

V9

Last update to Audit Committee June 2014

New update for Audit Committee October 2014

## Action Plan 2014 Response to Regulator Proposals

| Original Document  | Regulator Proposal   | Action  | Progress Update October 2014   | By When   | Additional Information  | Status                   |
|--|--|---|--|---|---|--------------------------|
| 1A2 Dec 2012<br>(Carried forward from historical list)                                     | <b>P2</b> Better engage and strengthen scrutiny to improve self-evaluation arrangements and to inform the councils overall evaluation of progress against its improvement objectives   | Consideration of moving from 2 individual PM scrutiny's to using more frequent scrutiny to give greater reporting opportunities. We are also reviewing and revising the planning cycle to include a self-evaluation process | Improvement Objective 6 month review is booked on Autumn / winter scrutiny. This is day to day business. Performance Management Training for members is on 20th October will include information on self-assessment of IO's and Evaluation.  | Dec-14  | In addition to the newness of self-evaluation, the removal of the PM scrutinys without a definate steer on replacement and the newness of embedding performance in ordinary scrutinies, means that PwC would like this to remain open, was closed but <b>now reopened wef 29.1.2014 OPEN - Transferred to current list 9th May 2014</b> | <b>In progress</b>       |
| Carried forward from Appendix A (historical)   | <b>P2</b> Formal annual financial assessments of its Improvement Objectives are included within all relevant SIPs to ensure that resources are clearly aligned to priorities;  | <b>1.</b> Guidelines sent to Heads of Service <b>2.</b> Critique Plans when received <b>3.</b> Escalate any none compliance <b>4)</b> Introduction of Self-Evaluation to include costings as part of the evaluation.        | Costing of Improvement Objectives is now part of the process of setting them. There is more information on Finance within the annual performance report. The Service Plans include IO's and the delivery of them but not specific to costing as this is agreed in a different way directly with Finance. | Jun-13  | Following discussion with PWC it was agreed to keep this open. PWC would like the assurance of one more cycle including new self-evaluation process, particularly with workforce planning. We will review after the plans are written. <b>OPEN - Transferred to current list 9th May 2014</b>   | <b>In progress</b>       |
| <b>AIR 2013 Improvement Assessment Letter 1 2013. (IA presenation, part 2 of letter 2)</b> | <b>R4:</b> Put in place arrangements that enable the Council to formulate, scrutinise, approve and publish its improvement objectives in a timely way to meet its statutory obligations  |   | The Corporate Plan with the Council priorities and Improvement Objectives was published within the required deadline. The 15/16 Improvement Objectives timeline is being drawn up now to include consultation with the public and members. This is day to day business.                                  | Apr-14  | As recommended by the service. In addition the 2014 CGI follow up will review Performance Management Arrangements.  | <b>Recommend Closure</b> |
| Customer Services Review (August 2013)   | <b>P1: Governance and performance management.</b> Develop a more co-ordinated strategic approach to customer services. This should include developing and implementing a customer service strategy that supports the Council's strategic vision and improvement priorities.            | To develop and implement a Customer Services Strategy.  | A report will be presented to P&R at end of September explaining that development of the strategy has been rescheduled to match the MTFP timetable.  | Report to P&R Scrutiny Committee in March 2014 explaining delayed til June. |   | <b>In progress</b>       |
| Customer Services Review (August 2013)   | <b>P1: Governance and performance management.</b> Develop a more co-ordinated strategic approach to customer services. This should include establishing clear links between the customer service strategy document, Improvement Objectives and departmental service improvement plans. | To develop and implement a strategy.  | A report will be presented to P&R at end of September explaining that development of the strategy has been rescheduled to match the MTFP timetable.  | Report to P&R Scrutiny Committee in March delayed til June 2014.            |   | <b>In progress</b>       |

