

Meeting of:	Governance and Audit Committee
Date of Meeting:	Monday, 16 December 2024
Relevant Scrutiny Committee:	Corporate Performance and Resources
Report Title:	Governance and Audit Committee Decision Tracking 2024/25 Update
Purpose of Report:	To provide members of the Committee with a tracking record of decisions made by the Governance and Audit Committee during the current Municipal Year (May 2024 to April 2025)
Report Owner:	Director of Corporate Resources
Responsible Officer:	Gareth Davies, Democratic and Scrutiny Services Officer
Elected Member and Officer Consultation:	No Elected Members have been consulted. Director of Corporate Resources, Head of Finance and Head of Regional Internal Audit Service
Policy Framework:	There is no impact on the policy framework and procedure rules.
<p>Executive Summary:</p> <ul style="list-style-type: none"> • A Decision Tracking record has been devised to assist the Committee in tracking the decisions made in the exercise of its functions. • A record of all formal decisions made by the Governance and Audit Committee so far during the 2024/25 Municipal Year is attached at Appendix A. • The Committee is recommended to note the contents of Appendix A and make comments, as appropriate. • It is recommended that the Governance and Audit Committee be kept regularly apprised off all outstanding decisions and / or resolutions. • In addition, at Appendix B, are updates from the relevant Directors / Heads of Service for three limited assurance audits - Debtors, Residential Homes – food stock control and Leisure Centres – contract and performance management. 	

Recommendation

1. That the Governance and Audit Committee notes the content of the Decision Tracking contained at Appendix A, and requests regular updates on any outstanding decisions or resolutions.
2. That the contents of Appendix B – updates for three limited assurance audits - Debtors, Residential Homes – food stock control and Leisure Centres – contract and performance management, be noted.

Reason for Recommendation

1. To keep the Governance and Audit Committee informed of decisions made in relation to the exercise of its functions.
2. To provide an update on three limited assurance audits - Debtors, Residential Homes - food stock control and Leisure Centres - contract and performance management.

1. Background

- 1.1 At its meeting held on 23rd September, 2024, Members of the Governance and Audit Committee requested a tracking log / record in order to monitor the progress and outcomes of all formal decisions it had made during the Municipal Year in exercising its functions.
- 1.2 Subsequently, a Decision Tracking record has been devised and populated by Democratic Services.

2. Key Issues for Consideration

- 2.1 Decision Tracking record has been devised to assist the Committee in tracking the decisions made in the exercise of its functions.
- 2.2 A record of all formal decisions made by the Governance and Audit Committee so far during the 2024/25 Municipal Year is attached at Appendix A.
- 2.3 The Committee is recommended to note the contents of Appendix A and make comments, as appropriate.
- 2.4 It is recommended that the Governance and Audit Committee be kept regularly apprised off all outstanding decisions and / or resolutions.
- 2.5 In addition, at Appendix B, are updates from the relevant Directors / Heads of Service for three limited assurance audits - Debtors, Residential Homes – food stock control and Leisure Centres – contract and performance management.

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

- 3.1** The tracking of resolutions and decisions made by the Governance and Audit Committee, assist with ensuring that actions are dealt with in a timely manner. It also assists with ensuring that the Governance and Audit Committee carries out its functions and aids transparency and work programming. Actions missed could undermine the positive contribution that the Committee makes to both short and long-term service improvement and the Council's Well-Being Objectives

4. Climate Change and Nature Implications

- 4.1** None as a consequence of this report.

5. Resources and Legal Considerations

Financial

There are no resource implications as a direct consequence of this report,

Employment

- 5.1** None as a direct consequence of this report.

