

Meeting of:	<b>Governance and Audit Committee</b>
Date of Meeting:	<b>Thursday, 18 July 2024</b>
Relevant Scrutiny Committee:	All Scrutiny Committees
Report Title:	Q4 Progress against External Regulatory Recommendations and Proposals for Improvement.
Purpose of Report:	To present progress to date in addressing existing recommendations and improvement proposals from our external regulators.
Report Owner:	Tom Bowring, Director of Corporate Resources
Responsible Officer:	Tom Bowring, Director of Corporate Resources
Elected Member and Officer Consultation:	All Members via Scrutiny Committees and Cabinet have received quarterly performance monitoring reports which incorporate progress against key regulatory actions. The Strategic Insight Board (SIB) via its quarterly monitored Insight Tracker also provides the Strategic Leadership Team with regular updates on progress with regulatory actions. The latest version of the SIB Insight Tracker is included as part of quarterly performance reports to all Scrutiny Committees and the Strategic Leadership Team.
Policy Framework:	This is a matter for Executive decision by Cabinet.
<p><b>Executive Summary:</b></p> <ul style="list-style-type: none"> <li>The report outlines our progress in April 2024 against all our existing external regulatory recommendations and proposals for improvement.</li> <li>At Q4, positive progress has been made in responding to our regulatory improvement areas. Of the 52 actions ongoing in the SIB Insight Tracker 90% of actions (47) have been attributed a Green performance (RAG) status, 8% (4) an Amber status and 2% (1) a Red status.</li> <li>Of the 25 actions relating to local regulatory recommendations, 80% (10) have been attributed a Green RAG status, 16% (4) an Amber status and the remaining 4% (1) action attributed a Red status. The action attributed a Red status relates to the Welsh Housing Quality Standard review including Council housing tenants (1). Challenges in implementing a tenants’ portal have caused delays in progressing a review recommendation and this is now scheduled to be completed at the end of the financial year.</li> <li>There are currently 27 ongoing actions in the Insight Tracker relating to national regulatory recommendations of which 100% (27) have been attributed a Green RAG status.</li> </ul>	

- Thirteen regulatory actions were reported completed at end of year, four local, (LR18: Welsh Housing Quality Standard review including Council housing tenants, LR41, LR42 and LR43: An inspection of youth offending services in Vale of Glamorgan) and nine national (NR10, NR11, NR12 and NR13: The effectiveness of local planning authorities in Wales, NR30: 'Time for Change' – Poverty in Wales, NR22: Homelessness Reviewed: An Open Door to Positive Change October 2021 Public Services Ombudsman for Wales (PSOW), and NR2, NR5 and NR6: Local Government Services to Rural Communities.
- All Scrutiny Committees have had oversight throughout the year of progress with our regulatory actions via the Strategic Insight Board Insight Tracker which is incorporated within our corporate quarterly performance monitoring arrangements. The Insight Tracker provides a snapshot of overall progress across the Council, a progress snapshot by Directorate, and identifies completed actions to be removed from the tracker as well as remedial actions to address areas where limited progress has been made.
- Following consideration by the Strategic Insight Board, and the Strategic Leadership Team, the Insight Tracker End of Year position statement is now being reported to Governance and Audit Committee and thereafter, Cabinet for final oversight.
- In line with its remit, Governance and Audit Committee is being asked to review the Council's progress to date in addressing the recommendations and improvement proposals made by our external regulators as outlined in the appended SIB Insight Tracker (including the removal of completed actions) with their views referred to Cabinet for consideration.

## **Recommendations**

1. That Governance and Audit Committee review the Council's progress to date in addressing existing recommendations and improvement proposals made by our external regulators as outlined in appended End of Year Strategic Insight Board Insight Tracker (including completed actions).
2. That Governance and Audit Committee refer any views and recommendations to Cabinet (including endorsing the removal of completed actions from the Strategic Insight Board (SIB) Insight Tracker).

## **Reasons for Recommendations**

1. To ensure the Council implements its regulatory recommendations and improvement proposals and responds appropriately to the recommendations and proposals for improvement identified through the Audit Wales' programme of local and national Local Government Studies.
2. To ensure that the Council's SIB Insight Tracker reflects the most up to date position on our regulatory recommendations.

## **1. Background**

- 1.1 As part of the ongoing audit work by the Council's regulators, a series of recommendations are made as a result of audit studies (locally and nationally). The Council is required to ensure that these improvement areas are appropriately progressed, and the results reported.
- 1.2 The SIB Insight Tracker (**Appendix A**) contains the most up to date record of all our regulatory recommendations and outlines progress to date against these. This is updated all year round to reflect the audit work programme work, including all local and national Local Government Studies to ensure actions are completed, reported and closed down in a timely manner.
- 1.3 This approach ensures progress remains under review enabling us to provide our regulators with an up to date position on all our related work in line with our statutory duties.
- 1.4 The Governance and Audit Committee has a key role in maintaining oversight of the Council's response to issues raised by our external regulators and receive progress updates against all regulatory recommendations when initially received following consideration by Scrutiny Committees, and via a half-year update report which is then supplemented with an annual review of progress.







## **2. Key Issues for Consideration**

- 2.1** The Strategic Insight Board Insight Tracker: 2023-24 (**Appendix A**) outlines our progress against existing regulatory recommendations in response to local and national Local Government Studies and audit work undertaken to date.
- 2.2** In line with corporate performance management arrangements, consideration is given by relevant council services to the findings contained within both local and national reports as they are published, and actions have been incorporated within the Council's SIB Insight Tracker throughout the year as appropriate. These actions are monitored quarterly by the Strategic Insight Board, Strategic Leadership Team and reported to Scrutiny Committees, Governance and Audit Committee and Cabinet as work to address them progresses. Progress is also monitored by Audit Wales colleagues throughout the year as part of the Annual Regulatory Plan.
- 2.3** At Q4, positive progress has been made in responding to our regulatory improvement areas. Of the 52 actions ongoing in the SIB Insight Tracker 90% of actions (47) have been attributed a Green performance (RAG) status, 8% (4) an Amber status and 2% (1) a Red status.
- 2.4** Of the 25 actions relating to local regulatory recommendations, 80% (10) have been attributed a Green RAG status, 16% (4) an Amber status and the remaining 4% (1) action attributed a Red status. The action attributed a Red status relates to the Welsh Housing Quality Standard review including Council housing tenants (1). Challenges in implementing a tenants' portal have caused delays in progressing a review recommendation and this is now scheduled to be completed at the end of the financial year.
- 2.5** There are currently 27 ongoing actions in the Insight Tracker relating to national regulatory recommendations of which 100% (27) have been attributed a Green RAG status.
- 2.6** Thirteen regulatory actions were reported completed at end of year, four local, (LR18: Welsh Housing Quality Standard review including Council housing tenants, LR41, LR42 and LR43: An inspection of youth offending services in Vale of Glamorgan) and nine national (NR10, NR11, NR12 and NR13: The effectiveness of local planning authorities in Wales, NR30: 'Time for Change' – Poverty in Wales, NR22: Homelessness Reviewed: An Open Door to Positive Change October 2021 Public Services Ombudsman for Wales (PSOW), and NR2, NR5 and NR6: Local Government Services to Rural Communities).
- 2.7** All Scrutiny Committees have had oversight throughout the year of progress with our regulatory actions via the Strategic Insight Board Insight Tracker which is incorporated within corporate quarterly performance monitoring arrangements. The Insight Tracker provides a snapshot of overall progress across the Council, a progress snapshot by Directorate, and identifies completed actions to be removed from the tracker as well as remedial actions to address areas where limited progress has been made.
- 2.8** In December 2023, the Insight tracker was revised to reflect a Governance and Audit Committee recommendation to assign priority ratings to the Council's

response to all external regulatory audit recommendations (national and local) in order to assist in their implementation and progress monitoring. The priority ratings of High, Medium or Low (as described in the Appended Strategic Board Insight Tracker) were based on assessment of the risks that the recommendations pose to the Council. For example, assigning a priority rating of 'High', requires immediate management response/action to mitigate or reduce the level of risk exposure (political and legislative, resources, service delivery and well-being and reputational) to the Council. Identified management response/actions should be implemented as soon as possible and within 1 year of agreeing the recommendation(s). 'Medium' priority rated recommendations require a management response/ action to be implemented within the short term (1-2 years), while recommendations assigned a 'Low' priority require a response within 1-3 years.