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| Customer Services Review (August 2013) | <b>P1: Governance and performance management.</b><br>Develop a more co-ordinated strategic approach to customer services. This should include ensuring the customer service strategy clearly sets out appropriate performance measures that enable the Council to manage, monitor, report and evaluate its strategy and other related strategies including its customer charter. | To develop and implement a strategy that includes performance management information.   | A set of PIs will be developed when the strategy has been agreed.  | Report to P&R Scrutiny Committee in March delayed til June 2014. | Draft Strategy out to consultation with officers and members during March and April, with final proposed strategy presented to P&R Committee in June 2014. | In progress |
| Customer Services Review (August 2013) | <b>P1: Governance and performance management.</b><br>Develop a more co-ordinated strategic approach to customer services. Including customer services' performance measures in the Council's corporate performance reporting arrangements and ensuring they are subject to effective self-evaluation, challenge and scrutiny.  | Review customer service standards then develop suite of performance managers based on the objectives of the strategy 10 links to 12   | A report will be presented to P&R at end of September explaining that development of the strategy has been rescheduled to match the MTFP timetable. Performance Indicators will be set when the strategy has been completed. | Sept 14 (to go into performance report Oct 14                    |  | In progress |
| Customer Services Review (August 2013) | <b>P1: Governance and performance management.</b><br>Develop a more co-ordinated strategic approach to customer services. This should include ensuring that the Council's equalities and Welsh language objectives are being delivered and reflected in the customer service strategy.   | The customer service strategy will include joint work with the Equalities, Policy and Translation unit to ensure there is input at the beginning of the process and during the process.   | A report will be presented to P&R at end of September explaining that development of the strategy has been rescheduled to match the MTFP timetable.  | Nov-14   |  | In progress |
| Customer Services Review (August 2013) | <b>P1: Governance and performance management.</b><br>Develop a more co-ordinated strategic approach to customer services. This should include ensuring that the lead Cabinet Member for customer services has clearly documented responsibilities and is provided with regular performance information.  | Proposal to set up Customer Services Customer service programme board with cabinet member as lead.  | A report will be presented to P&R at end of September explaining that development of the strategy has been rescheduled to match the MTFP timetable.  | Nov-14   |  | In progress |
| Customer Services Review (August 2013) | <b>P1: Governance and performance management.</b><br>Develop a more co-ordinated strategic approach to customer services. This should include ensuring business cases are developed for service improvements that clearly set out and analyses the costs and benefits of the service improvement, and the expected improvements and the outcomes to be delivered.                | To set up customer services board in which all cases would go to the board, not everything needs a case - so guidelines are needed for when case should be used and this will be included in the terms of reference of the board. | A report will be presented to P&R at end of September including proposals for establishing a project board that will address these issues  | Nov-14   |  | In progress |

