All HoS)	R1 - Sharpen the focus of evaluation and improvement processes.	M	New model for Performance DMT meetings has been developed that will focus on sharpening our approach to self evaluation for key issues pertinent to the directorate. A performance and challenge framework has been developed to support how we evaluate key issues/themes collectively as a DMT. This framework was piloted in the September Performance DMT meeting and is now fully operational. Key topics discussed using this framework to date have included school budget fragility, SEMH demand, resource bases. This framework has enabled DMT to take a more evaluatory approach to service delivery, led to identification of new actions and has facilitated discussions on identifying new opportunities to transform our service delivery models.	Green	Mar-26	Jan-25	L&C	
LR/63	Estyn Review - Education services in Vale of Glamorgan Council	Morwen Hudson/Carys Pritchard	R2 - Improve the quality and use of information about learning and teaching in schools to enable the local authority to best direct its resources towards areas for improvement.	M	The regional professional learning (PL) offer for skills has been designed and developed to align to local authority and national priorities, school improvement priorities as well as the terms of the Local Authority Education Grant. The regional PL compendium, which includes the full PL offer for skills, was published electronically in July 24 and printed copies are being distributed to all schools during September. <ul style="list-style-type: none"> <li>A set of rubrics have been developed to allow Improvement Partner teams to provide high quality information to the LA about the leadership, provision and progression in skills at a school level.</li> <li>There is a strong focus on the development of skills. Between April and August 2024:</li> <li>Between April and August 2024, 71 participants from 30 school (57% of Vale schools) have engaged in PL with a skills focus.</li> <li>Since April 2024, six Vale of Glamorgan schools have re</li> </ul>	Green	Mar-26	Jan-25	L&C	
LR/64	Estyn Review - Vale of Glamorgan Youth Service	Morwen Hudson/martin Dacey	R1 - Develop opportunities for Welsh medium and bilingual youth work provision	M	The Youth Service has made good progress in responding to the Estyn recommendation on developing opportunities for Welsh medium/bilingual youth provision. The Urdd have continued to deliver youth work activities through the medium of Welsh within various settings. This has included supporting young people to engage in cultural activities and events, such as the Cardiff and Vale Urdd Jambori, taking part in activities for 'Shwmae Su'mae Day' creating posters and videos with young people for the Urdd's social media platforms. In addition to the Urdd's offer, provisions are implementing the delivery of accredited learning opportunities through the medium of Welsh. Some of these are delivered by Youth Service staff and others are delivered by the Urdd staff.  The Urdd offers regular sessions to English-medium schools to engage young people in the Welsh language and developing their confidence. Alongside this, there have been opportunities through trips and sessions being delivered within youth clubs / holiday programmes to embed the Welsh language in a bilingual manner. Review of provision early in Q4 will direct this delivery moving forward in 2025/26.  A review of the Youth Service's workforce skills around the Welsh language is being undertaken. This review is aiming to identify the current skills in place, and from this will be aiming to inform possible training opportunities in the future alongside a 2yr strategy for ensuring staff have the relevant Welsh language skills.	Green	Mar-26	Jan-25	L&C	
LR/65	Use of Performance Information: Service User Perspective and Outcomes Review - Vale of Glamorgan Council	Tom Bowring/Helen Moses	R1: Information on the perspective of the service user - The Council should strengthen the information it provides to its senior leaders to enable them to understand how well services and policies are meeting the needs of service users.	H	Work is ongoing to develop the supporting performance management arrangements to deliver the new Corporate Plan 2025-30 cognisant of Audit Wales reports and other feedback. A suite of service outcome, service user and citizen perspective measures is being developed aligned to the Corporate Plan Well-being Objectives and Directorate level priorities through the new Directorate Plans to further strengthen user perspective information provided to senior leadership as part of performance monitoring arrangements. Additionally, an overview of engagement sentiment aligned to the Annual Engagement Calendar will be reported to senior leadership at key points in the year to further strengthen understanding of how well the Council is responding to and meeting local needs and identify areas for further focus.	Green	March 2025 and ongoing	Jan-25	CP&R	

