

Action Plan 2016 Response to Regulator Proposals

Number and reference of action	Original Document	Regulator Proposal	Action	Previous Update November 2015	Service Officer Responsible	By When	Update May 2016	Status	Percentage completed	Result from June 16 Audit committee
32	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.	Customer Service Strategy still in draft form. Currently out to consultation with officers. Scheduled to be presented to P&R committee in January 2016	Dave Tittley Customer Services	Report to P&R Scrutiny Committee in March 2014 explaining delayed till June.	The new customer service strategy has been approved by Cabinet. The strategy is being implemented by a Project Team, managed by the Head of Procurement.  This is one of the projects sponsored and monitored by the Business Improvement Board	In progress	65%	
33	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.	Customer Service Strategy still in draft form. Currently out to consultation with officers. Scheduled to be presented to P&R committee in January 2016	Dave Tittley Customer Services	Report to P&R Scrutiny Committee in March delayed till June 2014.	The new customer service strategy has been approved by Cabinet. The strategy is being implemented by a Project Team, managed by the Head of Procurement.  This is one of the projects sponsored and monitored by the Business Improvement Board.  It is not yet clear how the Strategy will link to Service Plans	In progress	90%	
34	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.	To develop and implement a strategy that includes performance management information.	Customer Service Strategy still in draft form. Currently out to consultation with officers. Scheduled to be presented to P&R committee in January 2016	Dave Tittley Customer Services	Report to P&R Scrutiny Committee in March delayed till June 2014.	The new customer service strategy has been approved by Cabinet. The strategy is being implemented by a Project Team, managed by the Head of Procurement.  This is one of the projects sponsored and monitored by the Business Improvement Board.  The performance measures and the mechanism for reporting to the Council have not yet been agreed.	In progress	75%	
35	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.	Review customer service standards then develop suite of performance managers based on the objectives of the strategy 10 links to 12	Customer Service Strategy still in draft form. Currently out to consultation with officers. Scheduled to be presented to P&R committee in January 2016	Dave Tittley Customer Services	Sept 14 (to go into performance report Oct 14	The new customer service strategy has been approved by Cabinet. The strategy is being implemented by a Project Team, managed by the Head of Procurement. This is one of the projects sponsored and monitored by the Business Improvement Board.  Arrangements for monitoring performance still require clarification as responsibility for delivering the strategy has moved from CITSG to the Business Improvement Board.	In progress	80%	
36	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.	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.	Customer Service Strategy still in draft form. Currently out to consultation with officers. Scheduled to be presented to P&R committee in January 2016	Dave Tittley Customer Services	Nov-14	The new customer service strategy has been approved by Cabinet. The strategy is being implemented by a Project Team, managed by the Head of Procurement. This is one of the projects sponsored and monitored by the Business Improvement Board.  The Equalities Unit have been involved in developing the strategy and will be consulted as part of ongoing projects arising from the strategy	Complete	100%	Recommend Closure
37	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.	Proposal to set up Customer Services Customer service programme board with cabinet member as lead.	Customer Service Strategy still in draft form. Currently out to consultation with officers. Scheduled to be presented to P&R committee in January 2016	Dave Tittley Customer Services	Nov-14	The new customer service strategy has been approved by Cabinet. The strategy is being implemented by a Project Team, managed by the Head of Procurement. This is one of the projects sponsored and monitored by the Business Improvement Board.  The role of the Cabinet Member still needs to be clarified as do mechanisms to ensure that they are provided with regular performance information.	In progress	90%	
39	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	A review of customer service standards will be implemented once the CS Strategy has been agreed.	Dave Tittley	Nov-14	Now that the strategy has been agreed work can commence on reviewing customer service standards and performance measures.	In progress	70%	

42	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	There has been no further progress on this recommendation as previously agreed with P&R Scrutiny. Until the financial/political future for the authority becomes clearer it is difficult to foresee any immediate progress. Individual strategies are being formulated as part of the council's MTFP considerations and hence not having an over-arching Asset Strategy is not considered a risk to the authority at this time.	Colin Jones (RCJ)	Apr-14	Although clear explanations for not proceeding were given and accepted by P & R Scrutiny, Audit Committee were not comfortable to close this proposal as discussed in Dec 16 meeting, Following Committee, Corporate Director and Head of Property met with the Auditors and agreed to develop an Asset Management Strategy using a suggested good practise model as a reference document. The strategy is being developed and a "first draft" is almost complete. It is at the stage of consulting with the Corporate Asset Management Group before going into the member arena for their approval.	In progress	70%	Recommended for Closure in Dec but rejected, see update as at May 2016
44	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)	Given the comments above it is suggested that this recommendation be integrated into number 42 above	Colin Jones (RCJ)	Apr-14	The current Asset Management Strategy (Land & Buildings) will be reviewed and amended as appropriate to ensure it aligns with the Corporate Asset. The current Land & Buildings Strategy compares well with the draft Corporate AMP and is likely to require further improvement. Management Strategy	In progress	50%	Recommend integrating into number 42 above
45	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	Given the comments above it is suggested that this recommendation be integrated into number 42 above	Colin Jones (RCJ)	Council Apr-14	The current Land & Buildings Strategy compares well with the draft Corporate AMP and is likely to require further improvement. We recommend integrating this proposal into the above proposal as all strategies would be agreed by members as a matter of course.	Not started	0%	Recommend Integrating into above
46	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)	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	Colin Jones	Jan-Mar '14	The draft corporate AMP has identified the importance of effective Service Asset Management Planning. There will be a renewed focus on such planning supported by the Asset Rationalisation project identified by the recently formed Business Improvement Board.	Partially Complete, further service discussions to be held.	30%	
48	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)	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	AMG	Nov-14	The draft Strategy will include recommendations for future monitoring	In progress	70%	
FPA2015/1	Financial Position Assessment <b>Issued May 2015</b>	<b>P1</b> The Council should ensure that its priorities and improvement objectives are explicitly taken into account when determining its savings plans	Continue to develop linkages between Council priorities and the Medium-Term Financial Plan (MTFP).	In developing the draft savings proposals for 2016/17 the Council has agreed a number of core principles, one of which is to focus on priorities. The Corporate Plan includes details of the resources available to support each Improvement Objective. CMT is currently working with Heads of Service to develop a "Future Vision & Direction" document. This will need to consider the financial resources available.	Stephen Harris	Ongoing	The Improvement Objectives (now called Well-being Objectives) have resources allocation explained in the 16/17 publication (due out end of June). The Council Priorities come to an end at the end of March 2017 and the financial implications of new Council Priorities will be considered as part of the ongoing Financial Planning process.	In progress	65%	
WAO follow up inspection to the Corporate Governance inspection	Improving Governance- transferred from the Improving Governance Action Plan Oct 2015	<b>P8</b> The Council should prioritise the development of a HR Strategy and Workforce Plan. These should form key elements of the Council's strategic planning framework.	Develop a relevant HR strategy	Draft HR Strategy document discussed at CMT on 15/10/2015 and has been circulated to HR Strategy Group for comments. This will now be subject to wider consultation	Lynne Donovan	Jan-15	The HR strategy is going to P&R in July and then onto Cabinet (date to be agreed). Once signed off the Strategy will be made available via the intranet.	In progress	80%	