- 2.9** Responsible owners have considered and proposed priority ratings for all external regulatory recommendations/proposals for improvement currently on the SIB Insight Tracker. Of the 52 audit actions on the SIB Insight Tracker 22 have been assigned a high priority rating, 25 a medium priority rating and 5 a low priority rating.
- 2.10** Of the 25 local Regulatory actions, 14 have been assigned a high priority rating with 10 of these attributed a Green RAG status, 4 attributed an Amber RAG status, and 0 attributed a Red RAG status at Q4. The Amber status actions relate to the reviews of Financial Sustainability Assessment, Springing Forward: Workforce Planning and the Planning Service's Governance Arrangements. Of the 8 medium priority rated local regulatory actions, all 5 have been attributed a Green RAG status. Of the 3 low priority rated local regulatory audit actions, 2 have been attributed a Green RAG status, and 1 a Red RAG status (Welsh Housing Quality Standard review including Council housing tenants).
- 2.11** Of the 27 national regulatory actions, 8 are rated high priority with all 8 attributed a Green RAG status at Q4. 17 are rated medium priority actions and all have been attributed a Green RAG status. The remaining two regulatory actions are rated low priority, and both were attributed a Green RAG status. The table below shows the ratings assigned to our regulatory recommendations/ proposals for improvement and their performance status at end of year (2023/24).

**2.12**

National				Local			
RAG status	Regulatory Audit Action Priority			RAG status	Regulatory Audit Action Priority		
	H	M	L		H	M	L
	8	17	2		10	8	2
	0	0	0		4	0	0
	0	0	0		0	0	1
<b>27</b>				<b>25</b>			

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

### **3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?**

- 3.1** Performance Management is an intrinsic part of corporate governance and integrated business planning which underpins the delivery of the Council's Well-being Objectives and associated commitments in its Corporate and Annual Delivery Plan. The Council's Annual Performance Calendar is our key means of demonstrating how we are meeting the new performance requirements whilst contributing to the national well-being goals.
- 3.2** External Regulation is an important vehicle for driving continuous improvement across our services. Progressing the improvement areas identified by our regulators not only enables us to demonstrate our commitment to continuous service improvement, but also contributes to further strengthening our impact on the national well-being goals through the achievement of our well-being objectives.
- 3.3** The areas of improvement identified by our external regulators and the associated action plans produced by officers have been developed with the five ways of working in mind. The focus of these is on developing innovative ways of working that better integrate services, whilst enabling us to work more collaboratively with our partners and citizens to involve them in improving service delivery. These improvement actions also focus on preventative actions that will enable us to sustain and future proof our services into the longer term.
- 3.4** All external regulatory recommendations are reflected in the Council's Strategic Insight Board tracker and progress monitored regularly to ensure they are addressed.

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

- 4.1** Our Corporate Plan and associated enabling strategies all have regard to the effects of climate change and nature implications and inform decisions around resource use that help to mitigate climate change and nature implications in the use of those resources

## **5. Resources and Legal Considerations**

### **Financial**

- 5.1** There are no additional budgetary implications directly arising from this report, although failure to progress the improvement areas outlined in the report could have a negative impact on any future external regulatory assessments of the Council which could in turn put funding opportunities at risk.

### **Employment**

- 5.2** There are no direct workforce related implications associated with this report. However, there are a number of issues contained within the report that if not effectively managed have the potential to impact on our staff establishment and performance overall. This may in turn impact adversely on progressing our improvement areas and achievement of our well-being Objectives.

### **Legal (Including Equalities)**




- 5.3** There are no implications directly arising from this report, although failure to progress the relevant improvement areas outlined in the report could have a negative impact on any future external regulatory assessments and could result in a special inspection by the Auditor General for Wales if deemed that the Council is not meeting the performance requirements as a result.
- 5.4** The Well-being of Future Generations (Wales) Act 2015 (WBFG) and the Local Government & Elections (Wales) Act 2021 (LG&E) require the Council to publish annual Well-being Objectives, keep performance under review and consult and report on our performance through an annual self-assessment relating to the previous financial year.
- 5.5** The Auditor General for Wales is statutorily required under the Well-being of Future Generations (Wales) Act 2015, to examine public bodies to assess the extent to which they have acted in accordance with the sustainable development principle when setting their well-being objectives and taking steps to meet them.
- 5.6** Under the LG&E Act, a special inspection of the Council may be undertaken if the Auditor General for Wales considers that the council is not, or may not be meeting, the performance requirements. This inspection is to assess the extent to which the Council is meeting the performance requirements, in exercising its functions effectively; using its resources economically, efficiently and effectively; and in ensuring its governance is effective for securing the above.




## **6. Background Papers**




None

### Quarter 4 SIB Insight Tracker Progress Snapshot




Snapshot of progress at Q4 against our ongoing regulatory improvement areas




National Recs/PFIs	RAG status
27	
0	
0	
<b>27</b>	

Local Recs/PFIs	RAG status
20	
4	
1	
<b>25</b>	

All Regulatory Recs/ PFIs	RAG status
47	
4	
1	
<b>52</b>	

Snapshot of progress at Q2 by Regulatory Audit Action Priority

National			
RAG status	Regulatory Audit Action Priority		
	Action		
	H	M	L
	8	17	2
	0	0	0
	0	0	0
<b>27</b>			

Local			
RAG status	Regulatory Audit Action Priority		
	Action		
	H	M	L
	10	8	2
	4	0	0
	0	0	1
<b>25</b>			