Legal (Including Equalities)

- 5.2** None as a direct consequence of this report

6. Background Papers

None

DECISION TRACKING RECORD- GOVERNANCE AND AUDIT COMMITTEE 2024/25

APPENDIX A

Meeting Date	Report Title	Resolution by Governance and Audit Committee	Completed/Outstanding
20th May 2024	ORACLE FUSION IMPLEMENTATION (PART I)	<p>THAT the comments of the Governance and Audit Committee be referred to Cabinet alongside the comments from the Corporate Performance and Resources Scrutiny Committee meeting held on 17th April, 2024. The key comments of the Governance and Audit Committee being: Projects could be impacted, and costs increased if the Council did not have adequate resources and capacity.</p> <ul style="list-style-type: none"> • Members of the public required greater accountability around the challenges that the project faced, and greater Scrutiny should have been carried out. • At the start of any project, the Council needed to ensure that it had the right expertise in place from all relevant service areas, including Commissioning, Human Resources, Information Technology, Finance and Legal. • The proposed budget for the Oracle system at its inception appeared insufficient as it did not include archiving, contingency etc. • The Corporate Performance and Resources Scrutiny Committee and the Governance and Audit Committee should have been made aware of issues sooner and provided assurance in respect of the control environment. • The Lessons Learnt review document needed to be cascaded widely throughout the organisation. • A workshop for members should be arranged to understand how the 59 recommendations would be implemented 	<p>COMPLETED Referred to Cabinet 6th June - Cabinet noted comments of G&A</p>
20th May 2024	ORACLE FUSION IMPLEMENTATION (PART II)	Report Noted	COMPLETED
20th May 2024	ACCOUNTING POLICIES 2023/24, KEY HEADLINES FOR 2023/24 AUDIT AND PREPARATION AND AUDIT OF THE 2022/23 STATEMENT OF ACCOUNTS REVIEW AND CONSIDERATION OF LESSONS LEARNT	Report Noted	COMPLETED
20th May 2024	INTERNAL AUDIT LIMITED OPINIONS 2023-24	THAT the relevant Directors / Heads of Service for the three limited assurance audits (Debtors, Residential Homes – food stock control and Leisure Centres – contract and performance management) be requested to provide an update report in six months' time.	ONGOING - DUE DECEMBER 2024
17th June 2024	USE OF PERFORMANCE INFORMATION: SERVICE USER PERSPECTIVE AND OUTCOMES	<p>THAT the comments of the Governance and Audit Committee be referred to Cabinet. The comments relating to:</p> <ul style="list-style-type: none"> • That in terms of public engagement for the Council to carry out more detailed insights of responses received in order to better understand issues being raised by residents. • For the Council to consider bringing together information from other reports and Council activities such as Corporate Complaints and complaints to Councillors which is a source of information that would be useful in order to understand the views and experiences of residents. • For the Scrutiny Committees to have a greater role in terms of identifying ways to improve the Council's performance and services. • For the Council to reflect on how public engagement and consultation is carried out by each individual Council department to ensure there are the same standards and level of engagement. 	<p>COMPLETED Referred to Cabinet 11th July - Cabinet noted comments of G&A</p>

Meeting Date	Report Title	Resolution by Governance and Audit Committee	Completed/Outstanding
17th June 2024	DEVELOPMENT OF THE CORPORATE PLAN 2025-2030, PANEL PERFORMANCE ASSESSMENT AND ANNUAL PERFORMANCE CALENDAR 2024/25	THAT the views of the Governance and Audit Committee be referred to Cabinet. The views being: <ul style="list-style-type: none"> • For the role of Scrutiny to be highlighted in terms of developing a new Corporate Plan, in particular the arrangements for assessing performance against the Plan. • For Project Zero to be a central part of the new Corporate Plan. • The need to have specific targets which could be easily assessed as being a success or failure. • For there to be engagement activity with Elected Members around the development of the new Corporate Plan. • For the targets and objectives to reflect the Council's budget position and the fact that the Council's budgets are set on a year by year basis. • For the Council's corporate risks to be considered as part of developing the new Corporate Plan. • As the 2030 net zero targets were not very far away, the Corporate Plan needed to be agile enough so that it allowed the Council flexibility and was not too prescriptive in terms of how objectives were achieved. 	<p>COMPLETED Referred to Cabinet 11th July - Cabinet noted comments of G&A</p>