Reference	Report	Responsible Officer	Regulatory Recommendation	Priority (H/M/L)	Update	Status	Target Date	Date of Last Update	Scrutiny Committee	Rationale for Revised Target Date
LR/66	Use of Performance Information: Service User Perspective and Outcomes Review - Vale of Glamorgan Council	Tom Bowring/ Helen Moses	R2: Outcomes information - The Council should strengthen the information provided to senior leaders to help them evaluate whether the Council is delivering its objectives and intended outcomes.	H	Work is ongoing to develop the supporting performance management arrangements to deliver the new Corporate Plan 2025-30 cognisant of Audit Wales reports and other feedback. A suite of service outcome, service user and citizen perspective measures is being developed aligned to the Corporate Plan Well-being Objectives and Directorate level priorities through the new Directorate Plans to further strengthen user perspective information provided to senior leadership as part of performance monitoring arrangements. Additionally, an overview of engagement sentiment aligned to the Annual Engagement Calendar will be reported to senior leadership at key points in the year to further strengthen understanding of how well the Council is responding to and meeting local needs and identify areas for further focus. We continue to emphasise the importance of outcome focused reporting through existing performance management arrangements by sharing best practice insights through a partnering approach with Directorate colleagues.	Green	March 2025 and ongoing	Jan-25	CP&R	
LR/67	Review of the Planning Service's Governance Arrangements	Ian Robinson/ Marcus Goldsworthy	<ul style="list-style-type: none"> <li>•R1: The Council should strengthen its Planning Service's governance arrangements by: <ul style="list-style-type: none"> <li>• Agreeing a Terms of Reference for the Council's Planning Committee to clearly state its purpose, role and responsibilities. The Council should regularly review this Terms of Reference;</li> <li>• Developing a plain language Planning Protocol and include it in the constitution and on the Planning Service Council webpage so that it is easily accessible to members and the public. The Council should ensure members and officers understand and act in accordance with the Planning Protocol;</li> <li>• Undertaking its planned review of the Scheme of Delegation to ensure the Planning Committee is focussed on the most strategically important planning applications; and</li> <li>• Ensuring planning applications submitted by, or on behalf of, the officers in the Planning service and supporting services are considered by the Planning Committee and not under officer delegated powers to safeguard against any perceived conflicts of interest and to promote independence and transparency.</li> </ul> </li> </ul>	H	Planning protocol, Terms of Ref and amendments to scheme of delegation prepared, ready for reporting to cabinet, Governance & Audit and Council in Q4.	Green	Mar-25	Jan-25	E&R	
LR/68	Review of the Planning Service's Governance Arrangements	Ian Robinson/ Marcus Goldsworthy	R2: The Council's Planning Service should clearly present its performance measures and targets in its service plan.	H	Work is in train to report current performance of the planning service to Planning Committee. This will include an overview of current WG performance measures and note the potential future requirement for all LPAs to report performance statistics to WG in the future (as raised in a Consultation from WG in November 2023).	Green	Mar-25	Jan-25	E&R	
LR/69	GRO Certificate Stock Reconciliation Audit	James Langridge-Thomas	Establish a documented 'certificate spoil retention and destruction protocol' process, whilst it is accepted that an appropriate process is established, including 'third party checks' this should be formally documented, signed off by LA internal auditors with copies provided to each statutory post holder.	M	A document has been produced based on best practice GRO guidance, signed off by internal audit and shared with the appropriate staff.	Green	Jun-26	Jan-25	CP&R	
