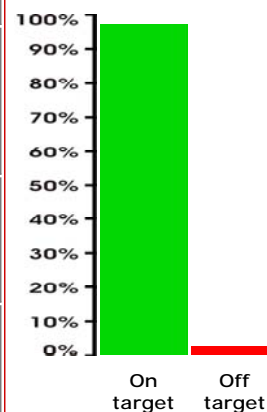


Regulatory Recommendations Report at Half Year 2018/19

		Total	On target	Off target	Not reported	Not available	Annual / Not started	% on target	Overall % on target
WAO: Scrutiny: Fit for the Future? Review (June 2018)	Actions	6	6	0	0	N/A	0	100%	100%
WAO: Audit Committee Effectiveness (July 2018)	Actions	5	5	0	0	N/A	0	100%	100%
WAO: Evaluation of the Council's review of people performance management 2017 (April 2018)	Actions	10	10	0	0	N/A	0	100%	100%
WAO/NAT: Savings Planning (March 2017)	Actions	5	5	0	0	N/A	0	100%	100%
WAO/NAT: Public Procurement in Wales (Oct 2017)	Actions	1	1	0	0	N/A	0	100%	100%
WAO/NAT: Good Governance When determining Significant Service Changes (March 2017)	Actions	3	3	0	0	N/A	0	100%	100%
WAO/NAT: Financial resilience of local authorities in Wales 2015-16 (Aug 2016)	Actions	9	9	0	0	N/A	0	100%	100%
WAO/NAT: How Local Government Manages Demand - Homelessness (Jan 2018)	Actions	8	8	0	0	N/A	0	100%	100%
WAO/NAT: Housing Adaptations (Feb 2018)	Actions	8	8	0	0	N/A	0	100%	100%
WAO/NAT: Speak my language: Overcoming language & communication barriers in public services (April 2018)	Actions	1	1	0	0	N/A	0	100%	100%
WAO/NAT: Strategic Commissioning of Accommodation Services for Adults with Learning Disabilities	Actions	6	5	1	0	N/A	0	83%	83%
CSSIW - National Review of Domiciliary Care in Wales CCC (Sept 2016)	Actions	10	9	1	0	N/A	0	90%	90%
CSSIW - Inspection of Children's Services CCC (Aug 2016)	Actions	6	6	0	0	N/A	0	100%	100%
Overall Performance	Actions and Measures	78	76	2	0	0	0	97%	


Performance against Target




The table below provides a breakdown by organisational structure

			Total	On target	Off target	Not reported	Not available	Annual / Not started	% on target	Overall % on target
Chief Executives	Administration and Law	Actions	7	7	0	0	N/A	0	100%	100%
	People Management	Actions	9	9	0	0	N/A	0	100%	100%
	Regeneration & Policy	Actions	4	4	0	0	N/A	0	100%	100%
Communities	Homes & Safer Communities	Actions	16	16	0	0	N/A	0	100%	100%
	Integrated Services	Actions	11	9	2	0	N/A	0	82%	82%
	Mental Health & Learning Disability	Actions	5	5	0	0	N/A	0	100%	100%
Corporate Services	Financial Services	Actions	10	10	0	0	N/A	0	100%	100%
	Revenue & Financial Compliance	Actions	7	7	0	0	N/A	0	100%	100%
Education & Children	Children's Services	Actions	6	6	0	0	N/A	0	100%	100%
Overall Performance		Actions and Measures	75	73	2	0	0	0	97%	

OFF TARGET

Objective: CSSIW - National Review of Domiciliary Care in Wales CCC (Sept 2016)			
Outcome: Not defined			
Action	13657	Target date	31/12/2018 (original target 31/01/2017)
Action promised	The Council should ensure that training on the new domiciliary care framework is provided to staff working within the emergency duty service to ensure that they can respond appropriately to any enquires received out of office hours.		
Comment	1. New IAA / Care line being piloted 2. Discussions to be held with the Out of Hours (OOH) Manager regarding Workshops for all staff. Contact has been made with the new OOH Manager.		
Remedial Action	Further discussions to be held once changes are fully implemented.		
Service Head: Chris Harrison		Performance status: Off target	

