

Original Document	Regulator Proposal	Progress Update April 2014	By When	Additional Information	Status
AIR Feb 2012	<b>P1</b> Improve Welsh language provision on the Council's website.	<b>January Update:</b> Remains open as it would take over a year to translate the whole website even if the service were at full strength. One translator left and the replacement started Feb 2014. Agreement has been reached for a 2nd trainee though there will be 4 translators from March and the team will be tackling parts of the website in the new financial year to deal with any backlog. However at this time we do not have resources to keep up the total translation of the whole site. <b>March 2014 Update.</b> The Internet is being relaunched in the summer and a process has been put in place to trigger any pages that will need translating that are not part of IT central ownership. The pages that are centrally owned by ICT (the top 50?) will automatically be translated. Arrangements have been made as part of the SLA with Cardiff to carry out some translation when the new internet is launched.	End March 2013	Our own Welsh Language policy is for 100% of the Web to be translated however there are not the resources to carry that out simultaneously with English although the actions put in place in March's update will go some way to meeting this. However our local Welsh Language policy will be superseded by the Welsh Government 134 standards in the summer so this will no longer apply. Nevertheless the Welsh Language provision on the Web has been improved greatly as advised in previous updates and continues to improve so we now consider this proposal closed,	<b>Considered closed by CCBC.</b> Endorsed by CMT 22.5.14
1A2 Dec 2012	<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	We consider this is part of normal day to day scrutiny arrangements and closed, however discussion with PWC (29th Jan) is that they would like for it to remain open to allow for more progress within the Self-Evaluation work. See additional information column. Evidence sent on the CMT report to PWC 6.2.14	Dec-14	In addition to the newness of self-evaluation, the removal of the PM scrutinies without a definite steer on replacement and the newness of embedding performance in ordinary scrutinies, with minimal building blocks on learning has not yet been developed, PwC would like this to be reopened, was closed but <b>now reopened wef 29.1.2014</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;	Improvement objectives are costed to the medium term financial plan. All service plans ask authors to cost their improvement objective. The resources needed to deliver the objective are published to the public in our Improvement Plan.		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>In progress</b>
<b>AIR 2013 Improvement Assessment Letter 1 2013</b>	R1: When contemplating a significant change to the way in which services are delivered, the Council should prepare a fully costed business case prior to initiating major programmes to support the change.	Referred to Improving governance plan and closed from this register		PWC asked for this to be put back in and noted that it has been removed to IPG for consistency with recommendations. Will remove to closed after check off in March.	<b>Closed</b>

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AIR 2013 Improvement Assessment Letter 1 2013	R2: Address the outstanding proposals for improvement identified in the auditors general's work to date		As noted above		Closed -covered in appendix A
AIR 2013 Improvement Assessment Letter 1 2013	R3: Address the 3 recommendations in the Auditor General's report Evaluation of Social Services contribution to the Medium term financial plan.	See 52-57 below	TBA	See below	
AIR 2013 Improvement Assessment Letter 1 2013. (IA presentation, part 2 of letter 2)	R4: 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	Work is progressing with the self-evaluation process. A timetable has been put together for the IO publication which will be part of the new corporate plan. The draft corporate plan went to CMT 6th Feb and discussion took place around linking priorities and the MTFP and arranging a Cabinet away day to review the IOs and Priorities. The recommended priorities are due to go to Cabinet by the end of May 2014	Apr-14	Evidence of self-evaluation sent to PWC 6th Feb	In progress
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.	An action plan for addressing proposals was not developed as it was considered that most actions are tied up developing a new Customer Services Strategy and that would be the more appropriate time to implement an action plan in delivering the strategy. Many aspects of this strategy are linked to the MTFP so the development of the Strategy will be linked to the discussions on the MTFP. A holding report is being prepared for the next P&R to explain the reason for the delay.	Report to P&R Scrutiny Committee postponed from March 2014 to 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.	Delayed
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.	An action plan for addressing proposals was not developed as it was considered that most actions are tied up developing a new Customer Services Strategy and that would be the more appropriate time to implement an action plan in delivering the strategy. Many aspects of this strategy are linked to the MTFP so the development of the Strategy will be linked to the discussions on the MTFP. A holding report is being prepared for the next P&R to explain the reason for the delay.	Report to P&R Scrutiny Committee postponed from March 2014 to 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.	Delayed