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| Customer Services Review (August 2013)                                | <b>P2: Information and data.</b> Strengthen the approach to evaluating and improving customer services in a proactive way. This should include collecting and analysing customer views and satisfaction data for e-mail and telephone correspondence.                        | 1) Review the Customer Service standards and measures. 2) Implement survey forms for one-stop-shops and survey of contact centre 3) Broaden to other contact e.g Housing repairs to find out what they do 4) add performance data to Ffynnon CMT scorecard | Standards will be reviewed when the strategy has been agreed, however survey forms are currently in use within customer services. Widening this out to other service areas will be considered when the project boards is in place   | Nov-14  |                        | In progress                  |
| Customer Services Review (August 2013)                                | <b>P2: Information and data.</b> Strengthen the approach to evaluating and improving customer services in a proactive way. This should include corporately collating and analysing customer complaints and compliments and regularly reporting findings to Members.          | Review customer service standards by viewpoint panel and other forms of consultation.  | We believe this is now part of day to day business as the complaints continue to be collated and reported to Audit Committee. We believe there is more to do in gathering informal intelligence and continue to do so (such as exit surveys in customer services) however in regards to this proposal we believe it is completed.               | Oct-14  |                        | Recommend Closure            |
| Customer Services Review (August 2013)                                | <b>P2: Information and data.</b> Strengthen the approach to evaluating and improving customer services in a proactive way. This should include considering re-instating the customer viewpoint panel or introduce another appropriate method of obtaining customer feedback. | Review customer service standards by viewpoint panel and other forms of consultation.  | Customer engagement strategy has been implented building on the update in April that saw the reinstatement of the viewpoint panel. We believe this is now day to day business and recommend this is closed now.   | Oct-14  |                        | Recommend Closure            |
| Asset Management (Land and Property) Strategy Review (September 2013) | <b>P1: Develop a robust Asset Management Strategy for its property and associated infrastructure.</b> The strategy should set out a vision for each type of asset that shows how it contributes to the delivery of the Council's priorities.                                 | Further develop the existing draft strategy  | Report presented to Policy & Resources Committee 30th September 2014 to detail progress and explain reasons for the delay in delivering some Proposals for Improvement beyond the intially planned and agreed dates.  | Apr-14  |                        | Partially Complete - On hold |
| Asset Management (Land and Property) Strategy Review (September 2013) | <b>P1: Develop a robust Asset Management Strategy for its property and associated infrastructure.</b> The strategy should set targets for assessing progress, including the condition and suitability of each asset.   | Complete update of building conditions survey  | All building condition surveys will be completed by the end of the year Dec 2014, there was a delay in the procurement process with establishing an approved contractor however condition surveys are now close to being completed for the 100's of buildings and these will identify our back logs in maintenance and help prioritise actions. | Apr-14  |                        | In progress                  |
| Asset Management (Land and Property) Strategy Review (September 2013) | <b>P1: Develop a robust Asset Management Strategy for its property and associated infrastructure.</b> The strategy should describe an overall plan for implementing the Strategy.  | To form part of development proposals as above (item 42)   | Report presented to Policy & Resources Committee 30th September 2014 to detail progress and explain reasons for the delay in delivering some Proposals for Improvement beyond the intially planned and agreed dates.  | Apr-14  |                        | Partially Complete - On hold |

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| Asset Management (Land and Property) Strategy Review (September 2013)    | <b>P1: Develop a robust Asset Management Strategy for its property and associated infrastructure.</b> The strategy should be approved by members.   | Further develop the existing draft strategy   | Report presented to Policy & Resources Committee 30th September 2014 to detail progress and explain delay reasons for the delay in delivering some Proposals for Improvement beyond the intially planned and agreed dates. | Council Apr-14 |  | Partially Complete - On hold |
| Asset Management (Land and Property) Strategy Review (September 2013)    | <b>P2:</b> Ensure that the individual service asset management plans are developed as soon as possible and are used to inform the Council's financial planning process.   | Develop Service Asset Management Plan (SAMP) and consider impact on the Medium Term Financial Plan (MTFP) | Some pockets of progress are being made but difficult to progress in a holistic way due to MTFP implications. Report presented to Policy & resources Committee 30th September  | Jan-Mar '14    | Current MTFP issues gives priority to service savings so services are unable to set definative plan on their property requirements - this action is <b>delayed until Oct / Nov. The completion date has been changed</b> from Jan-March 14 | Partially Complete - On hold |
| Asset Management (Land and Property) Strategy Review (September 2013)    | <b>P3:</b> Finalise its current review of property performance data and agree which data should be monitored and reported at an officer and member level.   | Improve building data collection and performance intelligence   | Software developments are now completed and building information inputted.   | Jun-14         | By when date changed from March to June 2014   | Recommend Closure            |
| Asset Management (Land and Property) Strategy Review (September 2013)    | <b>P4:</b> Develop and implement arrangements to monitor the delivery of the strategy.  | Agenda updates on progress to Asset Management Group (AMG)  | Report presented to Policy & Resources Committee 30th September 2014 to detail progress and explain reasons for the delay in delivering some Proposals for Improvement beyond the intially planned and agreed dates.       | Nov-14         | Current MTFP issues gives priority to service savings so services are unable to set definative plan on their property requirements - this action is <b>delayed until Oct / Nov. The completion date has been changed</b> from Jan-March 14 | Inomplete - on hold          |
| <b>AIR 2013 Improvement Assessment Letter 1 2013</b>                     | R3: Address the 3 recommendations in the Auditor Generals report Evaluation of Social Services contribution to the Medium term financial plan.  |   |  |                |  |                              |
| Evaluation of Social Services contributions to the MTFP (September 2013) | <b>R3:</b> The Council should ensure that Members are provided with sufficient information at the earliest opportunity to enable them to make informed decisions.   | Update being sought from Acting Head of Corporate Finance   | CMT has approved a business case template that must be completed for all proposed investments greater than £250k.  | Ongoing        | This is part of day to day business so we believe it should be closed now.   | Recommend Closure            |
| Evaluation of Social Services contributions to the MTFP (September 2013) | <b>P1:</b> In order to ensure effective monitoring and evaluation of savings, the Council should implement a consistent approach to project management and monitoring savings, including benefits realisation, managing risks and identifying lessons learnt. | Update being sought from Acting Head of Corporate Finance   | An update on delivering agreed savings is now included in all budget monitoring reports presented to Scrutiny Committees.  | Jul-14         | This is ongoing and we believe as a separate issue it is now addressed and should be closed  | Recommend Closure            |