LR/70	Financial Sustainability Review – Vale of Glamorgan Council	Tom Bowring/ Matt Bowmer	R1: We have identified some weaknesses in how the Council plans its approach to financial sustainability in the medium to long-term. To address this, the Council should improve its long-term planning to determine how it will address its funding gap for the length of its plan to support service transformation and promote long-term financial sustainability.	M	<p>The Council set out its approach to addressing medium to long term sustainability in a report to Cabinet in January 2024. Detailed work has been undertaken during the intervening months on the approach and a prospectus was issued to all Chief Officers including sponsors, leads and scope of the various streams in early September 2024. This work has dovetailed with the Council's overall budget planning with the continuing need for short term tactical savings. This was recognised in the Financial Strategy to Cabinet in July 2024.</p> <p>Further reports on the progress of the Reshaping Programme and development of the MTFP have been put forward to Cabinet in the autumn 2024 to ensure effective delivery. There will also be specific references in the budget reports in January and March 2025.</p> <p>Additional performance data is being included in the appendices to the quarterly financial monitoring reports, in place from Q2 2024/25. This is a long term programme and there will be further monitoring and reporting beyond the 2025/26 budget cycle.</p>	Green	March 2026 and ongoing	Jan-25	CP&R	
LR/71	Financial Sustainability Review – Vale of Glamorgan Council	Matt Bowmer/ Helen Moses	R2: To report on the impact of its financial approach, the Council should develop reporting arrangements to provide members with the impact of its financial position and MTFP on local communities and delivery of its well-being objectives.	M	<p>The Council completes Equality Impact Assessments for all of its saving proposals. The Finance Team have enhanced the information put forward in Budget Reports to provide further information on these impacts. Equality Impact Assessments were in place for all savings proposals for 2025/26 when public consultation opened on 20 January following publication of the Budget for Consultation.</p> <p>The Council's Annual Self-Assessment includes financial commentary on a directorate basis alongside the performance narrative. This approach will be applied to the quarterly reporting to Cabinet and Scrutiny and will be incorporated into the new performance management arrangements aligned with the delivery of the new Corporate Plan 2025-30.</p>	Green	March 2026 and ongoing	Jan-25	CP&R	

National Regulatory Actions

Reference	Report	Responsible Officer	Regulatory Recommendation	Priority (H/M/L)	Update	Status	Target Date	Date of Last Update	Scrutiny Committee	Rationale for Revised target Date
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.	M	This work is being undertaken building on the recent reports from Cwmpas and as part of the development of the Reshaping Programme and the new Corporate Plan and through forums like the Section 16 Forum. This work will continue to evolve as part of ongoing work with the sector and the checklists have been used to shape the work.	Green	Mar-25	Jan-25	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.	M	The cwmpas work has been reported and the recommendations together with the PPA report recommendations and the new Corporate Plan will shape future work. Together with work around scrutiny arrangements and the VSJLC there will be more robust arrangements developed.	Green	Mar-25	Jan-25	CP&R	Linked with ongoing third sector engagement work.
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.	M	The recommendations from the Cwmpas work together with the new Corporate Plan will set the direction for future work, together with activities around reshaping and engagement.	Amber	Mar-25	Jan-25	CP&R	Further work forms 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.	M	The Cwmpas work undertaken during the last few months has sought the opinion of a range of stakeholders on various matters. The issue of CATs was raised by stakeholders as an area for further development, to reflect lessons learnt and also cognisant of the time and resources required to undertake applications. The Council is considering a range of approaches, including CAT but also bespoke lease/licence arrangements dependent upon the nature of the asset/service and organisation. This will be progressed via the Assets board under the Target Operating Model theme of Reshaping.	Green	Mar-25	Jan-25	CP&R	This is ongoing as part of our Strengthening Communities workstream.
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.	M	The Cwmpas work undertaken during the last few months has sought the opinion of a range of stakeholders on various matters. The issue of CATs was raised by stakeholders as an area for further development, to reflect lessons learnt and also cognisant of the time and resources required to undertake applications. The Council is considering a range of approaches, including CAT but also bespoke lease/licence arrangements dependent upon the nature of the asset/service and organisation. This will be progressed via the Assets board under the Target Operating Model theme of Reshaping.	Green	Mar-25	Jan-25	CP&R	This is ongoing as part of our Strengthening Communities workstream.