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



**Low**

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

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

Local Regulatory Actions										
Reference	Report	Responsible Officer	Regulatory Recommendation	Priority (H/M/L)	Update	Status	Target Date	Date of Last Update	Scrutiny Committee	Rationale for Revised Target Date
LR30	Reshaping Services Programme review	Tom Bowring	PF1 1 - The Council should consider what more it can do to work with partner organisations in order to help deliver the partnership objective of the Reshaping Services Programme.	M	The transformation programme was reported to Cabinet during the quarter as a framework for change, including five themes of transformation. A key consideration within the framework is working in partnership on all aspects including the Target Operating Model, service transformation and notably the Strengthening Communities theme.	Green	Mar-25	Apr-24	CP&R	This forms part of our work with the Third and Community Sector focusing on strengthening communities as part of the Council's Financial Strategy 2024/25. Work will continue throughout 2024 on shaping the strategy as well as our relationship with those sectors.
LR31	Reshaping Services Programme review	Tom Bowring	PF1 2 - As the Council intends for the Reshaping Services Programme to move away from being primarily associated with savings, it should review the criteria used to determine which projects are included, and the measures used to monitor the progress of projects.	H	Financial pressures will once again be a driver for projects which make up the portfolio of transformational activity. However, the transformation programme will also concentrate on other drivers, such as the factors that will influence what the council needs to be by the end of the decade. The criteria to include projects within the transformation programme are developed due to the consistency with the new themes for transformation and potential projects were identified during Q3 in parallel with the budget for consultation in Q4. The entry criteria for projects to be included within the portfolio of transformation is under development, using the five ways of working as a means of assessing projects alongside financial value.	Green	Mar-25	Apr-24	CP&R	Work has commenced on the Financial Strategy for 2024/5 and will continue throughout 2024.
LR32	Reshaping Services Programme review	Tom Bowring	PF1 3 - The Council should identify further training and support to help staff develop the skills necessary to respond to transformational change.	M	The importance of colleagues having the correct skills to support transformation is being considered as part of the development of the new transformation programme. The recently approved People Strategy contains the Learning & Development framework and this will guide the transformation programme's training requirements. This aspect is reflected in the Target Operating Model theme of the transformation programme. During the quarter an assessment of support and skills has begun with a view to recruiting some additional resource in early 2024/25 to assist with implementation and work on the spring management development and chief officer sessions has begun.	Green	Mar-25	Apr-24	CP&R	Development of the new transformation programme and associated training requirements is being informed by the new People Strategy and the Learning and Development Framework.
LR33	Reshaping Services Programme review	Tom Bowring	PF1 4 - The Council should ensure that its forthcoming workforce plan supports the delivery of the Reshaping Services Programme and there is robust identification and consideration of workforce needs in project documentation	M	The People Strategy (including workforce plan) is now approved and will support the transformation programme. As projects are now being developed, the workforce considerations will be considered as part of project mobilisation. This will be progressed as a distinct workstream as part of the Reshaping Programme (People & Culture).	Green	Mar-25	Apr-24	CP&R	Development of the new transformation programme and associated training requirements is being informed by the new People Strategy and the Learning and Development Framework.
LR34	Reshaping Services Programme review	Tom Bowring	PF1 5 - If there is to be a focus on more genuinely transformational projects, the Council should ensure lessons are learned from earlier projects and put in place mechanisms to strengthen any identified areas of weakness.	H	In developing the new themes for the transformation programme, the Council has reflected on the previous projects that have been delivered and also on the tactical nature of savings in the current year's budget. As part of a workshop that was held in August to review and develop the themes further, reflections on previous projects has been undertaken and is being used to learn lessons in the future. This has been developed upon further in the budget working groups where directors and teams have considered previous experiences. Work during Q4 was undertaken to explore the themes of the new programme, including reflection on previous initiatives in order to finalise the projects to be included in the initial prospectus of projects.	Green	Mar-25	Apr-24	CP&R	Work is currently ongoing to develop the new transformation programme informed by the learning from previous projects.
LR17	Welsh Housing Quality Standard review including Council housing tenants	Andrew Treweek	P1 - The Council should evaluate how effective the process is for tenants to report housing repairs via the Customer Contact Centre (Call One Vale)	L	The new Housing ICT software is being implemented to enable changeover from the old system to the new one. Some difficulties have been experienced in ensuring all parts of the system talk to each other and this has delayed the introduction of the tenants portal which isn't scheduled until the latter part of the 2024 financial year.	Red	Mar-25	Apr-24	H&SC	This is being delivered as part of the wider Housing tenant web portal and is dependant upon a wider project to provide electronic service to our tenants.
LR29	Financial Sustainability Assessment	Gemma Jones	PF1 1 - Given the anticipated funding gaps in 2022-23 and 2023-24, the Council needs to determine how it will meet those gaps, including the extent to which savings will contribute to that.	H	In 2023/24, 79% of savings have been achieved with a further 6 % mitigated, savings not achieved in 2023/24 will be addressed through other savings such as vacant posts and unplanned use of reserves. These savings will continue to be monitored in 2024/25.	Amber	Mar-25	Apr-24	CP&R	This work remains ongoing as part of MTFP and monitoring.
LR35	Third Sector Partnership Working - Vale of Glamorgan Council	Tom Bowring	P1 The Council should reconsider the checklist for local authorities effectively engaging and working with the third sector, in particular the following sections:  <ul style="list-style-type: none"> <li>• Vision</li> <li>• Corporate strategy</li> <li>• Compact</li> <li>• Understanding engagement with the third sector</li> <li>• Designing services</li> <li>• Training</li> <li>• Performance review</li> </ul>	M	Work on a new approach to engaging with the third sector has continued during the quarter, including consideration of the previous Audit Wales reports and feedback from the Voluntary Sector Joint Liaison Committee. That Committee discussed these proposals at a meeting in July, and a further report to the Committee, Corporate Performance & Resources Scrutiny Committee and Community Liaison Committee was presented during Q3 in line with the Strengthening Communities theme of the transformation programme. The work which is being delivered by Cwmpas in partnership with the Council continued during the quarter with engagement with a range of stakeholders including the third and social enterprise sectors.	Green	Mar-25	Apr-24	CP&R	Work on a new approach to engaging with the third sector continues as part of the Strengthening Communities theme of the transformation programme.
LR36	Third Sector Partnership Working - Vale of Glamorgan Council	Tom Bowring	P2 As part of the review of the compact, the Council should reflect how it wants to work with the third sector to help deliver its strategic recovery priorities, how it can build on the positive work during the pandemic, and consider how it can strengthen its application of the sustainable development principle.	M	A monthly meeting continues to be undertaken with the Chief Executive from GVS and the Director of Corporate Resources. A review of the Compact between GVS and the Council has commenced in parallel with the development of the new approach to engaging with the third sector which is being facilitated by Cwmpas.	Green	Mar-25	Apr-24	CP&R	Work has commenced in parallel with the development of the new approach to engaging with the third sector and will continue into 2025.
LR37	Third Sector Partnership Working - Vale of Glamorgan Council	Tom Bowring	P3 The Council should consider the level of resources and investment required to achieve a more collaborative way of working with the third sector and reflect this in its Medium Term Financial Plan.	M	The new themes of the transformation programme, and in particular Strengthening Communities sets out the importance of working with the third sector and this work alongside the review of the Compact will consider the appropriate approach and levels of resources within the Council's control.	Green	Mar-25	Apr-24	CP&R	This forms part of our work with the Third and Community Sector focusing on strengthening communities as part of the Council's Financial Strategy 2024/25. Work will continue throughout 2024 on shaping the strategy as well as our relationship with those sectors.
LR38	Third Sector Partnership Working - Vale of Glamorgan Council	Tom Bowring	P4 The Council should consider what actions it can take to help the third sector adjust to a more collaborative way of working.	M	This action is part of the monthly discussions with GVS and the Strategy & Partnerships team regularly offer support and guidance to a range of groups and organisations, for example in signposting to sources of funding and advice. This is also part of the work being undertaken with Cwmpas, with workshops having been held to explore how this could work in practice.	Green	Mar-25	Apr-24	CP&R	Work has commenced in parallel with the development of the new approach to engaging with the third sector, and will continue into 2025.
LR40	An inspection of youth offending services in Vale of Glamorgan	Rachel Evans	2. Ratify and effectively implement a resettlement policy within the next 12 months.	M	Resettlement policy has been agreed/ratified. Further work will be ongoing to sit below this from a health perspective which will remain the subject of oversight by YJESS Strategic Management Board. Will remain subject to oversight as business as usual in relation to the YJESS Strategic Management Board.	Green	Mar-25	Apr-24	HL&SC	Work is on-going in relation to the policy which is currently in a final draft format, subject to finalisation.
LR44	An inspection of youth offending services in Vale of Glamorgan	Rachel Evans	6. Improve the quality of management oversight of cases to address shortcomings in the management of the safety and wellbeing of the children and the risk of harm to others.	L	This remains a priority for the Service. Capacity challenges have impacted progress but this is expected to improve as the management team returns to establishment.	Green	Mar-25	Apr-24	HL&SC	This work remains ongoing.
LR45	Application of the sustainable development principle in service areas - Vale of Glamorgan	Tom Bowring	The Council should develop its project management toolkit to ensure that those documents help officers to apply the sustainable development principle from the outset.	H	We are reviewing our project management toolkit with the development of revised tools and guidance to support officers in application of the SD principle. This work is aligned with the Digital Strategy workstreams on organisation and processes and people and skills to support successful delivery of projects digitally.	Green	Mar-25	Apr-24	CPR	This work remains ongoing
LR46	Application of the sustainable development principle in service areas - Vale of Glamorgan	Tom Bowring	The Council should develop its learning and development offer to help to ensure that staff across the organisation understand the Well-being of Future Generations Act (Wales) 2015 and are able to apply the sustainable development principle as needed in their roles.	H	Continued to build upon a programme of communications and information provision as part of the learning and development offer to further embed the sustainable development principle including, through staff induction, the Annual Self-Assessment process, staff appraisal and promoting the Council's work on the Annual Delivery Plan. Recently, introduced an e-learning module on Project Zero.	Green	Mar-25	Apr-24	CPR	This work remains ongoing.