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| Evaluation of Social Services contributions to the MTFP (September 2013) | <b>P3:</b> The Council should undertake further analysis to identify the non-statutory services that it could prioritise to achieve a significant saving and those statutory services that could be re modelled to realise benefits in line with its corporate and service priorities. | Update being sought from Acting Head of Corporate Finance   | In line with the Council approved budget strategy for 2015/16 and 2016/17 reports have been presented to a number of Special Scrutiny Committees between June and October 2014 outlining a wide range of proposals to deliver savings of £8m in discretionary services. In addition to this, the reports have also considered proposals to identify 3% (£5m) efficiency savings in statutory services  | Summer 2014                    |   | In progress                |
| Information Management Review (November 2012)                            | <b>P4:</b> Ensure that sufficient data is held outside the recommended nine-mile limit to enable a full restoration of service information in the event of a disaster.   | Find a suitable solution. Discuss options with neighbouring authorities in addition to CCBC's existing BSI27001 recovery plan.  | We have an in principal agreement with Newport CC for a reciprocal arrangement and space in the data centre has been allocated for our use. There are a number of processes that need to be completed in order to commence the data copies. We are currently completing the migration of our data from old legacy storage to our new storage and once this is complete we will be in a position to start copying data to Newport CC. We have storage available for deployment to Newport CC but will need to consider the capacity requirements as part of this final process. Consideration will also need to be given to the bandwidth requirements and any implications this may have on existing services.   | 01/12/2013 revised to Dec 2014 | The task to migrate to the new storage array will be completed by Christmas, this is a prerequisite for the final solution where data will be held at Newport CC. This will be achieved by the end of the financial year following installation and appropriate testing of the solution.  | In Progress                |
| Information Management Review (November 2012)                            | <b>P5:</b> Continue to develop more robust arrangements for whole-life cycle management of electronic information including e-mails, in particular disposal of information that the Council no longer has the rights to hold; ensuring that the Council is compliant with legislation. | Continue ongoing IGPT actions of data mapping; developing a records management policy and email management procedures; identify means of managing records backlogs on network drives and email. | Quarterly reviewed Information risk registers include risk of theft, loss and unauthorised access to electronic information. Data mapping resulted in Information Asset Register including electronic records, enabling checks of storage, access, retention and vital records status and development of corporate fileplan (see P7 below). Retention schedules regularly updated when legislation/audit or business requirements change. One year post of Information Governance Training Officer to deliver detailed records management training courses to supplement basics on DPA and FOI courses, and Member training continues. Backlogs on network drives successfully addressed within Education Directorate (80% reduction in duplication) to be rolled across other directorates of the Council. Solutions to backlogs in email being considered, email management guidance to be distributed, and Egress Switch and GCSX enable secure emailing. Consideration of BS10008 for electronic information subject to European funding retention rules has begun. Regular communications update all staff on key information governance messages. A new protocol on access to exempt committee information (mainly electronic) has been agreed and awareness raising sessions delivered. ESF Information Sharing Project encourages staff across Caerphilly Local Service Board to share information legally but also transfer and store it securely, for electronic as well as hard-copy information. | Jun-15                         | Email management guidance agreed and available on intranet. Records Management training proven popular with a growing waiting list and requests for the training materials to be distributed. A paper is being collated on management of existing and future email archive; management of electronic records backlogs reflected in IT and Customer Services Information Risk Register to ensure improvements are monitored quarterly and to reflect importance for Council as a whole; further awareness raising sessions on management of exempt committee reports delivered; BS10008 accreditations underway for HR and Building Cleaning; PC Replacement Programme to standardise work packages to reduce risks of hidden data and improve performance; upgrade to IDOX planned for next year to improve records management; research ongoing on retention guidance for specific types of electronic records; review of Council systems listed in Information Asset Register to establish processes for destruction; updates to register of information sharing agreements for monitoring of management of electronic records. | Part-complete, In progress |