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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 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.	Once the strategy has been developed and there is clear objectives, performance information can be refined to measure success of those objectives. In the interim current performance data can be used to analyse performance and this is picked up in further proposals	Report to P&R Scrutiny Committee postponed from March 2014 to 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.	<b>Delayed</b>
Customer Services Review (August 2013)	<b>P1: Governance and performance management.</b> 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.	The action plan has been delayed for reasons noted above. Performance of Customer services will be included in the Councils next performance report, the starting point will be the review of the customer service standards and use of measures to show how we are meeting those standards	Sept 14 (to go into performance report Oct 14		<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 ensuring that the Council's equalities and Welsh language objectives are being delivered and reflected in the customer service strategy.	Comments on the action plan as above apply - Equalities objectives are well established and will be embedded within the strategy when it is developed.	Nov-14		<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 ensuring that the lead Cabinet Member for customer services has clearly documented responsibilities and is provided with regular performance information.	This will be recommended as part of the new strategy. The board can monitor and evaluate activity feeding into P&R	Nov-14		<b>In progress</b>

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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 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.	If the board proposal goes ahead, this will be the avenue for monitoring business cases, although some higher level cases will go to P&R	Nov-14		<b>In progress</b>
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.	Customer engagement process now in place, sending survey forms to those that use the one-stop-shop and survey to those who use contact centre. Existing data needs to be brought together - possibly for being reviewed by the proposed board with PMU attendance at service meetings and reporting to P&R	Nov-14		<b>In progress</b>
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.	Customer service manager sits on the 'listening and learning' group, to analyse complaints. The monitoring officer reports details every 6 months to Audit committee.	Oct-14		<b>In progress</b>
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.	The Viewpoint Panel has been reinstated. First held October 2013 on public services. Results are on caerphillyasks.org.uk. Further work is taking place on methods of consulting, however work needs to take place on establishing a mechanism to bring this all together. Customer services sits on the complaints listening and learning group to make the connections/	Oct-14		<b>In progress</b>

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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 set out a vision for each type of asset that shows how it contributes to the delivery of the Council's priorities.	ongoing -Scheduled for completion March 2014, as agreed at Audit Committee	Apr-14		<b>In progress</b>
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.	ongoing- condition surveys underway. Scheduled for completion March 2014	Apr-14		<b>In progress</b>
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.	ongoing- Scheduled for completion March 2014, as agreed at Audit Committee	Apr-14		<b>In progress</b>
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.	Scheduled for completion April 2014	Council Apr-14		<b>In progress</b>
Asset Management (Land and Property) Strategy Review (September 2013)	<b>P2: 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.</b>	Preliminary work is progressing but cannot finalise at this stage. Current MTFP issues gives a priority to service savings - therefore it is difficult for services to provide a definitive plan of their asset requirements. This has been delayed to the earliest Oct / Nov when leaders what decide via the budget what funds will be available to services and other relevant decisions therefore this has been put back to Nov 2014	Oct-14	Current MTFP issues gives priority to service savings so services are unable to set definitive plan on their property requirements - this action is <b>delayed until Oct / Nov. The completion date has been changed</b> from Jan-March 14	<b>Delayed</b>



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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.	This has been delayed from its original date of April due to capacity issues and the delay in the report being finalised	Jun-14	By when date changed from March to June 2014	<b>Delayed</b>
Asset Management (Land and Property) Strategy Review (September 2013)	<b>P4:</b> Develop and implement arrangements to monitor the delivery of the strategy.	Preliminary work is progressing but cannot finalise at this stage. Current MTFP issues gives a priority to service savings - therefore it is difficult for services to provide a definitive plan of their asset requirements. This has been delayed to the earliest Oct / Nov when leaders what decide via the budget what funds will be available to services and other relevant decisions therefore this has been put back to Nov 2014	Nov-14	Current MTFP issues gives priority to service savings so services are unable to set definitive plan on their property requirements - this action is <b>delayed until Oct / Nov. The completion date has been changed</b> from Jan-March 14	<b>Delayed</b>
Asset Management (Land and Property) Strategy Review (September 2013)	<b>P5: Formalise the role of the Asset Management Group to improve governance and accountability.</b> This should include reviewing the membership of the group.	Completed	Oct-13		<b>Closed</b>
Asset Management (Land and Property) Strategy Review (September 2013)	<b>P5:</b> Formalise the role of the Asset Management Group to improve governance and accountability. This should include developing terms of reference to include responsibility for: i) leading on all corporate asset management issues; and ii) leading on decisions around individual assets.	Completed	Oct-13		<b>Closed</b>
Asset Management (Land and Property) Strategy Review (September 2013)	<b>P5:</b> Formalise the role of the Asset Management Group to improve governance and accountability. This should include ensuring that meetings are recorded appropriately.	Completed	Oct-13		<b>Closed</b>