Reference	Report	Responsible Officer	Regulatory Recommendation	Priority (H/M/L)	Update	Status	Target Date	Date of Last Update	Scrutiny Committee	Rationale for Revised Target Date
LR/47	Springing Forward: Workforce Planning	Tracy Dickinson	R1 - Strengthen the application of the sustainable development principle in relation to workforce planning. Planning: <ul style="list-style-type: none"> <li>develop a clear picture of the Council's future workforce needs;</li> <li>further improve external collaboration in relation to workforce planning;</li> <li>ensure that when developing service level workforce plans, consideration of the sustainable development principle is consistently applied;</li> <li>ensure strategic alignment between Council strategies such as decarbonisation, assets and digital; and</li> <li>determine future resource implications to deliver the final Strategic Workforce Development Plan.</li> </ul>	H	<ul style="list-style-type: none"> <li>develop a clear picture of the Council's future workforce needs; People Strategy Finalised 2023 including the workforce implementation Plan. This is supported by Dashboards to track activities and key metrics</li> <li>further improve external collaboration in relation to workforce planning; Ongoing, this includes projects around recruitment in Social Service space, further work to be done Corporately and within our Schools</li> <li>ensure that when developing service level workforce plans, consideration of the sustainable development principle is consistently applied;</li> <li>Workforce plans as part of monthly discussions with HRBPs in DMT meetings, plans are different levels of maturity</li> <li>ensure strategic alignment between Council strategies such as decarbonisation, assets and digital; and Clear Alignment with our People Strategy, Project Zero, Reshaping and Corporate Plan</li> <li>determine future resource implications to deliver the final Strategic Workforce Development Plan.</li> </ul> <p>These all form part of individual workforce plans and the reshaping strategy.</p>	Amber	Mar-25	Apr-24	CPR	This work is ongoing aligned with the transformation agenda and development of a target operating model.
LR/48	Springing Forward: Workforce Planning	Tracy Dickinson	R2 - Strengthening the application of the sustainable development principle in relation to workforce planning. Monitoring: <ul style="list-style-type: none"> <li>formalise the purpose, role and responsibility of the workforce planning working group in the development, management, monitoring and review of the Strategic Development Workforce Plan;</li> <li>formalise the future monitoring arrangements and success criteria of the Strategic Workforce Development Plan;</li> <li>consider the role of members in the future monitoring of progress against the Strategic Workforce Development Plan; and</li> <li>further embed succession planning and clarify timescales for review; and</li> <li>ensure a more consistent exit interview process and that any lessons are learnt in relation to workforce planning.</li> </ul>	H	<ul style="list-style-type: none"> <li>Formalise the purpose, role and responsibility of the workforce planning working group in the development, management, monitoring and review of the Strategic Development Workforce Plan;</li> <li>Strategy workforce planning will be discussed at Insight Board as part of the forward work programme - it also forms part of the SLT workforce programme.</li> <li>formalise the future monitoring arrangements and success criteria of the Strategic Workforce Development Plan; This is done via DMT via the HRBP Dashboards.</li> <li>consider the role of members in the future monitoring of progress against the Strategic Workforce Development Plan; and This remains work in progress.</li> <li>further embed succession planning and clarify timescales for review; and</li> <li>This work is ongoing.</li> <li>ensure a more consistent exit interview process. This forms part of the HRBP Dashboard and we are working to drive better completion rates.</li> </ul>	Amber	Mar-25	Apr-24	CPR	This work remains ongoing.
LR/49	Springing Forward: Assets	Matt Bowmer/ Lorna Cross	R1 - The Council should more fully apply the sustainable development principle in its strategic asset management, including: <ul style="list-style-type: none"> <li>taking account of longer-term trends and future service demand that may affect service provision and the efficient use of its built assets;</li> <li>taking an integrated approach ensuring its strategic approach to asset management helps deliver its wider plans, such as decarbonisation, workforce and digital; and</li> <li>involving service users in the design of future service delivery which may impact on its assets</li> </ul>	L	We have updated and adopted our Corporate Asset Management Plan (CAMP) 2023-28 to support strategic Asset Management decisions with an emphasis on decarbonisation of the estate and further enhancing the use of the Sustainable Development Principle. This has been informed by the Directorate annual self-assessments and the SAMPs subject to challenge from the Project Zero Board, SLT and Insight Board. The Insight Board terms of reference have been reviewed and enables time for integrated and detailed discussions on assets. As part of the SAMPs process colleagues have been reminded of the importance of involvement of service users in the design of service delivery impacting on use of assets (for example, as part of Eich Lie). Additionally, we have identified Key priorities over the life of the CAMP which are aligned to our corporate and Project Zero objectives including looking at streamlining our asset management activities through the Corporate Landlord Model review project and developing our carbon management plan. We have also progressed the review of our main corporate buildings and key day care buildings and other key assets via our Eich Lie proposals to rationalise the estate. Developed an investment prioritisation programme for the Council's school buildings estate utilising data from newly procured condition surveys, with a focus on long term sustainability.	Green	Mar-25	Apr-24	CPR	This work remains ongoing in line with our integrated approach to managing our assets.
LR/50	Digital Strategy Review	Nikki Johns	R1 - To ensure that its digital strategy takes account of current and future trends and issues the Council should ensure its horizon scanning to inform its strategic approach to digital is well informed by external sources, including future trends (see our audit criteria for Q.1.1 and Q1.2 in appendix A for some examples of what this might include).	H	We continue to utilise a wide range of sources and resources to ensure that we are considering macro changes as well as strong support from SOCITM.	Green	Mar-28	May-24	CPR	
LR/51	Digital Strategy Review	Nikki Johns	R2 - To avoid duplication and identify opportunities to deliver multiple benefits, the Council should review how its strategic approach to digital impacts on the objectives of other public bodies.	H	Our key digital projects are aligned and supported through our active involvement in WLGA, DHCW, Social Care Wales. We will continue to develop and improve this.	Green	Mar-28	May-24	CPR	
LR/52	Digital Strategy Review	Nikki Johns	R3- The Council should ensure it has considered opportunities to collaborate in the delivery of its digital strategy to identify opportunities to share knowledge, expertise and/or resources that may improve value for money.	H	A culture change has begun that encourages us at the start, and throughout, to consider how we can collaborate both with other LA's and aligned third parties who.	Green	Mar-25	May-24	CPR	
LR/53	Digital Strategy Review	Nikki Johns	R4 - To help the Council monitor the value for money of its digital strategy it should: <ul style="list-style-type: none"> <li>identify any savings it is aiming to make from the strategy.</li> <li>ensure that performance information used to monitor its digital strategy enables it to fully understand the impact of the Council's investment in digital.</li> </ul>	H	An iterative approach to the identification of digital strategy savings is being developed. Currently these are predominantly managed manually, however through the design of a standardised set of business cases, hypotheses, testing and post implementation analysis, we are on track to mature this capability.	Green	Mar-25	May-24	CPR	
LR/54	Digital Strategy Review	Nikki Johns	R5 - The Council should develop arrangements for identifying and sharing lessons learned from its approach to its digital strategy.	H	As we further develop the Project Toolkit, we will continue to improve the identification and sharing elements of our project processes. We have successfully identified the need to intervene in ongoing projects based on lessons learned.	Green	Jul-24	May-24	CPR	

Reference	Report	Responsible Officer	Regulatory Recommendation	Priority (H/M/L)	Update	Status	Target Date	Date of Last Update	Scrutiny Committee	Rationale for Revised Target Date
LR/67	Review of the Planning Service's Governance Arrangements	Ian Robinson	<p>R1: The Council should strengthen its Planning Service's governance arrangements by:</p> <ul style="list-style-type: none"> <li>-Agreeing a Terms of Reference for the Council's Planning Committee to clearly state its purpose, role and responsibilities. The Council should regularly review this Terms of Reference;</li> <li>-Developing a plain language Planning Protocol and include it in the constitution and on the Planning Service Council webpage so that it is easily accessible to members and the public. The Council should ensure members and officers understand and act in accordance with the Planning Protocol;</li> <li>-Undertaking its planned review of the Scheme of Delegation to ensure the Planning Committee is focussed on the most strategically important planning applications; and</li> <li>-Ensuring planning applications submitted by, or on behalf of, the officers in the</li> </ul>	H	Awaiting a date to engage with the Equalities Forum to establish a calendar of meetings to progress this work.	Amber	Mar-25	Jun-24	E&R	
LR/68	Review of the Planning Service's Governance Arrangements	Ian Robinson	<p>R2: The Council's Planning Service should clearly present its performance measures and targets in its service plan.</p>	H	Providing regular updates on performance of the Planning Teams to Planning Committee and appropriate Scrutiny Committees, and via the corporate performance monitoring process. End of Year 2023/24 being reported in July to E&R scrutiny committee. Performance measures continue to be reviewed annually as part of the review of the corporate performance measures framework.	Green and ongoing	Mar-25	Jun-24	E&R	