Objective: WAO/NAT:Strategic Commissioning of Accommodation Services for Adults with Learning Disabilities			
Outcome: Not defined			
Action	13724	Target date	31/12/2018 (original target 31/03/2019)
Action promised	Welsh Government requires local authorities to develop integrated commissioning options with Local Health Board services. The aim is to provide a joined-up and cost-effective approach to the commissioning of services but our review-highlighted weaknesses in current arrangements		
Comment	A Regional Integrated Commissioning and Preventions Board has been established; programme of work has been developed. Key priority areas include: Learning disability, Dementia, Workforce Development, Intermediate Care Fund, Carers and Pooled Budgets.		
Remedial Action	Implement Carmarthenshire Learning Disability Commissioning Strategy.		
Service Head: Chris Harrison		Performance status: Off target	

ON TARGET

Objective: CSSIW - Inspection of Children's Services CCC (Aug 2016)			
Outcome: Not defined			
Action	13661	Target date	31/03/2018
Action promised	Multi-agency arrangements should be established to strengthen operational plans to support effective co-ordination of statutory partner's completion of Joint Assessment Frameworks.		
Comment	<p>Our Action Plan Response: We have extended the Team Around the Family (TAF) approach across the county for 0-25 year olds, clarifying thresholds to help inform families and other agencies to ensure they are able to access the right help at the right time.</p> <p>PROGRESS UPDATE: We have continued to implement the TAF (and JAFF) model across Carmarthenshire with training provided for staff and partner agencies. Processes and paperwork has been streamlined in consultation with partners. The TAF team began the process of upskilling keyworkers with regard to JAFF assessments in order to promote systemic practice and evidence based interventions and supported them via training and practice sharing workshops. TAF has built new links with agencies outside the Family First projects especially in the housing sector; gaining a fourth coordinator via supporting people funding to specialise in housing support.</p>		
Service Head: Stefan Smith		Performance status: On target	
Action	13662	Target date	31/03/2018
Action promised	The local authority should establish effective systems to ensure that thresholds for access to statutory services are understood and consistently applied by staff and partners.		
Comment	<p>Our Action Plan Response: We will develop a thresholds document to clarify thresholds to help inform families and other agencies to ensure they are able to access the right help at the right time.</p> <p>PROGRESS UPDATE: The eligibility document regarding thresholds has been implemented across our region to support consistency of thresholds between preventative and statutory services. In Carmarthenshire threshold meetings take place on a quarterly basis to ensure thresholds are consistent when accepting referrals. We have also undertaken work with the Children's Disability Team and the Transition Team so that all new referrals will be going through the Central Referral Team to further streamline the process and ensure consistency for all children and young people being referred to the department.</p>		
Service Head: Stefan Smith		Performance status: On target	
Action	13663	Target date	31/03/2018
Action promised	The consistency and quality of social work and risk analysis contained in assessments and plans must be improved.		
Comment	<p>Our Action Plan Response: Increase in management oversight and challenge of Assessments and Care and Support plans to ensure they reflect the underpinning principles of the Social Services and Well-being Act (SSWBA).</p> <p>PROGRESS UPDATE: Additional training on the National Outcomes Framework has taken place to assist managers' oversight and challenge, as well as specific training provided for social workers on the completion of assessments in order to improve consistency and quality and risk analysis in assessments and plans</p>		
Service Head: Stefan Smith		Performance status: On target	
Action	13664	Target date	31/03/2018
Action promised	The quality of management oversight of assessment and planning should be strengthened.		
Comment	<p>Our Action Plan Response: Increase in management oversight and challenge of Assessments and Care and Support plans to ensure they reflect the underpinning principles of the Social Services and Well-being Act (SSWBA).</p> <p>PROGRESS UPDATE: Monthly audits are carried out by senior managers and feedback provided to staff about strengths and areas for improvement in assessments. Workshops have provided further opportunities to explore ways of improving the quality of assessments. Arrangement is in place for one of the Signs of Safety trainers in the department to spend time in the assessment teams to increase capacity to undertake family network meetings as these can make a positive contribution to an assessment and shaping a care and support plan for a child. Work is also underway to increase the use of appreciative enquiry in the assessment teams, which should also improve the quality of assessments and is in line with the principles in SSWBA of collaboration and being person-centred.</p>		
Service Head: Stefan Smith		Performance status: On target	
Action	13665	Target date	31/03/2018
Action promised	Strong political and corporate support for children's services must continue to ensure service improvements underway are prioritised and the pace of improvement sustained.		
Comment	<p>Our Action Plan Response: We will review, in light of new guidance, the role of schools, councillors, and partners in view of their corporate parenting role</p> <p>PROGRESS UPDATE: Membership of the corporate parenting panel has been widened and training has been delivered to Councillors and other professionals to ensure everyone is equipped and better able to meet their corporate parenting responsibilities and to ensure improvements are prioritised and sustained. The terms of reference of the MALAC (multi-agency looked after children care</p>		