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| Information Management Review (November 2012) | <b>P6:</b> Further improve the response times for Freedom of Information (FOI) requests.   | Continue ongoing Corporate Information Governance Unit actions of finding and implementing methods of improvement, including improvements to Publication Scheme.                | First 6mths of 2014 compliance with 20wd response time increased by 2%. Continue to encourage improvement through: Inclusion in the Council's Annual Governance Statement for 2014-2015 and corresponding action plan; snapshots of request handling during several periods in 2014 undertaken to assess timescales in more detail and problem areas targeted; level of risk for each Service Area of failing to comply with FOI monitored through Information Risk Returns; introduction of Information Risk Register has prompted information governance presentations at a number of senior management team meetings, including FOI compliance; Information Governance Stewards reinforce compliance targets and also discussed at six-weekly IGPT meetings; key officers involved in FOI requests meet quarterly to share good practice; weekly reports generated by CIGU for the Chief Executive and Heads of Service; internal compliance targets introduced including notification within 5 working days whether response can be handled by a service area; Publication Scheme promoted; additional resources deployed through utilisation of a staff member employed elsewhere when the person's existing job permits; IG Training Officer delivers FOI training; software to track FOI requests is explored; benchmark CCBC against other organisation's performance; performance monitored quarterly and annual reports to Policy and Resources Scrutiny Committee. | Mar-14  | Training sessions are targeted initially at those services missing FOI deadlines and will involve encouragement for all staff to attend FOI training delivered by CIGU. A variety of proposals to be explored by Corporate Governance Panel on 21 Nov 2014 including reduction of internal deadline to 12 working days; reporting service areas with a pattern of late responses to directors, Information Governance Project Team and possibly P&R Scrutiny Cttee annual report on IG presented in April each year; revert to former practice of service areas drafting their own respnses for compliance. Other suggestions include allocate a deputy to approve requests in HOS absence and establish a new 2 day target for approvals; allocate a small number of key officers to take responsibility for particular FOI subjects to ensure ownership is retained until response answered; The above and more will be considered for approval by Corporate Governance Panel on 21 Nov 2014. | Part-complete, In progress |
| Information Management Review (November 2012) | <b>P7:</b> Pause and review the implementation of the Electronic Document and Records Management System (EDRMS) to assess progress and direction, in particular consider the Council's aims for EDRMS to ensure that the current approach will deliver these aims effectively. | Continue ongoing IGPT data mapping, and Information Governance Support Officer's role of using the resulting data to recommend and implement improvements in a number of areas. | Closed. Discussions with IDOX resulted in agreement to work with the Council to explore using the Council fileplan alongside the existing IDOX Document Management System (DMS) to present a full picture of the Council's record holdings at any point in time to comply with S45 Code of Practice under FOI. An increasing number of areas use IDOX document management system to facilitate sharing of information in a secure storage environment and adoption of BS10008 (on legal admissibility of information stored electronically) continues for those records stored in IDOX that may be required in court. Work continues on the outcomes of the data mapping exercise which is preparation for full implementation of an EDRMS as well as thorough management of electronic information outside EDRMS. See P5 for further information, as these actions overlap.  | Dec-14  |   | <b>Recommend Closure</b>   |