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Evaluation of Social Services contributions to the MTFP (September 2013)	<b>R1:</b> When contemplating a significant change to the way in which services are delivered, the Council should prepare a fully costed business case prior to initiating major programmes to support the change.	A standard business template and guidance case has been prepared and agreed by CMT for use in all cases over 250k. This can be used for any business case and adapted, but is mandatory for all 250k or over. This is in use now and moves into day to day business.	Jan-Mar '14	Guidance and template sent to WAO / PWC as evidence.	<b>Considered closed by CCBC.</b> Endorsed by CMT 22.5.14
Evaluation of Social Services contributions to the MTFP (September 2013)	<b>R2:</b> The financial impact of significant proposed service changes should be reflected in medium-term financial plans directly where the change is certain to proceed or as a sensitivity if the change is not certain.	Following on from the above, approved business cases will be incorporated into the financial plan for strategic Directorates	Mar-14	Part of day to day business	<b>Considered closed by CCBC.</b> Endorsed by CMT 22.5.14
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.	All significant potential cases will be presented to members at earliest opportunity and supported by a fully costed business case.	Ongoing	Part of day to day business, but will be kept on at this time as an inprogress.	<b>In progress</b>
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.	With effect 2014/2015 financial year progress reports on delivery of agreed savings will be presented at the mid year point to all scrutiny committees	Jul-14		<b>In progress</b>
Evaluation of Social Services contributions to the MTFP (September 2013)	<b>P2:</b> Social Services should continue to maintain and develop the saving initiative worksheet they have developed and the Council should consider how this approach can be shared across the Council.	All Directorates have completed detailed schedules of proposed savings as per the ongoing MTFP. These have been shared at a member seminar and presented to all scrutiny's	Part of day to day work.	Cabinet Report and Council 26th Feb, listing all appendices of saving initiatives.	<b>Considered closed by CCBC.</b> Endorsed by CMT 22.5.14
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.	Budget strategy for 15/16 has been agreed. The focus for 16/17 on further efficiency savings and a detailed review of discretionary services and statutory services where the level of service provision is above a statutory minimum. Initial lists of services to be reviewed has been compiled and will be shared with scrutiny committee during spring 2014 prior to detailed savings proposals being developed.	Summer 2014		<b>In progress</b>

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Information Management Review (November 2012)	P1: Formally assign the responsibilities and accountabilities of the Senior Information Risk Owner (SIRO). Ensure they are vested in a role that has sufficient seniority to deliver all elements of the SIRO function, in particular: <b>ownership of the information risk policy;</b>	Completed	Feb-13		Closed
Information Management Review (November 2012)	P1: Ensure they are vested in a role that has sufficient seniority to deliver all elements of the SIRO function, in particular: <b>ownership of the information risk assessment;</b>	Completed	Nov-13		Closed
Information Management Review (November 2012)	P1: Ensure they are vested in a role that has sufficient seniority to deliver all elements of the SIRO function, in particular: <b>champion information issues at a senior level.</b>	Completed	Feb-13		Closed
Information Management Review (November 2012)	P1: Ensure they are vested in a role that has sufficient seniority to deliver all elements of the SIRO function, in particular: <b>provide a written statement in relation to the security of the Council's information asset for inclusion in the Council's Statement of Internal Control/Annual Governance Statement.</b>	Completed	Feb-13		Closed
Information Management Review (November 2012)	<b>P2:</b> Review the membership of the Information Security Forum to ensure that the responsibilities and accountabilities of an Information Security Forum are fully discharged and cover all aspects of information security including physical access and Human Resources.	Completed	Feb-13		Closed



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Information Management Review (November 2012)	<p><b>P3:</b> Deliver a comprehensive mandated information management training programme for all staff to ensure that the Council can demonstrate that responsibility for information issues has been cascaded throughout the organisation, attendance must be recorded and training needs to be refreshed at regular intervals.</p>	Completed	Nov-13		Closed
		Completed			
Information Management Review (November 2012)	<p><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.</p>	The solution is being finalised.	Dec-13		In Progress