NR14	Review of Town Centre Regeneration in Wales	Marcus Goldsworthy/ Phil Chappell/ Michael Clogg	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.	H	Welsh Government Placemaking plans which are now underway in each town will consider transport and areas like parking and active travel in their recommendations. An internal placemaking group of senior officers all departments has been established to discuss and debate some of the recommendations and to bring projects to the table at an early stage. It is vital that all departments consider placemaking when developing project ideas. The council' policy on outside trading areas, café style licences and advertising boards continue to support local business post Covid-19 and assist in improving the management and vitality of the street scene in town centres. The previous introduction of charges in town centre car parks have ensured the efficient use of car park space by shoppers and encourage a turnover of vehicles to assist with economic activity and footfall as well as promote modal shift and encourage increased use of public transport and active travel options'	Green	N/A	Jan-25	E&R	N/A



Reference	Report	Responsible Officer	Regulatory Recommendation	Priority (H/M/L)	Update	Status	Target Date	Date of Last Update	Scrutiny Committee	Rationale for Revised target Date
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: <ul style="list-style-type: none"> <li>• using alternative methods of enforcement before using Compulsory Purchase Orders as a last resort;</li> <li>• 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</li> <li>• 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.</li> </ul>	M	Greater use of enforcement powers have been seen since the Vale took on a dedicated empty property enforcement officer. Internal empty property working group meets regularly to discuss the delivery of the empty property action plan.	Green	Mar-25	Jan-25	E&R	This work is ongoing as part of the Council's Empty Homes Strategy.
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).	M	Placemaking plans have now overtaken this work as all councils have to sign up to the placemaking charter for Wales. It sets out 6 principles that all towns must adhere to whilst developing their plans for regeneration. The Vale Council has signed up to this charter and now applies this thinking to all areas of its work, not just regeneration. Work has been commissioned on all four towns.	Green	Mar-25	Jan-25	E&R	Development of Place making plans and their delivery remain an ongoing area of work.
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.	H	Changes are currently being made to the new digital EIA form following initial testing within the SAG. It is intended to launch the new form for all colleagues in April as part of the new EIA process.	Green	Mar-25	Jan-25	L&C	This work remains ongoing.
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>	H	There is a specific section on tackling poverty in the draft Corporate Plan and this is identified as one of three key challenges. There are actions under each objective which contribute to work to prevent and tackle poverty and this was picked up specifically as part of the consultation on the draft plan. The cost of living crisis is a challenge in the current ADP and twice yearly reports detail progress in addition to the quarterly monitoring for the full ADP.	Green	Mar-25	Jan-25	CP&R/ 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 <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>	H	Work is progressing with the PSB project in our most deprived areas. A report on the key themes arising through the engagement has been discussed by the steering group and workshops on health and employment have been organised for February and March involving professionals and the community. A progress report will also be considered by Scrutiny in February.	Green	Mar-25	Jan-25	CP&R/ 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 <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>	H	There exists a cost of living support hub on the Councils website that details all of the available support relating to poverty and rising cost of living. New information is added to this page as it becomes available and reviewing and updating the pages is now embedded as business as usual.	Green	Mar-25	Jan-25	CP&R/ 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 <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>	H	The Council's data strategy has now been agreed and this will provide a foundation to progress this work. Work is also underway within Digital Services to look at data warehousing and how information is held and joined-up for different purposes. This work will be further progressed during the year and make connections with the work underway within Digital to expand the reach of the GIS team to create other data repositories and resource considerations are being identified as part of the restructuring proposals for the service.	Amber	Mar-25	Jan-25	CP&R/ 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 <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>	H	A new Digital Equality Impact Assessment process that has a greater focus on the socio economic duty and conscientious consideration of the impact on the Welsh language is currently being piloted. It is intended to launch a new impact assessment process in April 2025 alongside the new Strategic Equality Plan.	Green	Mar-25	Jan-25	CPR/ L&C/ H&SC	This work remains ongoing.