National Regulatory Actions

Reference	Report	Responsible Officer	Regulatory Recommendation	Priority (H/M/L)	Update	Status	Target Date	Date of Last Update	Scrutiny Committee	Rationale for Revised target Date
NR3	Annual Improvement Report (National report recommendations for 2016/17) - Third Sector Funding	Tom Bowring	R1 - To get the best from funding decisions, local authorities and third sector bodies need to ensure they have the right arrangements and systems in place to support their work with the third sector. To assist local authorities and third sector bodies in developing their working practices, we recommend that local authority and third sector officers use it to: - self-evaluate current third sector engagement, management, performance and practice; - identify where improvements in joint working is required; and - jointly draft and implement an action plan to address the gaps and weaknesses identified through the self-evaluation.	M	Work on a new approach to engaging with the third sector has continued during the quarter, including consideration of the previous Audit Wales reports and feedback from the Voluntary Sector Joint Liaison Committee. That Committee discussed these proposals at a meeting in July, and a further report to the Committee, Corporate Performance & Resources Scrutiny Committee and Community Liaison Committee was presented during Q3 in line with the Strengthening Communities theme of the transformation programme. The work which is being delivered by Cwmpas in partnership with the Council continued during the quarter with engagement with a range of stakeholders including the third and social enterprise sectors.	Green	Mar-25	Apr-24	CP&R	Linked with ongoing third sector engagement work.
NR4	Annual Improvement Report (National report recommendations for 2016/17) - Third Sector Funding	Tom Bowring	R2 - Poor performance management arrangements are weakening accountability and limiting effective scrutiny of third sector activity and performance. To strengthen oversight of the third sector, we recommend that elected members scrutinise the review checklist completed by officers, and regularly challenge performance by officers and the local authority in addressing gaps and weaknesses.	M	This action will follow in due course from the preparatory work which is required prior to Members considering this information. The report to the Cabinet, Community Liaison Committee, Corporate Performance & Resources Committee during the quarter set out to ensure that there is a framework in place for this to take place and will be developed further. Discussions with the Voluntary Sector Joint Liaison Committee have commenced regarding future formats and work programmes for the Committee.	Green	Mar-25	Apr-24	CP&R	Linked with ongoing third sector engagement work.
NR7	Local Government Services to Rural Communities	Tom Bowring	R4 - To help sustain rural communities, public services need to act differently in the future. We recommend councils do more to develop community resilience and self-help by: - working with relevant bodies such as the Wales Cooperative Centre to support social enterprise and more collaborative business models; - providing tailored community outreach for those who face multiple barriers to accessing public services and work; - enhancing and recognising the role of town and community councils by capitalising on their local knowledge and supporting them to do more; -encouraging a more integrated approach to service delivery in rural areas by establishing pan-public service community hubs, networks of expertise, and clusters of advice and prevention services; - enabling local action by supporting community asset transfer identifying which assets are suitable to transfer, and having the right systems in place to make things happen; and - improving community-based leadership by developing networks of interest, training and coaching, and encouraging volunteering.	M	This work has formed a part of the development of the PSB's new wellbeing plan that was approved in May 2023. This has taken place alongside the evidence base from the wellbeing assessment which identified issues of accessibility of services in rural services as a theme of the assessment. Work is also underway in Llantwit Major to develop an older people's hub approach, working in partnership with GVS and Age Connects to tackle issues of loneliness and isolation. A further example of this approach is with regards food insecurity, with a network of community groups being worked with to coordinate and empower communities to take action locally, supported by the Council.	Green	Mar-25	Apr-24	CP&R	Further work forms part of the PSBs work programme.
NR8	Local Government Services to Rural Communities	Tom Bowring	R1 - Local authorities need to do more to make CATs (Community Asset Transfers) simpler and more appealing, help build the capacity of community and town councils, give them more guidance in raising finance, and look to support other community development models such as social enterprises the support social value and citizen involvement. In addition, we recommend that local authorities monitor and publish CAT numbers and measure the social impact of CATs.	M	The revised Corporate Asset Management Plan has been developed and has been considered by Cabinet and Scrutiny Committee. This builds on Welsh Government guidance on CATs and contributes to the assets and communities themes of the financial strategy and the Strengthening Communities theme of the emerging transformation programme. Work will now focus on supporting and monitoring its delivery. From feedback from stakeholders, work on a range of legal arrangements will be considered as part of Strengthening Communities work.	Green	Mar-25	Apr-24	CP&R	This is ongoing as part of our Strengthening Communities workstream.
NR9	Local Government Services to Rural Communities	Tom Bowring	R2 - Local authorities have significant scope to provide better and more visible help and support before, during, and after the community asset transfer process. We conclude that there is considerable scope to improve the business planning, preparation, and aftercare for community asset transfer. We recommend that local authorities: - identify community assets transfer's role in establishing community hubs, networks of expertise and clusters of advice and prevention services; - work with town and community councils to develop their ability to take on more CATs; - identify which assets are suitable to transfer, and clarify what the authority needs to do to enable their transfer; - ensure their CAT policy adequately covers aftercare, long term support, post transfer support, signposting access to finance, and sharing the learning about works well; and - support community-based leadership by developing networks of interest, training and coaching, and encouraging volunteering.	M	The revised Corporate Asset Management Plan has been developed and has been considered by Cabinet and Scrutiny Committee. This builds on Welsh Government guidance on CATs and contributes to the assets and communities themes of the financial strategy and the Strengthening Communities theme of the emerging transformation programme. Work will now focus on supporting and monitoring its delivery. From feedback from stakeholders, work on a range of legal arrangements will be considered as part of Strengthening Communities work.	Green	Mar-25	Apr-24	CP&R	This is ongoing as part of our Strengthening Communities workstream.

Reference	Report	Responsible Officer	Regulatory Recommendation	Priority (H/M/L)	Update	Status	Target Date	Date of Last Update	Scrutiny Committee	Rationale for Revised target Date
NR14	Review of Town Centre Regeneration in Wales	Marcus Goldsworthy/ Phil Chappell/ Michael Clogg	R2 - Many town-centre businesses are impacted adversely by charging for car parking, access to public transport and poor transport infrastructure. We recommend that the Welsh Government work with local authorities to review transport challenges facing town centres and agree how best to address these.	H	The council has successfully implemented the outside trading area policy and agreed trading areas, café style licences and advertising boards with various businesses in town centre areas within the Vale with appropriate charges being levied to bring income into the service area. These licences are managed and reviewed with individual businesses on an annual basis as required. The parklets continue to provide additional beneficial outside space for businesses to enjoy and make effective use of within Penarth and ensure continued business viability and on this basis are proposed to be retained and reassessed on an annual basis depended on demand and condition of each individual parklet. The council is regularly reviewing the controls within individual off-street public car parks particularly in towns and local shopping areas where available to ensure that they are convenient, accessible and available for shoppers and the parking bay spaces are taken or blocked by other motorists using them as long-term parking options for commuting or other business or residential purposes. Where appropriate the introduction of parking charges through pay and display machines is being considered to implement the necessary controls and ensure that adequate funding is available to maintain the car parks in a safe, clean and orderly condition to improve their attractiveness and usability so as to encourage shoppers into town centres and other shopping areas to the benefit of local business. Alongside the above, work is also progressing in developing 4 place making plans for the Vale's main towns in line with the Placemaking Charter for Wales.	Green	N/A	Apr-24	E&R	N/A
NR15	Review of Town Centre Regeneration in Wales	Marcus Goldsworthy/ Phil Chappell	R4 - The Welsh Government has provided all 22 local authorities with training on how best to use existing enforcement, financial assistance and debt recovery powers, but they are not being consistently nor effectively utilised to support regeneration. We recommend that local authorities take appropriate action, using these existing powers and resources available to achieve the best possible outcome for town centres by: • using alternative methods of enforcement before using Compulsory Purchase Orders as a last resort; • integrating enforcement strategies with wider departmental strategies across housing, environmental health, planning and regeneration teams to make more effective use of existing skills and resources; and • ensuring there is capacity and the right expertise to use the full range of powers, working in collaboration with other councils to achieve good outcomes.	M	Together with the Empty Property Development Officer (Regeneration), the Empty Property Enforcement Officer (SRS), appointed in December 2023 has assisted in updating the Empty Property Enforcement Action Plan which was required by Welsh Government in February 2024. The Empty Property Working Group was re-established on 14/03/2024 and attended by representatives cross-Council to help tackle long-term problematic properties. The Empty Property Enforcement Officer is responsible for coordinating enforcement action and liaising with Building Control and Planning re. problematic properties and work is in progress.	Green	Mar-25	Apr-24	E&R	This work is ongoing as part of the Council's Empty Homes Strategy.
NR16	Review of Town Centre Regeneration in Wales	Phil Chappell	R6 - Town centres are changing, and local authorities need to be receptive to these changes and plan to manage these shifts. We recommend that local authorities use our regeneration tool to self-assess their current approaches to identify where they need to improve their work on town-centre regeneration (the tool is here).	M	Placemaking has now become the primary regeneration tool in Welsh Government Policy. The Council has secured funding to develop 4 placemaking plans that will align with the Placemaking Charter for Wales. Also see NR14	Green	Mar-25	Apr-24	E&R	Development of Place making plans and their delivery remain an ongoing area of work.
NR28	Equality Impact Assessments: more than a tick box exercise?	Tom Bowring	Reviewing public bodies' current approach for conducting EIAs - R4 While there are examples of good practice related to distinct stages of the EIA process, all public bodies have lessons to learn about their overall approach. Public bodies should review their overall approach to EIAs considering the findings of this report and the detailed guidance available from the EHRC and the Practice Hub. We recognise that developments in response to our other recommendations and the Welsh Government's review of the PSED Wales specific regulations may have implications for current guidance in due course.	H	Work has continued on the review of the EIA process, including several workshop discussions with the Equalities Consultative Forum. Attention is being given now to the process/system requirements to enable more effective assessments to be created, reviewed and approved, alongside the training that is required for Council staff.	Green	Mar-25	Apr-24	L&C	This work remains ongoing.
NR29	'Time for Change' – Poverty in Wales	Tom Bowring	R2 Local strategies, targets and performance reporting for tackling and alleviating poverty • We recommend that the councils use their Wellbeing Plans to provide a comprehensive focus on tackling poverty to co-ordinate their efforts, meet local needs and support the revised national plan targets and actions. This should: include SMART local actions with a greater emphasis on prevention; include a detailed resourcing plan for the length of the strategy; be developed with involvement from other public sector partners, the third sector, and those with experience of poverty; include a robust set of consistent outcome indicators and measures to increase understanding of poverty locally; and be subject to annual public reporting to enable a whole system view of poverty locally to help improve delivery and support.	H	Work has commenced on the response to this recommendation as part of the overall engagement with the third sector, town and community councils and in how to deliver the PSB's wellbeing plan theme of tackling deprivation. Consideration will be given as this develops to the way in which actions, targets and measures are used. This has been referenced within the report to Committees in Q3 relating to Strengthening Communities and the work with Cwmpas will further develop the strategies, with relevant targets as appropriate.	Green	Mar-25	Apr-24	CP&R	Response to this is ongoing as part of the overall engagement with the third sector, town and community councils.
NR31	'Time for Change' – Poverty in Wales	Tom Bowring	R5 Experience mapping to create inclusive services for people in poverty • We recommend that councils improve their understanding of their residents' 'lived experience' through meaningful involvement in decision-making using 'experience mapping' and/or 'Poverty Truth Commissions' to review and improve accessibility to and use of council services.	H	Based on the feedback from the cross-directorate workshop held in Q1 and discussions with partners, and other activity underway, including the evaluation of engagement with the community on other projects, such as the Llantwit Major food project and work in the Pencoedre Learning Community, a report on Strengthening Communities was presented during the quarter to bring an holistic view of the work underway together into a programme of work. This will be further developed, including via the PSB's work on tackling deprivation.	Green	Mar-25	Apr-24	CPR/ L&C/ H&SC	Response to this is ongoing as part of the overall engagement with the third sector, town and community councils.
NR32	'Time for Change' – Poverty in Wales	Tom Bowring	R6 Single web landing page for people seeking help • We recommend that councils optimise their digital services by creating a single landing page on their website that: is directly accessible on the home page; provides links to all services provided by the council that relate to poverty; and provides information on the work of partners that can assist people in poverty.	H	This is in place, however, continues to be reviewed and updated as new information becomes available.	Green	Mar-25	Apr-24	CPR/ L&C/ H&SC	Response to this is ongoing as part of the overall engagement with the third sector, town and community councils.