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| Review of Management Arrangements following a Homicide Report from Healthcare Inspectorate Wales – April 2013 | <b>P1:</b> Establish robust arrangements, to ensure and systematically check, that protocols and procedures are implemented and operating effectively in practice.   | Practice reviewed to ensure compliance with relevant policies & procedures. (Director Social Services) | No update provided  | Quarterly   |                        | In Progress |
| Review of Management Arrangements following a Homicide Report from Healthcare Inspectorate Wales – April 2013 | <b>P2:</b> Ensure all action plan targets are complete and adopted.  | Plans and targets reviewed on a regular basis (Director Social Services)                               | No update provided  | Six Monthly |                        | In Progress |
| Review of Management Arrangements following a Homicide Report from Healthcare Inspectorate Wales – April 2013 | <b>P3:</b> Improve inter-agency working in relation to rehousing and the management of vulnerable people in need of housing by: <b>ensuring health and social care information sharing protocols cover housing services;</b> | ISP's developed to encompass Housing related issues. (Director Social Services)                        | In response to audit query in June: The pilot in the Rhymney area of the Borough will conclude in early September and the feedback from people who use the service has been very positive. The co location of mental health staff in the Rhymney Integrated Health & Social Care Centre has undoubtedly improved communication but there can still be tensions across professional boundaries. On the basis of the positive feedback on the project it is being extended to the whole north of the borough as well as other parts of Gwent. This isn't a quick fix and consequently full implementation will take some time. Despite the success of this project there will continue to be tensions in partnership working and all Wales factors such as different IT systems do not help. Overall the project is definitely taking us in the right direction and gaining very positive feedback from users of the service. | Apr-14      |                        | In Progress |
| Review of Management Arrangements following a Homicide Report from Healthcare Inspectorate Wales – April 2013 | <b>P3:</b> Improve inter-agency working in relation to rehousing and the management of vulnerable people in need of housing by: <b>revising Risk Assessment procedures to incorporate and cover housing services;</b>        | Risk assessment procedures to cover housing related issues. (Director Social Services)                 | No update provided  | Ongoing     |                        | In Progress |

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| Review of Management Arrangements following a Homicide Report from Healthcare Inspectorate Wales – April 2013 | <b>P3:</b> Improve inter-agency working in relation to rehousing and the management of vulnerable people in need of housing by: <b>improve staff knowledge, awareness and understanding so as to minimise risk to vulnerable people by undertaking three-way training and information sharing between housing, health and social services.</b> | (Director Social Services)  | No update provided   | Jun-14   |   | In Progress       |
| Review of Management Arrangements following a Homicide Report from Healthcare Inspectorate Wales – April 2013 | <b>P3:</b> Improve inter-agency working in relation to rehousing and the management of vulnerable people in need of housing by: <b>revise the draft Mental Health Joint Accommodation Protocol (MHJAP) to include Registered Social Landlords (RSL) and Supporting People services to minimise gaps in service provision.</b>                  | Revised protocol in place. (Director Social Services)   | No update provided   | Mar-14   |   | In Progress       |
| Service Based Budget Review Nov 2013 (IA presentation, part 2 of letter 2)                                    | <b>P1</b> The Council should ensure that its corporate priorities and improvement objectives are formally considered in the determination of its savings programme and influence its medium-term financial plan.   | To build into time table. To develop formal mechanism to evidence this happens (informal mechanisms do exist) | Corporate Plan has been produced and published. This re-defines the council's priorities and informs the MTFP. MTFP not yet agreed for 2015                                  | By April - May 2014 when publications are produced to the public | This is a standard part of producing the Councils Performance Report, so we believe this should now be closed as a separate recommendation. | Recommend Closure |
| Service Based Budget Review Nov 2013  | <b>P2</b> The Council should separately monitor and evaluate the delivery of its savings to enable more effective scrutiny of their delivery.  | Steve to provide comment for Jan and for actions  | An update on delivering agreed savings is now included in all budget monitoring reports presented to Scrutiny Committees.  | Jul-14   | We recommend this should now be closed as this is part of ongoing processes of monitoring   | Recommend Closure |
| Improvement Assessment Letter 2 Dec 2013  | P1 In <b>future</b> Performance Reports, the Council should:   |   |  |  |   |                   |
| Improvement Assessment Letter 2 Dec 2013 (IA presentation, part 2 of letter 2)                                | • explain what corrective actions it has taken when performance and comparative information identifies areas in need of improvement;   | This will have to be considered as part of the next performance publication                                   | The new performance report which has taken cognisance of this proposal has gone to cabinet for 17th Sept and then to Full council for consideration and approval 7th October | Oct-14   |   | Recommend Closure |