management group) has been reviewed to focus on outcomes. The corporate parenting team are contributing to a range of in-service training events for schools. Following consultation, recommendations will be embedded in the corporate parenting strategy 2018-2021 which will be formulated this year.			
Service Head: Stefan Smith		Performance status: On target	
Action	13666	Target date	31/03/2018
Action promised	The local authority and partners should continue to work together to develop an integrated approach to delivering information, advice and assistance, preventive services and statutory provision to achieve greater continuity and reduce duplication for children and families accessing these services.		
Comment	<p>Our Action Plan Response: We will continue to develop and implement how Children`s Services provide information, advice and assistance (IAA) to support families, ensuring information is available and easily accessible, and linking with the Dewis system</p> <p>PROGRESS UPDATE: We have been reviewing how we provide Information, Advice and Assistance and access to our services as part of the Mid & West Wales Collaborative children's services programme board, and following a review by Institute of Public Care (IPC) a regional action plan is in place for implementation. The new Family Information Service website went 'live' on 31st March and continue to link with the Dewis system. We are continuing to roll out our 'partnership working with schools' initiative to further promote and publicise the Family Information Service (FIS) to families and professionals throughout the county. Alongside this we are continuing to work in partnership with Flying Start, Families First, job centres and other community groups in order to improve co-ordination of information and reduce duplication, and are currently developing an improved social media presence</p> <p>All Central Referral Team staff successfully completed NVQ's in relation to providing Information, Advice and Assistance.</p>		
Service Head: Stefan Smith		Performance status: On target	

Objective: CSSIW - National Review of Domiciliary Care in Wales CCC (Sept 2016)			
Outcome: Not defined			
Action	13651	Target date	31/12/2016
Action promised	The Council in reviewing the implementation of the new framework has to satisfy itself that providers are delivering on the expectations in place and that people are receiving consistency in the quality of the service, irrespective of which agency is providing the service and the geographical area.		
Comment	Our Action Plan Response: Planned Audit of all contracted Domiciliary Care providers during 2016. For the purpose of this audit, we will focus on the commissioning principles that are set out in the Framework Agreement for Domiciliary Care. THIS HAS BEEN UNDERTAKEN		
Service Head:	Neil Edwards	Performance status:	On target
Action	13652	Target date	31/12/2016
Action promised	The Council will need to ensure that any potential future partnership arrangements in joint commissioning, whilst having potential benefits does not weaken or dilute current commissioning arrangements in the council. The Council will need be confident that any collaborative work will strengthen their commissioning arrangements & improve on outcomes		
Comment	The current joint commissioning arrangements are being formalised and a memorandum of understanding is being developed to capture these arrangements. This will include joint governance which will provide assurances relating to the collaborative arrangements.		
Service Head:	Chris Harrison	Performance status:	On target
Action	13653	Target date	30/09/2016
Action promised	The Council should consider re-establishing the domiciliary care provider forum, in order to provide a forum for discussion and engagement; this would be welcomed by providers.		
Comment	Our Action Plan Response: 1. Thematic provider days to be arranged 3 x year 2. Domiciliary Care strategic working group established BOTH ACTIONS HAVE BEEN UNDERTAKEN		
Service Head:	Neil Edwards	Performance status:	On target
Action	13654	Target date	31/12/2016
Action promised	The Council's capacity in its contract monitoring function should be reviewed. Current staffing capacity does not appear to support the necessary support, monitoring and evaluation required by the new framework.		
Comment	Our Action Plan Response: Currently under review. Business Plan to provide clarity on proposed structure that will ensure adequate capacity within the contract monitoring team. UNDERTAKEN: Additional contract monitoring capacity has been achieved		
Service Head:	Neil Edwards	Performance status:	On target
Action	13655	Target date	01/01/2019 (original target 31/12/2016)
Action promised	The establishment of an effective electronic database to support the operations of the commissioning function of the Council, this will ensure that appropriate records are maintained and are accessible by all relevant staff. This would enable a more effective and timely performance evaluation of individual service providers.		
Comment	Discussions being held on a regional basis, this is to ensure that a consistent and cost effective approach is taken to establish a commissioning system that will meet the needs of the business.		
Service Head:	Chris Harrison	Performance status:	On target
Action	13656	Target date	30/09/2016
Action promised	A review of the information offered to providers about service users at the Brokerage stage should be reviewed to ensure that this gives sufficient information to enable an informed decision can be made about the provision of the service.		
Comment	Our Action Plan Response: New Assessment care and support plan template introduced which has more detail. Brokerage process has also been reviewed; Brokers are sending relevant information from new care plan to all providers. Positive feedback from providers. PROGRESS UPDATE: This has been undertaken		
Service Head:	Neil Edwards	Performance status:	On target
Action	13658	Target date	31/01/2017
Action promised	Further training is provided for providers and staff on the new commissioning framework, as there remains some areas that requires further clarity, specifically roles and responsibilities within the care planning process.		
Comment	Our Action Plan Response: CCC will be introducing one template / format for service delivery plans. Discussion and workshop held in the Provider day on 8th April 2016 Further Workshop to be held with provider managers on 27th June 2016		