Reference	Report	Responsible Officer	Regulatory Recommendation	Priority (H/M/L)	Update	Status	Target Date	Date of Last Update	Scrutiny Committee	Rationale for Revised target Date
NR33	'Time for Change' – Poverty in Wales	Tom Bowring	R7 Streamlining and improving application and information services for people in poverty <ul style="list-style-type: none"> <li>We recommend that councils: establish corporate data standards and coding that all services use for their core data; undertake an audit to determine what data is held by services and identify any duplicated records and information requests; create a central integrated customer account as a gateway to services; undertake a data audit to provide refresher training to service managers to ensure they know when and what data they can and cannot share; and review and update data sharing protocols to ensure they support services to deliver their data sharing responsibilities.</li> </ul>	H	This work is underway both by the Strategy & Partnerships team holding a workshop with relevant colleagues from across the organisation, and also in the development of the Data Strategy which is due to be completed in the spring of 2024 and reported to Cabinet in early 2024/25.	Green	Mar-25	Apr-24	CPR/ L&C/ H&SC	Response to this is ongoing as part of the overall engagement with the third sector, town and community councils.
NR34	'Time for Change' – Poverty in Wales	Tom Bowring	R8 Complying with the socio-economic duty <ul style="list-style-type: none"> <li>We recommend that councils review their integrated impact assessments or equivalent to: ensure that they draw on relevant, comprehensive and current data (nothing over 12 months old) to support analysis; ensure integrated impact assessments capture information on: involvement activity setting out those the service has engaged with in determining its strategic policy such as partners, service users and those it is coproducing with; the cumulative impact/mitigation to ensure the assessment considers issues in the round and how it links across services provided across the council; how the council will monitor and evaluate impact and will take corrective action; and an action plan setting out the activities the Council will take as a result of the Integrated Impact Assessment.</li> </ul>	H	This is being progressed as part of the review of the EIA process.	Green	Mar-25	Apr-24	CPR/ L&C/ H&SC	This work remains ongoing.
NR35	Estyn Thematic Review - We don't tell our teachers - Experiences of peer-on-peer sexual harassment among secondary school pupils in Wales	David Davies	Local authorities should: R5 Work with schools to collect and categorise and analyse all bullying and harassment data correctly and comprehensively. In addition, support schools to analyse this information regularly to identify trends and put restorative arrangements in place.	M	Although we still await publication of WG action plan, bullying and one-off prejudice incident bullying data continues to be effectively scrutinised on termly basis as part of Wellbeing Improvement Board (WIB) within L&S Directorate to identify trends and any possible interventions that maybe required. We have continued to work with an external company and our schools to enhance the recording and reporting of this data through My Concern, through the refinement of recording categories.	Green	Mar-25	Apr-24	L&C	Awaiting publication of Welsh Government action plan which will be reflected in our approach.
NR36	Estyn Thematic Review - We don't tell our teachers - Experiences of peer-on-peer sexual harassment among secondary school pupils in Wales	David Davies	Local authorities should: R6 Plan suitable intervention and support on gender issues at both school and local authority level, evaluating regularly their impact on pupil wellbeing.	M	During Oct-Dec 2023 a 6-week Girls course at St Cyres School funded by the Vale of Glamorgan Council. This was for two groups. One group of year 10 girls and one group of year 11 girls, and the aim was help equip, empower, and encourage girls in year 10/11 that struggle with their self-esteem or could be susceptible to being involved with negative behaviours in romantic relationships. In order to track the girls progress before and after the course the facilitator utilised a survey.	Green	Mar-25	Apr-24	L&C	Work remains ongoing in this area.
NR37	Estyn Thematic Review - We don't tell our teachers - Experiences of peer-on-peer sexual harassment among secondary school pupils in Wales	David Davies	Local authorities should: R7 Provide school staff with the necessary professional learning to adopt a proactive approach to peer-on-peer sexual harassment, including homophobic, biphobic and transphobic bullying and harassment.	M	The Vale of Glamorgan finalised and ratified its Trans Inclusion guidance which has now been published and has been shared with all schools. The focus going forward will be on identifying, scoping and sourcing professional learning for staff. Work will also progress with devising and delivering a 'protected characteristics' inclusion training in conjunction with the Learning Links Team to all schools.	Green	Mar-25	Apr-24	L&C	Work remains ongoing in this area.
NR38	Together we can' Community resilience and self-reliance'	Tom Bowring	R1 To strengthen community resilience and support people to be more self-reliant, local authorities need to ensure they have the right arrangements and systems in place. We recommend that local authorities use the evaluation tool in Appendix 2 to: <ul style="list-style-type: none"> <li>self-evaluate current engagement, management, performance and practice;</li> <li>identify where improvement is needed; and</li> <li>draft and implement an action plan with timeframes and responsibilities clearly set out to address the gaps and weaknesses identified in completing the evaluation tool.</li> </ul>	M	SEG are focussing on collection of a database of providers for professionals to access for appropriate training resources and we await publication.	Green	Mar-25	Apr-24	CP&R	Work remains ongoing in this area.
NR39	Together we can' Community resilience and self-reliance'	Tom Bowring	R2 To help local authorities address the gaps they identify following their self-evaluation, we recommend that they: <ul style="list-style-type: none"> <li>formally approve the completed Action Plan arising from the evaluation exercise;</li> <li>regularly report, monitor and evaluate performance at relevant scrutiny committees; and</li> <li>revise actions and targets in light of the authority's evaluation and assessment of its performance</li> </ul>	M	Work on a new approach to engaging with the third and social enterprise sector has continued during the quarter, including consideration of the previous Audit Wales reports and feedback from the Community Liaison and Voluntary Sector Joint Liaison Committees. A report was presented to Corporate Performance & Resources Scrutiny Committee during Q3 in line with the Strengthening Communities theme of the transformation programme and a key strand of this is around community resilience and self-reliance. The work which is being delivered by Cwmpas in partnership with the Council continued during the quarter with engagement with a range of stakeholders including the third and social enterprise sectors. The Let's Talk About Life in the Vale survey has also provided a rich set of data for the Council to use to inform plans as they develop in parallel with Reshaping and the new Corporate Plan. The evaluation tool referenced will be considered in due course.	Green	Mar-25	Apr-24	CP&R	Work remains ongoing in this area.
NR40	'A missed opportunity' – Social Enterprises	Tom Bowring/ Phil Chappell	R1 To get the best from their work with and funding of Social Enterprises, local authorities need to ensure they have the right arrangements and systems in place. We recommend that local authority officers use the checklist in Appendix 2 to: <ul style="list-style-type: none"> <li>self-evaluate current Social Enterprise engagement, management, performance and practice;</li> <li>identify opportunities to improve joint working; and</li> <li>jointly draft and implement an action plan with timeframes and responsibilities clearly set out to address the gaps and weaknesses identified through the self-evaluation</li> </ul>	M	Social enterprises continue to be included in any economic development activity we undertake. Social enterprises continue to still be eligible to apply for our business grant schemes such as the Vale Business Start-up bursary and the Vale Business Development Grant Scheme. If social enterprises have specific requirements, the team continue to assist and signpost these businesses to trained Business Wales advisors in the sector. Both the Councils economy team and Creative Communities continue to engage proactively and offer funding where available (e.g. through SPF) to social enterprises and the 3rd sector.	Green	Mar-25	Apr-24	E&R	Work remains ongoing in this area.