Meeting Date	Report Title	Resolution by Governance and Audit Committee	Completed/Outstanding
17th June 2024	Q4 UPDATE: AUDIT WALES WORK PROGRAMME TIMETABLE 2023/24 – VALE OF GLAMORGAN COUNCIL	Report Noted	COMPLETED
17th June 2024	ANNUAL INTERNAL AUDIT REPORT 2023/24	THAT the relevant Directors/Heads of Service provide an update report to the next meeting of the Governance and Audit Committee relating to the following areas: • Payment card industries – data security standards (PCI-DSS) • Appointee and deputy services 106 TRIM/Governance and Audit/2024/June 17 Minutes - GD • Libraries and digital equipment • Officers Code of Conduct • Adult Placements (shared lives) • Corporate Safeguarding – Governance, training and DBS awareness THAT the Council's Strategic Leadership Team be made aware of those department's/service areas that had not provided a response to the Internal Audit Service's client satisfaction questionnaire	COMPLETED - Updated provided at July meeting
17th June 2024	REGIONAL INTERNAL AUDIT SHARED SERVICE CHARTER 2024-25	Report Noted and Approved	COMPLETED
17th June 2024	INTERNAL AUDIT STRATEGY AND RISK BASED PLAN 2024/25	THAT the draft Internal Audit Strategy (attached at Appendix A to the report) and the draft Risk Based Audit Plan for 2024/25 (attached at Appendix B to the report), be noted and approved, subject to the inclusion of further summary information relating to limited assurance reports and for the Council's Strategic Leadership Team to consider which audits required prioritisation for 2024/25	COMPLETED
17th June 2024	UPDATED FORWARD WORK PROGRAMME	THAT the schedule of items for the next meeting on 18th July, 2024 be endorsed subject to the inclusion of an update report from the Directors/Heads of Service to the Limited Assurance Reports as referred to under Agenda Item 7 – Annual Internal Audit Report 2023/24 and for the Cardiff Region City Deal Accounts to be presented to the Governance and Audit Committee as soon as they are available.	OUTSTANDING - CITY DEAL ACCOUNTS
18th July 2024	VALE OF GLAMORGAN COUNCIL ANNUAL AUDIT SUMMARY 2023	THAT the contents of the Vale of Glamorgan Council Annual Audit Summary 2023 be noted and it be highlighted that Audit recommendations around the governance of the Planning Department were due to be referred back to Cabinet and the Governance and Audit Committee	OUTSTANDING - PLANNING PROTOCOL (Planned for early 2025)
18th July 2024	CORPORATE RISK: QUARTER 4 UPDATE, PROPOSED NEW RISK REGISTER AND REVISED RISK MANAGEMENT POLICY	Report Endorsed and THAT Cabinet be advised of the views of the Governance and Audit Committee. The views being: • That procurement should be included as a stand-alone risk. • Cabinet be asked to reconsider the status of Project Zero and whether it warranted a catastrophic status. • For the Social Care risk to be assessed as to whether one overall risk is appropriate. • For further consideration around the definition of risk regarding cause and effect as related to paragraph 2.1 of the new Policy.	COMPLETED
18th July 2024	UNAUDITED STATEMENT OF ACCOUNTS 2023/24	Report Noted	COMPLETED
18th July 2024	DRAFT ANNUAL GOVERNANCE STATEMENT 2023/24	Recommended for adoption to Leader and ChEX	COMPLETED
18th July 2024	Q4 PROGRESS AGAINST EXTERNAL REGULATORY RECOMMENDATIONS AND PROPOSALS FOR IMPROVEMENT	Report Noted	COMPLETED