	PROGRESS: UNDERTAKEN		
Service Head:	Neil Edwards	Performance status: On target	
Action	13659	Target date	31/10/2016
Action promised	The Council should consider how it continues to support care management staff.		
Comment	Our Action Plan Response: Workshops arranged for all Care Management staff across the 3 localities PROGRESS: UNDERTAKEN		
Service Head:	Neil Edwards	Performance status: On target	
Action	13660	Target date	31/10/2016
Action promised	Care management staff need to ensure that a clear dialogue is established at an early stage with service users and service providers, in order that a clear and realistic understanding regarding service delivery is agreed.		
Comment	Our Action Plan Response: Workshops arranged for all Care Management staff across the 3 localities PROGRESS: UNDERTAKEN		
Service Head:	Neil Edwards	Performance status: On target	

Objective: WAO/NAT:Financial resilience of local authorities in Wales 2015-16 (Aug 2016)			
Outcome: Not defined			
Action	13696	Target date	31/08/2016
Action promised	Local authorities should strengthen their financial-planning arrangements by: developing more explicit links between the Medium Term Financial Plan (MTFP) and its corporate priorities and service plans		
Comment	ALREADY ADDRESSED WITHIN LOCAL WAO REPORT		
Service Head: Wendy S Walters		Performance status: On target	
Action	13697	Target date	31/08/2016
Action promised	Local authorities should strengthen their financial-planning arrangements by: aligning other key strategies such as workforce and asset management plans with the MTFP		
Comment	The Corporate Asset Management Plan (2016 -2019) was fully revised and subsequently adopted by Executive Board. It highlights the Council's property related investment objectives drawn from asset management plans produced by services. These service plans highlight the options available to deal with property requirements and form part of the process of determining priorities for financial planning purposes through capital investment and grant bids. The Strategic Asset Management Unit supports services with their ongoing responsibility to review key property requirements and associated financial impacts.		
Service Head: Wendy S Walters		Performance status: On target	
Action	13698	Target date	31/08/2016
Action promised	Local authorities should strengthen their financial-planning arrangements by: developing comprehensive multi-year fully-costed savings plans which underpin and cover the period of the MTFP, not just the forthcoming annual budget		
Comment	Our Action Plan Response: 3 year savings proposals already prepared UPDATE PROGRESS: This has been undertaken		
Service Head: Randal Hemingway		Performance status: On target	
Action	13699	Target date	31/08/2016
Action promised	Local authorities should strengthen their financial-planning arrangements by: categorise savings proposals so that the shift from traditional type savings to transformational savings can be monitored over the period of the MTFP		
Comment	Our Action Plan Response: Savings proposals already categorised between 'managerial' and 'policy' PROGRESS UPDATE: This has been undertaken		
Service Head: Randal Hemingway		Performance status: On target	
Action	13700	Target date	31/12/2017
Action promised	Local authorities should strengthen their financial-planning arrangements by: ensuring timescales for the delivery of specific savings proposals are realistic and accountability for delivery is properly assigned		
Comment	this is embedded in current working practice and considered complete. Budget holders are accountable and delivery timescales are realistic		
Service Head: Randal Hemingway		Performance status: On target	
Action	13701	Target date	31/03/2017
Action promised	Local authorities should develop corporate Income Generation and Charging Policies		
Comment	Approved by Executive Board on 27th March 2017		
Service Head: Chris Moore		Performance status: On target	
Action	13702	Target date	30/09/2017
Action promised	Local authorities should ensure that they have a comprehensive reserves strategy which outlines the specific purpose of accumulated useable reserves and the impact and use of these in the MTFP		
Comment	Our Action Plan Response: The use of Reserves was contained in the MTFP approved by Council on the 22nd February 2017. The developed reserves strategy will be updated to reflect the actual position as at 31st March 2017, and presented to the new Council after the elections. PROGRESS UPDATE: The MTFP has a clear criteria on the use of reserves which is adhered to. The creation of useable reserves is directed by the S151 officer and is subject to the approval of the Audit Committee, evidencing strong governance and accountability.		
Service Head: Randal Hemingway		Performance status: On target	
Action	13703	Target date	31/08/2016
Action promised	Local authorities should develop Key Performance Indicators to monitor the MTFP		