Reference	Report	Responsible Officer	Regulatory Recommendation	Priority (H/M/L)	Update	Status	Target Date	Date of Last Update	Scrutiny Committee	Rationale for Revised target Date
NR41	'A missed opportunity' – Social Enterprises	Tom Bowring/ Phil Chappell	R2 To drive improvement we recommend that the local authority: <ul style="list-style-type: none"> <li>formally approve the completed Action Plan;</li> <li>regularly report, monitor and evaluate performance at relevant scrutiny committees; and</li> <li>revise actions and targets in light of the authority's evaluation and assessment of its performance.</li> </ul>	M	Several workshops were held in Q4 involving staff and other organisations in the Vale. A follow up report will be presented to the policy team in due course. See NR40.	Green	Mar-25	Apr-24	E&R	Work remains ongoing in this area.
NR42	'A missed opportunity' – Social Enterprises	Tom Bowring/ Phil Chappell/ Lance Carver	R3 To ensure the local authority delivers its S.16 responsibilities to promote Social Enterprises we recommend that it reports on current activity and future priorities following the evaluation of its Action Plan including the Annual Report of the Director of Social Services.	M	Several workshops were held in Q4 involving staff and other organisations in the Vale. A follow up report will be presented to the policy team in due course. The regeneration team continues to offer the same level of support across the board to private, 3rd sector and social enterprises. It applies the same business planning principles to each sector and also supports all via funding schemes.	Green	Mar-25	Apr-24	E&R / H&SC	Work remains ongoing in this area.
NR43	Estyn Thematic Review - Improving attendance in secondary schools	Morwen Hudson	Local authorities should: <p style="text-align: right;">Provide</p> schools with regular and effective challenge and support to improve pupils' attendance and help evaluate the impact of their work. <p style="text-align: right;">Work with schools to</p> Ensure that local authority interventions build on work already carried out by schools. <p style="text-align: right;">support them to work with parents/carers to understand the importance of good attendance.</p>	H	The Inclusion Service undertook a full review of its approach to improving attendance, by comparing strategies to learn from others. Meetings with school leaders in other local authorities looked at school strategies and engagement strategies in relation to specialist provisions. We also invited other LAs to conduct appreciative inquiry into Inclusion Service to inform improvements. Two six session pilot projects around parental voice and barriers to attendance and initial Emotional Based School Avoidance style work have been completed to inform a model of developed to train Family Engagement Officers in schools so that these sessions are cascaded on the basis of building capacity and expertise within schools themselves. <p>School Attendance Officer Forums are now well established across the Vale that are well attended by school staff. Agenda for Forums are co-constructed with school colleagues and a face to face session and sharing good practice day is planned for summer term.</p> <p>Attendance Data visits and audits are regularly undertaken and is now embedded practice. FPN training was offered to all schools in January, with other attendance training being offered later in the term. Governor training for attendance was scheduled for February.</p> <p>Pastoral Support Plan pilot launched in October 2023 after pilot schools received training sessions. Evaluation is currently being carried out with the Portal to be launched across all Vale schools later in the year.</p> <p>The Inclusion Team continues to work with the One Team to enhance reporting as a key area of focus going forward.</p>	Green	Mar-25	Apr-24	L&C	
NR44	Cracks in the Foundation - Building Safety in Wales	Marcus Goldsworthy / Ian Robinson / Liam Jones / Chris Keepins	R5 Local authorities should develop local action plans that articulate a clear vision for building control to be able to plan effectively to implement the requirements of the Act. The Plans should: <ul style="list-style-type: none"> <li>be based on an assessment of local risks and include mitigation actions;</li> <li>set out how building control services will be resourced to deliver all their statutory responsibilities;</li> <li>illustrate the key role of building control in ensuring safe buildings and be linked to well-being objectives and other corporate objectives; and</li> <li>include outcome measures that are focused on all building control services, not just dangerous structures.</li> </ul>	M	The Building Control department has been through the competency validation process and 4 officers have successfully become registered with the Building Safety Regulator. The department now has 4 officers registered as Class 2 "General" Building Inspectors and 2 registered as Class 1 "Trainee". One officer has to resit the competency assessment and this process is currently underway. The Principal Building Control Officer is also registered as a Class 4 Technical Manager with the Building Safety Regulator although he will be working towards a Class 3 "Specialist" to ensure the department can deliver a service covering all building types.	Green	Mar-25	Apr-24	E&R	
NR45	Cracks in the Foundation - Building Safety in Wales	Marcus Goldsworthy / Ian Robinson / Liam Jones / Chris keepins	R6 Local authorities should urgently review their financial management of building control and ensure they are fully complying with Regulations. This should include: <ul style="list-style-type: none"> <li>establishing a timetable of regular fee reviews to ensure charges reflect the cost of services and comply with the Regulations;</li> <li>annually reporting and publishing financial performance in line with the Regulations;</li> <li>ensuring relevant staff are provided with training to ensure they apply the Regulations and interpret financial reporting correctly; and</li> <li>revise fees to ensure services are charged for in accordance with the Regulations.</li> </ul>	L	The hourly rate was changed in 2023 and new fee tables for standard works were introduced in April 2023. Finance have not indicated that a change to the hourly rate is required and this will be reviewed annually. <ul style="list-style-type: none"> <li>Annually reporting and publishing financial performance in line with the Regulations; these are included in our annual Statement of Accounts</li> <li>Ensuring relevant staff are provided with training to ensure they apply the Regulations and interpret financial reporting correctly; This is undertaken by staff .</li> <li>Revise fees to ensure services are charged for in accordance with the Regulations; This has been undertaken as part of the fee review process.</li> </ul>	Green	Mar-25	Apr-24	E&R	
NR46	Cracks in the Foundation - Building Safety in Wales	Marcus Goldsworthy / Ian Robinson / Liam Jones / Chris keepins	R7 Local authorities should work with partners to make better use of limited resources by exploring the potential for collaboration and regionalisation to strengthen resilience through a cost benefit analysis of partnering with neighbouring authorities, establishing joint ventures and/or adopting a regional model where beneficial	M	The new duties under the Building Safety Act will default all work to higher-risk buildings (HRB's) to the Local Authority. At present, the department does not have an officer registered at a Class 3 "Specialist" level to deliver this. The Principal Building Control Officer is going to work towards achieving Class 3 to ensure this can be delivered. Transitional provisions introduced by Welsh Government will allow the service to be delivered until October 2024 when these provisions end. It is intended that the Principal Building Control Officer will have achieved this status by then. This is a common issue throughout LA's in Wales and there is currently work being done on an all Wales agreement where neighbouring local authorities will be able to assist each other with any shortfalls in the service area.	Green	Mar-25	Apr-24	E&R	



Reference	Report	Responsible Officer	Regulatory Recommendation	Priority (H/M/L)	Update	Status	Target Date	Date of Last Update	Scrutiny Committee	Rationale for Revised target Date
NR47	Cracks in the Foundation - Building Safety in Wales	Marcus Goldsworthy / Ian Robinson / Liam Jones / Chris keepins	R8 Local authorities should review risk management processes to ensure that risks are systematically identified, recorded, assessed, mitigated and subject to regular evaluation and scrutiny.	L	The review of service level guidance and supporting procedural guidance is ongoing. This will be amended as future changes to the legalisation are introduced. Many applications have been submitted through ICT relating to the work permits for cabling works throughout council owned buildings. This covers work which has already been done and planned works.	Green	Mar-25	Apr-24	E&R	

### Completed Local Regulatory Actions

Reference	Report	Responsible Officer	Regulatory Recommendation	Update	Status	Target Date	Date of Last Update	Scrutiny Committee
LR41	An inspection of youth offending services in Vale of Glamorgan	Rachel Evans	3. Adopt a disproportionality policy with attendant action plans within the next 12 months.	Policy approved by Board.	Completed	Mar-24	Apr-24	HL&SC
LR42	An inspection of youth offending services in Vale of Glamorgan	Rachel Evans	4. Develop methods of incorporating the perspectives of children and their parents or carers into the board's development of the YOT's work over the next 12 months.	Will remain subject to oversight as business as usual in relation to the YJESS Strategic Management Board.	Completed	Apr-24	Apr-24	HL&SC
LR43	An inspection of youth offending services in Vale of Glamorgan	Rachel Evans	5. Develop methods of engaging staff members in the development of policy and services within the next 12 months.	Completed, actions agreed to support engagement.	Completed	Mar-25	Apr-24	HL&SC
LR18	Welsh Housing Quality Standard review including Council housing tenants	Andrew Treweek	PFI 2 – The Council should work with tenants to review its approach to assisting people experiencing problems with condensation and damp.	A new damp and mould policy has been adopted by the service to address the response to damp and mould and is now being used within the service	Completed	Apr-24	Nov-23	H&SC