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: <ul style="list-style-type: none"> <li>• self-evaluate current engagement, management, performance and practice;</li> <li>• identify where improvement is needed; and</li> <li>• 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.</li> </ul>	M	The Cwmpas reports and the Audit Wales recommendations have now been fed into the new Corporate Plan to include a 'Our commitment to those working with us' section that outlines what current and future partners can expect from the Council when working with us. This statement can be used as a standalone document and will replace the current Voluntary Sector Compact. During the corporate plan consultation, a dedicated in person session was held to discuss the statement with third sector partners and it has been shared online. The recommendations from the work undertaken by Cwmpas and our response have been agreed and incorporated into the new Corporate Plan.	Green	Mar-25	Jan-25	CP&R	Work remains ongoing in this area.



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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: <ul style="list-style-type: none"> <li>formally approve the completed Action Plan arising from the evaluation exercise;</li> <li>regularly report, monitor and evaluate performance at relevant scrutiny committees; and</li> <li>revise actions and targets in light of the authority's evaluation and assessment of its performance</li> </ul>	M	The Cwmpas reports and the Audit Wales recommendations have now been fed into the new Corporate Plan to include a 'Our commitment to those working with us' section that outlines what current and future partners can expect from the Council when working with us. This statement can be used as a standalone document and will replace the current Voluntary Sector Compact. During the corporate plan consultation, a dedicated in person session was held to discuss the statement with third sector partners and it has been shared online. The recommendations arising from the work undertaken by Cwmpas have been agreed and have informed the new Corporate Plan and the Reshaping programme.	Green	Mar-25	Jan-25	CP&R	Work remains ongoing in this area.
NR40	'A missed opportunity' – Social Enterprises	Tom Bowring/ Phil Chappell	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: <ul style="list-style-type: none"> <li>self-evaluate current Social Enterprise engagement, management, performance and practice;</li> <li>identify opportunities to improve joint working; and</li> <li>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</li> </ul>	M	The Cwmpas reports and the Audit Wales recommendations have now been fed into the new Corporate Plan to include a 'Our commitment to those working with us' section that outlines what current and future partners can expect from the Council when working with us. This statement can be used as a standalone document and will replace the current Voluntary Sector Compact. During the corporate plan consultation, a dedicated in person session was held to discuss the statement with third sector partners and it has been shared online. Consideration is being given to future work with regards to social enterprise as part of the reshaping programme.	Green	Mar-25	Jan-25	CP&R/ E&R/HL&SC	Work remains ongoing in this area.
NR41	'A missed opportunity' – Social Enterprises	Tom Bowring/ Phil Chappell	R2 To drive improvement we recommend that the local authority: <ul style="list-style-type: none"> <li>formally approve the completed Action Plan;</li> <li>regularly report, monitor and evaluate performance at relevant scrutiny committees; and</li> <li>revise actions and targets in light of the authority's evaluation and assessment of its performance.</li> </ul>	M	The Cwmpas reports and the Audit Wales recommendations have now been fed into the new Corporate Plan to include a 'Our commitment to those working with us' section that outlines what current and future partners can expect from the Council when working with us. This statement can be used as a standalone document and will replace the current Voluntary Sector Compact. During the corporate plan consultation, a dedicated in person session was held to discuss the statement with third sector partners and it has been shared online. Work with regards to strengthening relationships with the SE sector will be taken forward in line with Reshaping an the new Corporate Plan.	Green	Mar-25	Jan-25	CP&R/ E&R/HL&SC	Work remains ongoing in this area.