Meeting Date	Report Title	Resolution by Governance and Audit Committee	Completed/Outstanding
18th July 2024	Q1 UPDATE: AUDIT WALES WORK PROGRAMME 2024 – VALE OF GLAMORGAN COUNCIL	Report Noted	COMPLETED
18th July 2024	ANNUAL CORPORATE FRAUD REPORT 2023-24	Report Noted	COMPLETED
18th July 2024	UPDATE ON THE PROGRESS OF LIMITED ASSURANCE OPINIONS ISSUED BY INTERNAL AUDIT	Report Noted	COMPLETED
18th July 2024	FORWARD WORK PROGRAMME 2024/25	Report Noted	COMPLETED
23rd September 2024	ANNUAL CORPORATE SAFEGUARDING REPORT 2023/2024	Report Noted and comments referred to Cabinet	COMPLETED Referred to Cabinet 24th October - Cabinet noted comments of G&A
23rd September 2024	DRAFT VALE OF GLAMORGAN COUNCIL ANNUAL SELF-ASSESSMENT 2023/24	Report Noted and range of comments referred to Cabinet - For 2023/24 report: <ul style="list-style-type: none"> • More narrative in relation to the Council’s engagement activity judgement; • More narrative in relation to the Council’s procurement judgement; • The actual number of people who had responded to social media polls; • Increased narrative in relation to the issues around Oracle Fusion; • For the commentary in relation to Levelling Up and transforming towns fund to be double checked for accuracy; • For the definitions for each rating to be incorporated into the report itself and not through a hyperlink; • Where percentages are used as a figure, for the actual number to also be provided; and • The importance of a public summary and infographics to aid understanding and communication. For 2024/25 report: <ul style="list-style-type: none"> • More content around the work of Champions in terms of their engagement work; • Streamlining of the amount of performance information / data within the report; • More reflection and narrative in relation to areas of development; • Where actions had not been delivered or achieved for there to be increased narrative around the reasons why; and • The inclusion of a list of objectives that had not been delivered. 	COMPLETED Referred to Cabinet 10th October - Cabinet noted comments of G&A
23rd September 2024	QUARTER ONE TREASURY MANAGEMENT MONITORING 2024/25	Report Noted	COMPLETED
23rd September 2024	PROGRESS AGAINST THE INTERNAL AUDIT RISK BASED PLAN	Report Noted and Head of Housing and Building Services invited to attend the following meeting.	COMPLETED
23rd September 2024	RECOMMENDATION MONITORING	Report Noted	COMPLETED
23rd September 2024	GOVERNANCE AND AUDIT COMMITTEE SELF-ASSESSMENT OF KNOWLEDGE AND SKILLS	Report Noted and training programme for members of Governance and Audit Committee to be devised	ONGOING - TRAINING PROGRAMME TO BE DEvised
23rd September 2024	DRAFT GOVERNANCE AND AUDIT COMMITTEE ANNUAL REPORT 2023/24	Report Noted and members of Governance and Audit Committee allowed two weeks to provide comments.	COMPLETED - Updated Annual report agreed 21st October 2024
23rd September 2024	FORWARD WORK PROGRAMME 2024/25	Report Noted	COMPLETED
21st October 2024	DEPRIVATION OF LIBERTY SAFEGUARDS TEAM ANNUAL UPDATE	Report Noted	COMPLETED