Comment	Detailed monitoring of the MTFP already undertaken		
Service Head:	Randal Hemingway	Performance status:	On target
Action	13704	Target date	31/03/2018
Action promised	Local authorities should ensure that savings plans are sufficiently detailed to ensure that members are clear as to what the plans are intended to deliver and that the delivery of those plans can be scrutinised appropriately throughout the year		
Comment	this is embedded in business as usual an considered complete		
Service Head:	Randal Hemingway	Performance status:	On target

Objective: WAO/NAT: Good Governance When determining Significant Service Changes (March 2017)		
Outcome: Not defined		
Action	13693	Target date 31/03/2017
Action promised	Scrutiny Committees consider taking better advantage of opportunities to challenge service change proposals and decisions.	
Comment	<ul style="list-style-type: none"> - summary proposals are included for consultation - new proposals are transparent - member seminars included "proposal on a page" - scrutiny committees are scheduled after seminars to allow formal scrutiny following member seminars 	
Service Head: Randal Hemingway		Performance status: On target
Action	13694	Target date 31/03/2018
Action promised	Officers work with councillors to identify the level of information councillors want to see on options for service change, to enhance transparency in the decision making process	
Comment	The November and December 2018 Budget Seminars will be in a revised format for Members. Draft Budgets will be accompanied by Departmental Business Plans in the December / January PERIOD.	
Service Head: Randal Hemingway		Performance status: On target
Action	13695	Target date 31/12/2017
Action promised	The Council reviews the terms of reference of both the Corporate Governance Group and the Corporate Review Working Group in order to clarify their respective responsibilities for assessing and reviewing governance arrangements	
Comment	<p>The Corporate Governance Group and the Corporate Review Working Group are separate entities: -</p> <ul style="list-style-type: none"> • the former being officer led addressing governance issues and the Annual Governance Statement • the latter addresses constitutional issues at member level and is therefore cross party <p>Nevertheless we will revisit the groups terms of reference to satisfy ourselves that the different purposes are made clear. purposes are made clear. The groups terms of reference continue to be clear and to satisfy ourselves that the different purposes remain so, we will assess and review the governance arrangements of both Groups when necessary.</p>	
Service Head: Linda Rees Jones		Performance status: On target