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| Improvement Assessment Letter 2 Dec 2013 (IA presentation, part 2 of letter 2) | <ul style="list-style-type: none"> <li>provide more contextual information within the main narrative to give a more rounded picture of performance and provide a fuller evaluation of performance against its improvement objectives; and</li> </ul> | This will have to be considered as part of the next performance publication          | The new performance report which has taken cognisance of this proposal has gone to cabinet for 17th Sept and then to Full council for consideration and approval 7th october  | Oct-14      |  | Recommend Closure        |
| Improvement Assessment Letter 2 Dec 2013 (IA presentation, part 2 of letter 2) | <ul style="list-style-type: none"> <li>consider more targeted use and reporting of comparative information with similar councils during the year and within future Performance Reports.</li> </ul>   | This will have to be considered as part of the next performance publication          | The new performance report which has taken cognisance of this proposal has gone to cabinet for 17th Sept and then to Council for consideration and approval 7th october. It is of note that Authorities that publish early in July do not have All Wales Comparators (because they are not available at time of publishing before Sept) and cannot therefore include comparators in their | Oct-14      |  | Recommend Closure        |
| IA presentation (part 2 of letter 2) Dec 2013                                  | Publish Welsh version of performance report earlier  | Check what is within the scope of our policy and explore ways to provide it earlier. | Plan sent to Translation before full council consideration / approval to meet simultaneous publishing dates for both languages  | 30th Oct 14 | Both languages were on the internet before October 30th. We will continue with this process to translate earlier. Recommend to close now | Recommend Closure        |
| Local Authority arrangements for Safeguarding Children (issued June 2014)      | <b>P1</b> Develop a Corporate Safeguarding Policy that clearly specifies roles, responsibilities and procedures for safeguarding   |  |   |             |  | New - still to be agreed |
| Safeguarding Children (issued June 2014)                                       | <b>P2</b> Agree Designated Safeguarding Officers within all of the Council's service areas.  |  |   |             |  | New - still to be agreed |
| Safeguarding Children (issued June 2014)                                       | <b>P3</b> Improve the range, quality and coverage of safeguarding performance reporting to provide adequate assurance that corporate arrangements are working effectively  |  |   |             |  | New - still to be agreed |
| Safeguarding Children (issued June 2014)                                       | <b>P4</b> Improve the work of the Council's Scrutiny Committees to ensure it is providing assurance on the effectiveness of the Council's corporate safeguarding arrangements.   |  |   |             |  | New - still to be agreed |
| Safeguarding Children (issued June 2014)                                       | <b>P5</b> Ensure all elected members and staff who come into contact with children on a regular basis receive training on safeguarding and child protection issues and the Councils corporate policy on safeguarding.                                |  |   |             |  | New - still to be agreed |
| Safeguarding Children (issued June 2014)                                       | <b>P6</b> Identify and agree an appropriate internal audit programme of work for safeguarding.   |  |   |             |  | New - still to be agreed |