Meeting Date	Report Title	Resolution by Governance and Audit Committee	Completed/Outstanding
21st October 2024	FINAL DRAFT VALE OF GLAMORGAN ANNUAL SELF ASSESSMENT REPORT	Report Noted and a range of recommendations referred to Cabinet: T H A T Cabinet considers the comments of the Governance and Audit Committee. The comments relating to:• In relation to engagement on social media and the use of the social media polls, for consideration to be given to their relevance. • The use of budget tables to explain how the Council spends its money were very useful and should be publicised more, but were separate hyperlinks to the tables also required;• For a plain language summary version of the document to be produced for members of the public.	COMPLETED Referred to Cabinet 7th November - Cabinet noted comments of G&A
21st October 2024	CORPORATE RISK REGISTER QUARTER 2 UPDATE	Report Noted and a range of comments referred to Cabinet: The comments being: • That procurement should be separated from the Financial Resources Risk and be a free standing risk on the Corporate Risk Register;• That the scoring of the Financial Resources Risk be reconsidered and whether it warranted a higher risk score;• That the Welsh Community Care Information System Risk and the Climate Change and Nature Emergency Risk be looked at as a matter of urgency by Cabinet and the Council's Senior Leadership Team	COMPLETED Referred to Cabinet 7th November - Cabinet noted comments of G&A
21st October 2024	PROPOSAL TO AMEND THE MINIMUM REVENUE PROVISION 2024/25 POLICY	Report Deferred to November 2024 and policy subsequently agreed.	ONGOING - FURTHER REPORT SCHEDULED FOR DECEMBER 2024
21st October 2024	GOVERNANCE AND AUDIT COMMITTEE ANNUAL REPORT 2023/24	Report agreed and referred to Full Council.	COMPLETED
21st October 2024	STANWELL SCHOOL CAPITAL PROJECT UPDATE	Report Noted	COMPLETED
21st October 2024	INTERNAL AUDIT FOLLOW UP LIMITED OPINION	T H A T the remedial actions taken to address the Internal Audit recommendations of 2021 and 2024 be noted and the Head of Housing and Building Services report back on progress made against the outstanding actions at the meeting scheduled for 24th March, 2025.	ONGOING - UPDATE SCHEDULED FOR 24TH MARCH 2025
21st October 2024	FORWARD WORK PROGRAMME 2024/25	Report Noted	COMPLETED
18th November 2024	AUDITED STATEMENT OF ACCOUNTS 2023/24	Accounts agreed and referred to Full Council.	COMPLETED
18th November 2024	AUDITED STATEMENT OF ACCOUNTS 2023/24	T H A T representatives of the Cardiff Capital Region City Deal be invited to attend a Special Meeting of the Governance and Audit Committee to discuss the Cardiff Capital Region accounts.	ONGOING
18th November 2024	AUDITED STATEMENT OF ACCOUNTS 2023/24	T H A T the Head of Legal and Democratic Services report back to the Governance and Audit Committee on where all of the Joint Committee reports and minutes are reported to	ONGOING

Regional Internal Audit Service

Debtors - Recommendation Implementation Update - 31st October 2024

Ref	Original Recommendation	Management Comments	Responsible Officer	Agreed Management Implementation Date	Updated Status	Actions Taken / Reasons for Non-implementation
1.3 Medium	Collaborate with departments to discuss their debt monitoring needs and financial report requirements in order that suitable reports can be provided.	Regular monthly meetings are now taking place with Regen and Neighbourhood Street teams and monthly reports are being provided giving an overview of their current O/s Invoice position. Data has also recently been provided to Shared Reg and Social Services providing them their outstanding invoice positions. This will continue and expanded to the remaining services over the next couple of months.	Exchequer Manager,	29th February 2024	Implemented	Reporting to SLT as well as regular monitoring reporting to all departments underway
1.6 Medium	Regular debt recovery action of all outstanding debts is to be carried out with an escalation to debt collection agencies and / or the High Court Enforcement Team where appropriate.	Agree, arrangements to begin this process should be started soon with this then being a regular ongoing process.	Exchequer Manager, Deputy Exchequer Manager, Senior Revenues Assistant	31st March 2024. Revised 31st May 2024	Implemented	The first batch of debts over 12 months old were sent a final notice on 23 rd April 2024, with a view to the first batch of cases being passed to them later in May. Regular monthly progression will continue from this point. The Income Management Team has also met with legal to discuss court progression
1.7 Medium	Debtors need to periodically reiterate to departments the arrangement plan procedures in place and the Council needs to look at further mechanisms to	Agree	Exchequer Manager, Deputy Exchequer Manager	31st March 2024 Revised 31st May 2024	Implemented	Good practice guide issued annually and at ad hoc intervals as required.

