

## WAO FOLLOW-UP CGI INSPECTION – Actions for recommendation R1 and the eight proposals for improvement P1 to P8 – Progress as of 14/04/2015

Item ID	WAO Recommendation / Proposal for Improvement	ACTION	RESPONSIBILITY	Complete by	Status
1. RECOMMENDATION (R1)	<i>The Council should take a lawful decision on the annual leave and essential car user allowances.</i>	Prepare and present a report to Full Council on 27th January 2015 to ensure a lawful decision is made.	Chris Burns, Interim Chief Executive	27/01/2015	<b>Completed</b> Report presented and decision taken by Full Council on 27 <sup>th</sup> January 2015
2. PROPOSAL FOR IMPROVEMENT (P1)	<i>The Council should review the role and effectiveness of its Scrutiny Committees. There needs to be better prioritisation of Agenda Items and alternative mechanisms explored for information-only items to enable Scrutiny to focus on those areas where it may have the greatest impact.</i>	Review of Scrutiny arrangements to conclude with a report to full Council by October 2015.	Chris Burns, Interim Chief Executive	October 2015	<b>In progress</b> Report was presented to the Democratic Service Committee and recommendations approved 17 <sup>th</sup> March 2015  Workshops are being arranged.  [See Appendix 3 – Scrutiny Developments]
3. PROPOSAL FOR IMPROVEMENT (P2)	<i>The Council could consider including a summary table of all decisions taken at the end of CMT minutes setting out who made the decision and who is responsible for logging it on the decision log. Where CMT considers that a decision is “administrative” and does not require logging, this should also be noted.</i>	Include Summary Table of all decisions in CMT Minutes. This action has been undertaken and the arrangements will be implemented from 22nd January 2015.	Gail Williams, Interim Head of Legal Services and Monitoring Officer.	January 2015	<b>Completed</b> Since 22 <sup>nd</sup> January a decision sheet is produced for each meeting.
4. PROPOSAL FOR IMPROVEMENT (P3)	<i>The Council should consider how it can best raise awareness of its Whistleblowing Policy amongst staff and put in place an awareness and training programme to do this.</i>	Action already undertaken since the External Audit work was concluded, which has seen the adoption of a new Whistleblowing Policy developed in conjunction with Public Concern at Work (PCaW), the UK’s leading Whistleblowing Charity. A Training and Communication Plan is currently underway (presentations to Leadership Team, and Management Network have been completed), and will be rolled out before the end of the financial year. The Council has also been accepted to the “First 100 Campaign” run by PCaW, which is a commitment to work towards the principles of the Whistleblowing Commission’s Code of Practice.	Gareth Hardacre, Head of Workforce and Organisational Development	January 2015	<b>In progress</b>  Policy Launched to wider workforce through the HR Portal in January 2015. All User Communication issued to all on the 16th of January 2015. Follow up reminder e-mail to Management Network with Training slides and reminder to communicate the new policy where appropriate in February 2015. The Council has provided publicity material to PCaW, awaiting formal launch on First 100 Website – TBC by PCaW. Internal Publicity for “First 100” included Press Release including quotes from Leader and Chief Executive, and listed on CCBC External Website and Intranet News pages. Poster Campaign being finalised for Launch in April 2015. This will be followed by payslip inserts in June 2015 to promote the new policy. Report to be prepared for Standards / Audit Committees in October to provide update on first 6 months of experience (Q1 & Q2)