Objective: WAO/NAT:Housing Adaptations (Feb 2018)			
Outcome: Not defined			
Action	13713	Target date	31/03/2018
Action promised	We recommend LAs work with partner agencies (health bodies, housing associations & Care & Repair) to strengthen their strategic focus for the provision of adaptations by: i) setting appropriate strategic objectives; ii) improving quality of information on the demand for adaptations; iii) linking system for managing & delivering adaptations		
Comment	We have strong strategic links with Health, RSLs and Care and Repair with shared outcomes and performance measures. Our strategic links are established through Carmarthenshire Care and Repair Board of Management and our RSL Liaison Group. Senior Local Authority, Health and Local Members are represented. Care and Repair are co-located with our Advice Tenancy Support Team and assist the local authority to deliver home improvement and adaptation services. We operate an established adapted property register which applies across tenure.		
Service Head:	Jonathan Morgan	Performance status:	On target
Action	13714	Target date	31/03/2018
Action promised	We recommend delivery organisations provide information on housing adaptations in both Welsh & English, & accessible formats including braille, large fonts, audio versions & other languages. Information should be promoted widely via a range of media including social media, websites & published information, & also through key partners		
Comment	We have undertaken a review of our adaptation services internally. Service users indicated they wanted to speak to a relevant advisors directly and requested face to face contact as opposed to sending application forms and other information. Our advisors now advise applicants via the telephone and via a visit. We have relevant information in Welsh and English and other languages etc upon request.		
Service Head:	Jonathan Morgan	Performance status:	On target
Action	13715	Target date	31/03/2018
Action promised	We recommend that delivery organisations streamline applications by creating single comprehensive application forms covering all organisations within a local- authority area that are available via partners and online.		
Comment	We have established that our Advice and Tenancy Support Team are the point of contact for the advice on adaptation services regardless of tenure. The provision of council and private sector homes are delivered by that team. (RSLs apply to Welsh Government for tenants who require adaptations) Applications are made via direct contact with the team as opposed to sending out application forms which can lead to delays in delivery.		
Service Head:	Jonathan Morgan	Performance status:	On target
Action	13716	Target date	31/03/2018
Action promised	We recommend that: i) WG reviews whether LAs should continue to use the means test for DFGs ii) LAs provide/use home improvement agency services to support iii) disabled & older people to progress DFG applications efficiently iv) delivery organisations work with planning v) delivery organisations use Trusted Assessors vi) WG streamlines PAGs		
Comment	i) Means testing currently forms part of primary legislation and national guidance this would require action from Welsh Government. Removal of the means test would pressure on existing local authority budgets. ii) Agency services support applicants manage the delivery of required improvements. iii) Care and Repair support this function with our own Home Improvement Team who form part of Advice and Tenancy Support. iv) Appropriate protocols are in place within the authority. v) Appropriate staff within our Home Improvement Team have undertaken Trusted Assessor Training. vi) Physical Adaptation Grants apply to RSLs and their tenant's .Welsh Government currently administer these.		
Service Head:	Jonathan Morgan	Performance status:	On target
Action	13717	Target date	31/03/2018
Action promised	We recommend delivery organisations: i) introduce formal systems for accrediting contractors to undertake adaptations; ii) use framework agreements and partnered contracts to deliver adaptations; iii) address weaknesses in the contracting of adaptations, iv) develop effective systems v) providing formal feedback		
Comment	Carmarthenshire already have a Registered Builders Scheme for contractors who undertake work on Disabled Facilities Grants. The purpose of the list is too assist clients in selecting an appropriate contractor. For adaptations on our own stock we are currently involved with colleagues within Property Services in finalising a new framework agreement.		
Service Head:	Jonathan Morgan	Performance status:	On target
Action	13718	Target date	31/03/2018
Action promised	We recommend that local authorities work with partner agencies (health bodies, housing associations and Care and Repair) to develop and improve joint working to maximise both take-up and the benefits of adaptations in supporting independence by pooling of resources, co-locating staff and creating integrated delivery teams.		
Comment	Our strategic links are established through Carmarthenshire Care and Repair Board of Management and our RSL Liaison Group. Senior Local Authority, Health and Local Members are represented. Care and Repair are co-located with our Advice Tenancy Support Team and assist the local authority to deliver home improvement and adaptation services.		
Service Head:	Jonathan Morgan	Performance status:	On target
Action	13719	Target date	31/03/2018