Ref	Original Recommendation	Management Comments	Responsible Officer	Agreed Management Implementation Date	Updated Status	Actions Taken / Reasons for Non-implementation
	prevent departments making arrangements without Debtors agreement.					
2.1	Draw up plans to utilise a file management system such as Content Manager or RKYV to provide a further level of availability of information and review the possibility of sharing communications with relevant departments.	Agreed – current RKYV offering is not particularly user friendly, however we have a meeting with opentext due to take place in Q1 of 2024 to discuss improvements and upgrades and bringing IMAN into scope for using RKYV will take place as part of this.	Exchequer Manager, Deputy Exchequer Manager	31st March 2024 Revised 31st May 2024	Implemented	Mitigating actions have been taken such as setting up a filing system within the network split by directorate, customer number etc.
2.2	Retain letters issued to customers using a central filing system such as Content Manager or RKYV and utilise the inbuilt Academy system indicators.	Agree as above (2.1)	Exchequer Manager, Deputy Exchequer Manager	31st March 2024 Revised 31st May 2024	Implemented	Mitigating actions have been taken such as setting up a filing system within the network split by directorate, customer number etc.
2.3 Medium	Review options available to resolve the Academy system's inherent issues and as a contingency draw up collaborative plans to regularly clear payments received over £100k.	Discussions are already underway with ICT and Accounts as to what can be done in this area and a fix is being looked at which will reduce the issue so that only over £1million payments are affected. This will reduce the amount of intervention required by 90%.	Senior Revenues Assistant, Team Manager – Application Support, Operational Manager – Accountancy	31st March 2024 Revised 31st May 2024	Implemented	Mitigating this risk by more regularly getting these corrected with finance. Reports of the current affected payments are also run each month and these figures are adjusted when looking at the overall totals as well as when producing the various department lists. This is an interim measure whilst a more permanent solution is reached.
4.1 Medium	Review officer roles and duties, produce process notes for the key tasks completed and embark on	Agree that resilience is of great import to us. We have shown over the last year that when the need has arisen, we	Exchequer Manager, Deputy Exchequer	30th June 2024 Revised 31/03/25	Not Implemented	Action not yet taken due to resourcing issues and this recommendation would be best actioned when a new system is

Ref	Original Recommendation	Management Comments	Responsible Officer	Agreed Management Implementation Date	Updated Status	Actions Taken / Reasons for Non-implementation
	a training and knowledge sharing programme to ensure that sufficient coverage is in place to help maintain business continuity in times of staff absence.	have managed to cope with unplanned absences, however this process would be a lot easier to manage with wider sharing of knowledge base. This will though take the longest to complete especially with ongoing responsibilities around year end / new year.	Manager, Senior Revenues Assistant			in place so that roles can be better defined and knowledge shared.

Regional Internal Audit Service

Residential Food Cost & Stock Control - Recommendation Implementation Update – 31st October 2024

Ref	Original Recommendation	Management Comments	Responsible Officer	Agreed Management Implementation Dates	Updated Status	Actions Taken / Reasons for Non-implementation
5.1.1 Medium	Review existing food ordering processes in place and develop documented procedures and guidance which should be issued to all 4 residential care homes.	A meeting has taken place with BFC and an ordering procedure will be created by 10/1/24	Operational Manager and Area Manager Big Fresh	March 2024	Implemented	New process developed and guidance document provided to Internal Audit.
5.2.2 Medium	Establish standard items, quantities and therefore costs per resident for similar meals provided across all care homes.	An across homes menu and associated order list will be created (starting with the next 'summer menu'). This will ensure predictable cost per resident food provision.	Operational Manager, Area Manager Big Fresh Catering and Care Home managers	April 2024 Revised 30/6/24	Implemented	Following consultation with residents it was agreed not to progress to an across homes menu as residents believe this to adversely affect individual choice. Instead, we agreed to create an across homes (restricted) order list. A definitive order list including price negotiations with suppliers is in place.
5.3.1 Medium	Retrospective orders should not be attached to previously authorised orders and values should be included prior to authorisation.	Catering staff to be instructed that retrospective orders are not placed/added to a previous order. Orderbooks are to be completed in detail, including cost of items (once up to date price list has been received)	Care Home Managers and Catering staff	March 2024	Implemented	This was implemented with immediate effect (and included in the Process implemented in January 2024). We are submitting the revised and restricted order list to Castell Howell by 17/5/24 (for costings) and aim to implement in time for the summer menu June 2024. Following discussion with JD it has been agreed to have a price file rather than add individual prices to the order book as this would be too labour intensive.