NR42	'A missed opportunity' – Social Enterprises	Tom Bowring/ Phil Chappell/ Lance Carver	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.	M	During Q3 Adult Social Services and RMS have worked with Community Catalysts (a community interest company with a track record of supporting local authorities across the UK to create local micro social enterprises) to plan a two-stage implementation: Q4: undertake a focused 'diagnostic' to map the areas of most need of community development. 2025-2027: Promote the development of a range of hyper local community micro-providers to offer business opportunities for local people to respond to the need of the local population who	Green	Mar-25	Jan-25	CP&R/ E&R/HL&SC	Work remains ongoing in this area.
NR44	Cracks in the Foundation - Building Safety in Wales	Marcus Goldsworthy / Ian Robinson / Liam Jones / Chris Keepins	R5 Local authorities should develop local action plans that articulate a clear vision for building control to be able to plan effectively to implement the requirements of the Act. The Plans should: <ul style="list-style-type: none"> <li>be based on an assessment of local risks and include mitigation actions;</li> <li>set out how building control services will be resourced to deliver all their statutory responsibilities;</li> <li>illustrate the key role of building control in ensuring safe buildings and be linked to well-being objectives and other corporate objectives; and</li> <li>include outcome measures that are focused on all building control services, not just dangerous structures.</li> </ul>	M	BC structure informally reviewed with BC Manager, and options appraised, including potential re-grading of posts to deliver savings and more appropriately reflect the makeup of the department workload. Fees/income reviewed with Accountant, as preparation for amended fee structure to be prepared in Q4, ready for implementation in Q1 of 25/26.	Green	Mar-25	Jan-25	E&R	
NR45	Cracks in the Foundation - Building Safety in Wales	Marcus Goldsworthy / Ian Robinson / Liam Jones / Chris keepins	R6 Local authorities should urgently review their financial management of building control and ensure they are fully complying with Regulations. This should include: <ul style="list-style-type: none"> <li>establishing a timetable of regular fee reviews to ensure charges reflect the cost of services and comply with the Regulations;</li> <li>annually reporting and publishing financial performance in line with the Regulations;</li> <li>ensuring relevant staff are provided with training to ensure they apply the Regulations and interpret financial reporting correctly; and</li> <li>revise fees to ensure services are charged for in</li> </ul>	L	Fees/income reviewed with Accountant, as preparation for amended fee structure to be prepared in Q4, ready for implementation in Q1 of 25/26. Regular training is undertaken to ensure knowledge is kept up to date.	Green	Mar-25	Jan-25	E&R	
NR46	Cracks in the Foundation - Building Safety in Wales	Marcus Goldsworthy / Ian Robinson / Liam Jones / Chris keepins	R7 Local authorities should work with partners to make better use of limited resources by exploring the potential for collaboration and regionalisation to strengthen resilience through a cost benefit analysis of partnering with neighbouring authorities, establishing joint ventures and/or adopting a regional model where beneficial.	M	Work is currently being done with LABC to encourage support between neighbouring authorities. No formal agreement has been reached although conversations ongoing regarding how this might work should the situation arise where we cannot fulfil our responsibility as the Building Safety Regulator in Wales for the VoG. Early stages of work towards considering potential regionalisation of PRIW resource.	Green	Mar-25	Jan-25	E&R	
NR47	Cracks in the Foundation - Building Safety in Wales	Marcus Goldsworthy / Ian Robinson / Liam Jones / Chris keepins	R8 Local authorities should review risk management processes to ensure that risks are systematically identified, recorded, assessed, mitigated and subject to regular evaluation and scrutiny.	L	Service level guidance and supporting procedural guidance is being developed to support the Act specific to Building Control.	Green	Mar-25	Jan-25	E&R	

### Completed Local Regulatory Actions

Reference	Report	Responsible Officer	Regulatory Recommendation	Update	Status	Target Date	Date of Last Update	Scrutiny Committee
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.	Policy approved by Board.	Completed	Mar-24	Apr-24	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.	Will remain subject to oversight as business as usual in relation to the YJESS Strategic Management Board.	Completed	Apr-24	Apr-24	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.	Completed, actions agreed to support engagement.	Completed	Mar-25	Apr-24	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.	Action completed.	Completed	Mar-25	Oct-24	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.	Action completed - We now have full management capacity.	Completed	Mar-25	Oct-24	HL&SC