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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.	The Records Management Policy and the Information Risk Management Policy, both approved by Cabinet in Oct 2013, were publicised to all staff via the intranet in Nov 2013, alongside a reminder of the corporate Records Retention and Disposal Policy and the benefits of good IG. The draft email management procedures under test are reliant on completion of the Council's fileplan (an outcome of the data mapping exercise), so whilst the fileplan is developed, general guidance on management of email is being collated to disseminate to staff. A one year Information Governance Trainer post has been approved, and recruitment is underway. The post will be responsible for delivering the records management training, as well as DPA and FOI training. A specification is being drawn up to go out to tender for solution/s to tackle the network drives record backlog, as a result of the Working Group's recommendations. The data mapping exercise has been completed by IG Stewards for all except 1 Service Area, which is actively being worked on at present. A strategy for taking forward the benefits of data mapping is being developed.	Jun-15		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.	The Chief Executive sent an email to Management Network on 31 Oct 2013 reminding them of the importance of answering FOI requests promptly and following the Council's rigorous process, and this was reinforced by Corporate Information Governance Manager delivering a presentation on 8 Nov 2013 to Management Network on IG, including FOI response times, and presentations to a number of SMTs when requested (including Finance, Engineering and Health and Safety). An existing piece of software has been assessed for capability of tracking FOI requests and generating more detailed performance statistics, and discussions with the supplier are ongoing. The Publications Scheme gap analysis is now complete, and will be sent out to key contacts Council-wide with a view to making information proactively available to fill the gaps. Performance continues to be reported to Policy and Resources Scrutiny Committee as part of the Service Area Ffynon reports, and the next IG update to Committee is scheduled for 15 April 2014.	Mar-14		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.	The data mapping exercise referenced in P5 has been completed by Data Stewards, and the Information Governance Support Officer is using that data to develop a corporate fileplan and recommend improvements to record-keeping, which are fundamental preparations for implementing a full EDRMS. Discussions are ongoing with the supplier regarding the RMS	Dec-14		Part-complete, In progress

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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.	Quarterly file audits are completed and led by Health Board staff to ensure compliance with the Care & Treatment Planning (CTP) in relation to integrated mental Health services. These audits highlight potential non compliance with protocols and procedures	Quarterly		<b>In Progress</b>
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.	Action plan previously signed off. No meetings have taken place with senior staff in the Health Board due to staffing changes and this has been taken up with the Divisional Director.	Six Monthly		<b>In Progress</b>
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 are in existence. However, these are being evaluated in light of the work progressing on mental health integration between the 5 LA's and Health Board in Gwent. Work is being piloted within the north of the county borough with a pilot integrated community mental health team.	Apr-14		<b>In Progress</b>
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>	The Care and Treatment Review and Care Plan has 8 keys areas of life, the first being the area of accommodation, where any issues or concerns in relation to housing, would be identified and risk assessed using the WARRN Risk Assessment and shared appropriately	Ongoing		<b>In Progress</b>

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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>	There are continued links with Housing staff, and mental health services, seeing an increase in the request to share information in relation to a tenants mental health. There is a plan for newly qualified staff to receive training in early 2014 on the Mental Health Measure and WARRN Risk Assessment. This will also be made available for Housing staff to attend, to increase their knowledge of Mental Health Services and responsibilities	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>	The Protocol remains in draft version, until the working groups have completed the improvement objectives	Mar-14		In Progress
Improvement Assessment Letter 1 2013	<b>PI</b> The Council should fully implement the proposals for improvement relating to strengthening service planning as set out in my previous Improvement Assessment Letter dated October 2012, but specifically:				
Improvement Assessment Letter 1 2013	to ensure there are clear links between all relevant Service Improvement Plans and the Council's improvement objectives; and	All Guidance includes instruction to link Service Plans with Improvement Objectives and all Plans do. A range of SIPS were sent to PWC/ WAO at random as evidence of the connection. This has been closed under item 16 in appendix A from when originally raised in IA 1 October 2012	Yearly		Closed
Improvement Assessment Letter 1 2013	to undertake Equality Impact Assessments consistently and robustly for all Service Improvement Plans.	We would consider this closed as by the evidence provided - this is and has been embedded in the planning process for years	Jun-13	Evidence sent to WAO 7.1.14	Closed
Improvement Assessment Letter 1 2013	<b>P2</b> The Council should complete its improvement objective action plans as a matter of priority so they can be used to meaningfully monitor performance and deliver the 2013-14 improvement objectives.	The Council completed its IO's action plans within a month or less of each IO being agreed. Each action plan has gone to its relevant scrutiny to be challenged and agreed upon in terms of officer self-assessment of 6 monthly progress update. We consider this closed.	Dec-13	Evidence sent to PWC 6th Feb showing P&R agenda and dashboards proving action plans exist and are monitored.	Closed
Data Quality Review Oct 2013	<b>PI</b> The Council should address the areas for improvement identified from our audit relating to individual indicators, specifically				