## Completed National Regulatory Actions

Reference	Report	Responsible Officer	Regulatory Recommendation	Update	Status	Target Date	Date of Last Update	Scrutiny Committee
NR13	The effectiveness of local planning authorities in Wales	Ian Robinson/ Marcus Goldsworthy	R5 - The report identifies the central role of planning to delivering the ambitions of the Well-being of Future Generations Act. We recommend the local planning authorities: - Set a clear ambitious vision that shows how planning contributes to improving well-being. - provide planning committee members with regular and appropriate well-being training and support to help deliver their wider responsibilities. - set appropriate measures for their admission of the planning system and the impact of their planning decisions on well-being. - annually publish these performance measures to judge planning authorities impact on well-being.	Member training has been completed in Q3. Next session scheduled for Q1 24/25. This is now standard business practice and forms part of ongoing member training and development.	Completed and standard business practice	Annually	Oct-23	E&R
NR30	'Time for Change' – Poverty in Wales	Tom Bowring	R3 Leadership on the poverty agenda <ul style="list-style-type: none"> <li>• We recommend that each council designate a cabinet member as the council's poverty champion and designate a senior officer to lead and be accountable for the anti-poverty agenda.</li> </ul>	The Council's Leader takes the executive lead on tackling poverty, whilst another member is the member champion. The Director of Corporate Resources is the senior officer responsible. There is a strong emphasis on the cost of living and working with our most deprived communities in the PSB's new Well-being Plan.	Completed	Dec-23	Aug-23	CPR/ L&C/ H&SC

Reference	Report	Responsible Officer	Regulatory Recommendation	Update	Status	Target Date	Date of Last Update	Scrutiny Committee
NR5	Local Government Services to Rural Communities	Tom Bowring	<p>R2 - The role of Public Service Boards is evolving but there are opportunities to articulate a clearer and more ambitious shared vision for rural Wales. We recommend that PSB public services partners respond more effectively to the challenges faced by rural communities by:</p> <ul style="list-style-type: none"> <li>- assessing the strengths and weaknesses of their different rural communities using the Welsh Governments Rural Proofing Tool and identify and agree the local and strategic actions needed to support community sustainability; and</li> <li>- ensuring the Local Well-Being Plan sets out a more optimistic and ambitious vision for 'place' with joint Page 24 of 36 - Vale of Glamorgan Council Date of report Title of review Recommendation priorities co-produced by partners and with citizens to address agreed</li> </ul>	This work has formed a part of the development of the PSB's new wellbeing plan that was approved in May 2023. This has taken place alongside the evidence base from the wellbeing assessment which identified issues of accessibility of services in rural services as a theme of the assessment.	Completed	Jun-21	Aug-23	CP&R
NR6	Local Government Services to Rural Communities	Tom Bowring	<p>R3- To help sustain rural communities, public services need to think differently in the future. We recommend councils provide a more effective response to the challenges faced by rural communities by:</p> <ul style="list-style-type: none"> <li>- ensuring service commissioners have cost data and qualitative information on the full range of service options available; and</li> <li>- using citizens' views on the availability, affordability, accessibility, adequacy and acceptability of council services to shape the delivery and integration of services.</li> </ul>	This work has formed a part of the development of the PSB's new wellbeing plan that was approved in May 2023. This has taken place alongside the evidence base from the wellbeing assessment which identified issues of accessibility of services in rural services as a theme of the assessment.	Completed	Jun-21	Aug-23	CP&R

Reference	Report	Responsible Officer	Regulatory Recommendation	Update	Status	Target Date	Date of Last Update	Scrutiny Committee
NR2	Local Government Services to Rural Communities	Phil Chappell	R1 - Socio economic change, poor infrastructure and shifts in provision of key services and facilities has resulted in the residualisation of communities in rural Wales. We recommend that Welsh Government support public bodies to deliver a more integrated approach to service delivery in rural areas by: - refreshing rural grant programmes to create sustainable financial structures, with multi-year allocations; and - helping people and businesses make the most of digital connectivity through targeted and more effective business and adult education support programmes.	The Action states "by refreshing rural grant programmes to create sustainable financial structures, with multi-year allocations". This is complete in that Welsh Government have confirmed that no socio economic rural programmes will be funded from current allocations. The action around the integration of rural services is one that will require input from all services. The funding action that is for Regen can also be marked as complete because SPF projects linked specifically to the rural farming and funding themes have been funded as it was noted as the priority area for the rural Local action group before it was disbanded. In the Rural Vale we currently facilitate digital skills workshops at CF61 Centre in Llantwit Major on a Friday morning and at The Gathering Place in St Athan on a Monday morning. Each class is for 2 hours duration over a 10-week period. There are three terms each year which align with the school term times to enable parents to learn with us. We offer basic digital essential skills in line with Welsh Government's Essential Digital Literacy programme, and ICDL qualifications using Microsoft Office software from Level 1 to Level 3. We also accredit with Agored Cymru qualifications at a variety of levels appropriate to learners' abilities and digital interests. Anticipate extending this provision in the coming academic year by adding an extra session at each venue to support refugees moving into the area. We are working closely with other organisations to assist this group.  All learners are eligible for device loans when registered with us. We have a bank of laptops stored at Palmerston Education Centre	Completed	Jun-21	Jul-23	E&R
NR10	The effectiveness of local planning authorities in Wales	Ian Robinson/ Marcus Goldsworthy	R1 - To improve involvement with stakeholders and ownership of decisions we recommend local planning authorities: - test current engagement and involvement practices and consider the full range of other options available to ensure involvement activities are fit for purpose. - Use 'Place Plans' as a vehicle to engage and involve communities and citizens in planning choices and decision making. - improve transparency and accountability by holding planning meetings at appropriate times, rotating meetings to take place in areas which are subject to proposed development, webcasting meetings and providing opportunities for stakeholders to address committee meetings.	Continued digital engagement with Community Councils and other consultees / stakeholders. Increased use of online meetings to engage with and accommodate stakeholders, including RLDP workshop programmed with Town and Community Councils. Planning committee meetings held at accessible times online, webcasting meetings and providing comprehensive opportunities for all stakeholders to personally engage at meetings. Councillor engagement sessions being programmed and held to support the review of the RLDP. <b>Complete but will be ongoing as part of business practice - New work to commence 22/23 and will be included in the review of the LDP going forward.</b>	Completed	Mar-21	Jan-23	E&R

Reference	Report	Responsible Officer	Regulatory Recommendation	Update	Status	Target Date	Date of Last Update	Scrutiny Committee
NR11	The effectiveness of local planning authorities in Wales	Ian Robinson/ Marcus Goldsworthy	R2 - Local planning authorities have been subject to significant reductions in funding and struggle to deliver their statutory responsibilities. To improve resilience, we recommend that local planning authorities: - Review their building control fee regimes to ensure levels set, better reflect the actual cost of providing these services and make the service self-funding - improve capacity by working regionally to integrate services to address specialism gaps, develop joint supplementary planning guidance and develop future local development plans regionally and in partnership with other local planning authorities.	Building Control fees have been reviewed and increased from 1/4/2023 to enable more resilient delivery of the service whilst still being competitive with the private sector	Completed	Mar-21	Jan-23	E&R
NR12	The effectiveness of local planning authorities in Wales	Ian Robinson/ Marcus Goldsworthy	R4 - that local planning authorities improve the effectiveness of planning committees by: - reviewing their scheme of delegation to ensure planning committees are focused on the most important strategic issues relevant to their authority. - revising reporting templates to ensure they are clear and unambiguous to help guide decision making and reduce the level of officer recommendations overturned. - enforcing the local planning authorities' standards of conduct for meetings.	Planning committee scheme of delegation reviewed to allow officer delegated decisions on prior notification applications, and delegated sign off of Developments of National Significance Local Impact Reports. Planning committee members reminded of committee conduct. <b>Complete but will be ongoing as part of business practice</b>	Completed	Mar-21	Jan-23	E&R
NR22	Homelessness Reviewed: An Open Door to Positive Change October 2021 Public Services Ombudsman for Wales (PSOW)	Nick Jones	f) Create a Review Process factsheet, ensuring an Easy Read format is available.	Action complete, information reviewed and continues to be accurate and appropriate.	Completed	N/A	Jan-23	H&SC