Regional Internal Audit Service

Leisure Centres – Contract and performance monitoring- Recommendation Implementation Update – 31st October 2024

Ref	Original Recommendation	Management Comments	Responsible Officer	Agreed Management Implementation Date	Updated Status	Actions Taken / Reasons for Non-implementation
5.1.1 Medium	In line with contractual requirements, contractor meetings should take place quarterly and minutes should be in place to document outcomes.	Meeting have been arranged on a quarterly basis since January 2023 with meetings not taking place for a period in 2023 due to the absence of the monitoring officer. Prior to January 2023 regular contact was being undertaken with the contractor to conclude the contract extension and to discuss covid recovery. This period, if anything, really demonstrated the partnership approach taken to the contract by both the Client and contractor.	Operational Manager, Healthy Living and Performance	31/12/23	Implemented	Meeting minutes have been taken for August 2023 and November 2023, with future meetings planned
5.1.2 Medium	The Council should review its methodology for evaluating and monitoring performance with formal reviews to be undertaken prior to the annual reports in accordance with the contract.	This is a formal part of the Client / Contractor meeting. The Annual Report has been received on the 12th December 2023 and will be formally reviewed for the January 2024 client/contractor meeting. This was undertaken in January 2023 but unfortunately the minutes taken of this meeting did not accurately properly reflect the discussions that took place on	Operational Manager, Healthy Living and Performance	31/01/24 Revised 31/01/25	Not Implemented	Revised target implementation date extended until Jan 2025 where the minutes will be recorded for the next annual report

Ref	Original Recommendation	Management Comments	Responsible Officer	Agreed Management Implementation Date	Updated Status	Actions Taken / Reasons for Non-implementation
		<p>the Annual report. These discussions were in preparation for the Annual Report being considered by the Healthy Living & Social Care Scrutiny Committee on 6th February.</p> <p>Further management comments reported previously</p>				
5.1.3 Medium	Review existing processes and practices to ensure that sufficient coverage is in place for business continuity and resilience.	<p>Review of Roles and structures has taken place. A JD/ PS is currently under review to provide more resilience and business continuity. A further review of processes in regards to contract documentation will be undertaken during the early part of 2024.</p> <p>Further management comments reported previously</p>	Operational Manager, Healthy Living and Performance / Head of Neighbourhood Services and Transport	30/04/24	Implemented	The Business Support Team for the Directorate will be used to monitor and record contract performance in future, providing much improved resilience in this service area.
5.2.2 Medium	The Council is to arrange for condition surveys to be undertaken on leisure centres that have not been recently reviewed.	We work with our Property colleagues to monitor this aspect of the contract. This will be discussed with them in the near future.	Property Services	31/01/24 Revised 30/06/24	Implemented	Undertaken

Ref	Original Recommendation	Management Comments	Responsible Officer	Agreed Management Implementation Date	Updated Status	Actions Taken / Reasons for Non-implementation
5.3.1 Medium	Performance data reporting is to take place as per the contractual requirements and reported performance should be reviewed during quarterly meetings, and in a timely manner.	Performance data is reviewed as part of Client / Contractor meeting. The Audit highlighted the balanced score card that officer believe was discontinued in 2014 (part of the agreement for the sub contract to Legacy) – this will be discussed with the contractor to see if they have any knowledge of this as internal legal files cannot be located. Further management comments reported previously	Operational Manager, Health Living and Performance	31/12/23	Implemented	Data is part of Client / Contractor meeting.
5.3.2 Medium	The Council does more to independently verify performance data, such as via accessing relevant Legacy / Parkwood dashboards and evidence is stored with consideration to business continuity.	The Council enjoys a good relationship with the contractor having experienced some challenging times together, such as covid, where other Leisure Management contracts have fallen apart in Wales. The sharing of data was key to this but has proved more problematic with Parkwood / Legacy switching to a google based system.	Operational Manager, Healthy Living and Performance (in discussions with ICT Officers)	January 2024	Implemented	Working with Legacy and ICT to get access to data

Ref	Original Recommendation	Management Comments	Responsible Officer	Agreed Management Implementation Date	Updated Status	Actions Taken / Reasons for Non-implementation
		We are currently working with Legacy in relation to making information more accessible.				

**Applicable to Partly Implemented and Not Implemented recommendations only, information provided will inform the Governance and Audit Committee Recommendation Monitoring Report.*