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.	Work has commenced on the Financial Strategy for 2024/5 and will continue throughout 2024.	Completed	01/03/2025	Jan-25	CP&R

Reference	Report	Responsible Officer	Regulatory Recommendation	Update	Status	Target Date	Date of Last Update	Scrutiny Committee
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.	We have achieved 88% of planned savings for 2023/24 with the remaining being taken forward into 2024/25. Funding gaps will continue to be monitored as part of the MTFP strategy, the new Reshaping programme and the Council's savings tracker.	Completed and ongoing	Mar-25	Aug-24	CP&R

Completed National Regulatory Actions								
Reference	Report	Responsible Officer	Regulatory Recommendation	Update	Status	Target Date	Date of Last Update	Scrutiny Committee
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.	Although we still await publication of WG action plan, bullying and one-off prejudice incident bullying data continues to be effectively scrutinised on termly basis as part of Wellbeing Improvement Board (WIB) within L&S Directorate to identify trends and any possible interventions that maybe required. We have continued to work with an external company and our schools to enhance the recording and reporting of this data through My Concern, through the refinement of recording categories.	Completed/BAU	Mar-25	Apr-24	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.	The Vale of Glamorgan finalised and ratified its Trans Inclusion guidance which has now been published and has been shared with all schools. The focus going forward will be on identifying, scoping and sourcing professional learning for staff. Work will also progress with devising and delivering a 'protected characteristics' inclusion training in conjunction with the Learning Links Team to all schools.	Completed	Mar-25	Apr-24	L&C
NR43	Estyn Thematic Review - Improving attendance in secondary schools	Morwen Hudson	Local authorities should: Provide schools with regular and effective challenge and support to improve pupils' attendance and help evaluate the impact of their work. Ensure that local authority interventions build on work already carried out by schools. Work with schools to support them to work with parents/carers to understand the importance of good attendance.	The Inclusion Service undertook a full review of its approach to improving attendance, by comparing strategies to learn from others. Meetings with school leaders in other local authorities looked at school strategies and engagement strategies in relation to specialist provisions. We also invited other LAs to conduct appreciative inquiry into Inclusion Service to inform improvements. Two six session pilot projects around parental voice and barriers to attendance and initial Emotional Based School Avoidance style work have been completed to inform a model of developed to train Family Engagement Officers in schools so that these sessions are cascaded on the basis of building capacity and expertise within schools themselves.  School Attendance Officer Forums are now well established across the Vale that are well attended by school staff. Agenda for Forums are co-constructed with school colleagues and a face to face session and sharing good practice day is planned for summer term.  Attendance Data visits and audits are regularly undertaken and is now embedded practice. FPN training was offered to all schools in January, with other attendance training being offered later in the term. Governor training for attendance was scheduled for February.  Pastoral Support Plan pilot launched in October 2023 after pilot schools received training sessions. Evaluation is currently being carried out with the Portal to be launched across all Vale schools later in the year. The Inclusion Team continues to work with the One Team to enhance reporting as a key area of focus going forward.	Completed/BAU	Mar-25	Apr-24	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.	During Oct-Dec 2023 a 6-week Girls course was undertaken at St Cyres School funded by the Vale of Glamorgan Council. This was for two groups. One group of year 10 girls and one group of year 11 girls, and the aim was to help equip, empower, and encourage girls in year 10/11 that struggle with their self-esteem or could be susceptible to being involved with negative behaviours in romantic relationships. In order to track the girls progress before and after the course the facilitator utilised a survey.	Completed/BAU	Mar-25	Apr-24	L&C