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5. PROPOSAL FOR IMPROVEMENT (P4)	<i>The Council should revise the HR balanced scorecard. Members and CMT should be consulted on the content of the scorecard.</i>	A revised scorecard is being developed in conjunction with researching practice in other areas. This should be completed by May 2015.	<b>Gareth Hardacre,</b> Head of Workforce and Organisational Development	May 2015	<b>In progress</b>  Revision is in progress. Discussion with CMT scheduled for 30 <sup>th</sup> April
6. PROPOSAL FOR IMPROVEMENT (P5)	<i>The Council should develop a programme of on-going risk management training for Members taking into account the outcome of its Member training needs analysis</i>	Initial Risk Management training has been provided to Cabinet and Audit Committee Members on a mandatory basis. Training for other Members will be discretionary if identified via the Member training needs analysis. A refresh programme on risk management will be developed for Members for ongoing development.	<b>Colin Jones,</b> Head of Performance and Property	On-going	<b>In progress</b> <ul style="list-style-type: none"> <li>▪ Additional training session for Audit Committee scheduled for 30/03 – feedback will be collected to identify potential gaps</li> <li>▪ Training to be embedded by exposing members to the regular review of the Corporate Risk Register</li> </ul>
7. PROPOSAL FOR IMPROVEMENT (P6)	<i>The Council should develop a robust action plan for improving Internal Audit. This should take account of the outcome of the self-assessment against the Public Internal Audit Standards. Reporting and monitoring mechanisms need to be agreed to maintain momentum.</i>	A robust Action Plan will be developed and presented to Audit Committee in March 2015. The delivery of the Action Plan will be monitored by the IGPB.	<b>Stephen Harris,</b> Acting Head of Corporate Finance.	March 2015	<b>In progress</b> <ul style="list-style-type: none"> <li>▪ Action Plan presented to and approved by Audit Committee on 11<sup>th</sup> March 2015</li> </ul> <p>[see Appendix 4 – Audit Action Plan]</p>
8. PROPOSAL FOR IMPROVEMENT (P7)	<i>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.</i>	A revised H R Strategy has been developed with the support of the H R Strategy Group, and is currently being reviewed by CMT. This would then be the subject of wider consultation, with a view that this could be concluded by May 2015. Workforce Planning has been integrated into the new Service Delivery Process underway for the next Financial Year.	<b>Gareth Hardacre,</b> Head of Workforce and Organisational Development	May 2015	<b>In progress</b> <ul style="list-style-type: none"> <li>▪ HR Strategy discussed at CMT – will be reviewed according to feedback received. Expected back to CMT on 30th April.</li> <li>▪ Workforce plan is in the SDP. GH to review the Self Evaluations by other departments and then report back to CMT (September)</li> </ul>

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9. PROPOSAL FOR IMPROVEMENT (P8)	<i>The Council needs to agree the purpose of self-evaluation and how this will be used to inform corporate, service and financial planning and to ensure that the process it adopts enables it to do this effectively.</i>	A self-evaluation template has been developed, following piloting in Summer 2014, and is being completed as part of the Council's service planning process. Service plans will be completed by the end of March 2015 for further consideration by Corporate Management Team.	Colin Jones, Head of Performance and Property	March 2015	<p><b>In progress</b></p> <ul style="list-style-type: none"> <li>▪ The purpose of self evaluation has been communicated throughout the senior levels of the authority via a number of workshops supported by the WLGA. A pilot self evaluation was trialled in 2014 and appropriate amendments to the process made following feedback. The self evaluation for 2015 is underway and is programmed as follows: <ul style="list-style-type: none"> <li>○ Individual Service Self Evaluation 2014/15 – Feb/March 2015</li> <li>○ Development of Service Plans 2015/16 – March 2015</li> <li>○ Director sign off of Self Evaluation/Service Plans – March/April 2015</li> <li>○ Self Evaluation/Service Plan Challenge – May 2015</li> </ul> </li> <li>▪ Although potentially subject to further discussions the current thought for the challenge sessions are that the Interim Chief Executive, accompanied by the Head of Performance and Cabinet Member for Performance, will hold meetings with the various Directorate SMTs to discuss the outcomes of the SE and what they mean to the service and the council as a whole.</li> <li>▪ Going forward (see draft Performance Management Calendar) it is proposed that: <ul style="list-style-type: none"> <li>○ Service Self Evaluation: Nov 15 – Jan 2016</li> <li>○ Development of Service Plans 2016/17: Dec 15 – Feb 2016</li> <li>○ Bringing forward the above process (as above) will improve the links with the council's budget setting process.</li> </ul> </li> </ul>