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Data Quality Review Oct 2013	Whether a 12 month rolling average, which was used for a social services indicator we reviewed, is the most useful basis to assess current performance during the year. When reported to scrutiny during the year, the period of measurement should be clear.	Service have considered changing the indicator and have decided against it as they believe the 12 month rolling average is the best way to view performance and predict trends as much of their subject if viewed in a one of month or quarter skews the true picture of performance.	Jan-Mar '14		<b>Considered closed by CCBC.</b> Endorsed by CMT 22.5.14
Data Quality Review Oct 2013	Whether there is an alternative way to measure the performance of the anti social behaviour process in a simpler and more intuitive way.	Service have considered changing the indicator and have decided against it for the reasons given in the October update. As the PI used in partnership plans the partners are familiar with and use the information in this way, the partners would chose to keep the measurement the way it currently is. Recommend closing.	Jan-14		<b>Considered closed by CCBC.</b> Endorsed by CMT 22.5.14
Data Quality Review Oct 2013	<b>P2</b> The Council should ensure that its data validation processes are constantly and robustly applied across the organisation. Intrinsic to this, is the need to have clear definitions in place for all local measures and for the Council to undertake detailed checking to ensure that calculations are fully compliant with these definitions.	All IO local PIs are being reviewed as the definitions are completed and reviews of the system take place. We have prioritised PIs for Improvement Objectives, outcome agreements, the corporate plan and CMT score card. We have agreed definitions and reviewed 37 indicators for the IO's from original contact with services in October completing in Feb 2014. It was agreed when the report went to Audit Committee that this action related to the Performance Measures that are 'published' as we have over 5,000 on Ffynnon and it was not feasible to write defintions for this number but there was limited value to do so.	Dec-13	This action is now complete	<b>Considered closed by CCBC.</b> Endorsed by CMT 22.5.14

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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.	In determining the budget 2014/2015 every effort has been made to limit savings requirements on those services supporting delivery of the councils improvement objectives, however due to the scale of further cuts required for 15/16 and 16/17 there will need to be a review of the council priorities. Medium term financial planning is aligned to Improvement objectives and last years IO publication clearly showed the costings as did Octobers Performance Report. This is approaching completion as it becomes part of day to day business however we will leave it for one last cycle to assure the WAO that this happens and evidence this by our Cabinet away day (March 2014) to review the IO's and priorities alignment with the MTFP.	By April - May 2014 when publications are produced to the public		<b>In progress</b>
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.	With effect 2014/2015 financial year progress reports on delivery of agreed savings will be presented at the mid year point to all scrutiny committees (see comment for item 55)	Jul-14		<b>In progress</b>
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)	<ul style="list-style-type: none"> <li>explain what corrective actions it has taken when performance and comparative information identifies areas in need of improvement;</li> </ul>	Report went to Audit Committee 5th Feb, where WAO presented the report and the proposals broadly agreed. This proposal relates to the one and only example in the 120 page document,	Oct-14		New
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>	Report went to Audit Committee 5th Feb, where WAO presented the report and the proposals broadly agreed. This proposal relates to the one and only example in the 120 page document,	Oct-14		New
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>	Report went to Audit Committee 5th Feb, where WAO presented the report and the proposals broadly agreed	Oct-14		New

Current

Last update to Audit Committee 6th  
November 2013

Update as of May 2014 to June Audit Committee

Original Document	Regulator Proposal	Progress Update April 2014	By When	Additional Information	Status
IA presentation (part 2 of letter 2)	Publish Welsh version of performance report earlier .				New