Action promised	To enhance take-up and usage of adaptations with health bodies we recommend that delivery organisations jointly agree and publish joint service standards for delivery of adaptations within each local-authority area		
Comment	The Service Standards on Housing Adaptations have been agreed by the national Housing Adaptations Steering Group and is currently out for consultation. The launch of the consultation took place at the Care and Repair Cymru Annual conference on 26 September 2018 and will run for a 12 week period, closing on 19 December.		
Service Head:	Jonathan Morgan	Performance status: On target	
Action	13720	Target date	31/03/2018
Action promised	To effectively manage performance and be able to judge the impact of adaptations, we recommend that the Welsh Government and delivery organisations: set appropriate measures to judge both the effectiveness and efficiency of the different systems for delivering adaptations and the impact on wellbeing and independence of those who receive adaptations		
Comment	There is an existing national performance indicator relating to the delivery of Disabled Facilities Grants where Carmarthenshire were placed in the top quartile last year. We have established local performance measures which are reported as part of our Departmental performance framework. Officers of the authority are working with Welsh Government as part of a national working group to review performance and delivery nationally.		
Service Head:	Jonathan Morgan	Performance status: On target	

Objective: WAO/NAT:How Local Government Manages Demand - Homelessness (Jan 2018)			
Outcome: Not defined			
Action	13705	Target date	31/03/2018
Action promised	We recommend that local authorities: i) ensure their staff are sufficiently skilled to deal with the new demands of mediating, problem solving, negotiating and influencing with homeless people; and ii) review and reconfigure their services to engage more effectively with homeless and potentially homeless people to prevent homelessness		
Comment	i) Our Housing Advice Team undertook a programme of training as a result of the introduction of the new Housing (Wales) Act in 2015/16. This included improving skills and knowledge involving mediating, problem solving, negotiating etc. This remains a feature of ongoing training and development. ii) Our Housing Advice Team was reshaped after undertaking a "Vanguard" style review of this service area. We have a team of specialist housing advisors who are able to support and advise those people who are homeless or threatened with homelessness.		
Service Head: Jonathan Morgan		Performance status: On target	
Action	13706	Target date	31/03/2018
Action promised	We recommend that local authorities review their funding of homelessness services to ensure that they can continue to provide the widest possible preventative approach needed. Reviews should consider use of Supporting People as well as General Council fund monies to support delivery of the authority's homelessness duties		
Comment	Welsh Government recognised that local authorities would need to build capacity within homelessness services to enable local authorities across Wales to deal with new responsibilities. As result they provided transitional funding. As part of our restructuring of the Housing Advice Service we employed additional specialist staff. These new posts are now funded via General Council Fund. The team have access to financial resources which is used support potential homeless households find accommodation in the private rented sector. This funding is used to provide bonds and rent in advance which otherwise they may not afford. We continue to review our services and have further proposals to support new and train tenants by setting up new pre-tenancy team .The aim of the team ensure tenants are adequately equipped to maintain their tenancy reduce the number of eviction and reduce rent arrears.		
Service Head: Jonathan Morgan		Performance status: On target	
Action	13707	Target date	31/03/2018
Action promised	We recommend that LAs: i) design services to ensure there is early contact with service users; ii) • use 'triage' approaches to identify and filter individuals seeking help to determine the most appropriate response to address their needs; and iii) test the effectiveness of first point of contact services to ensure they are fit for purpose		
Comment	Wales Audit Office visited the Housing Advice Team as part of their review and have highlighted our approach in their report as good practice. i) The Housing Advice Team was restructured to ensure the housing advice we offer is readily accessible. We have put more resources at the points of contact we have with service users. ii) We already employ a triage approach where all service users receive advice at the point of contact. Further case work is then undertaken by specialists employed with in the team or partners if required. iii) We monitor our ability to manage demand at the point of contact. We regularly re-contact service users to establish if their housing issue has been resolved. In addition their views of the services they have received are sought about the services they have received.		
Service Head: Jonathan Morgan		Performance status: On target	
Action	13708	Target date	31/03/2018
Action promised	We recommend that local authorities publish service standards that clearly set out what their responsibilities are and how they will provide services to ensure people know what they are entitled to receive and what they must do for themselves.		
Comment	When we reshaped our Housing Advice Service we asked a range of service users exactly what mattered to them in terms of the service they received. From the feedback we developed a new purpose and value steps. We are developing a new Homelessness Strategy As part of that process we will be undertaking a significant service user engagement exercise. We will use the feedback to review our service standards.		
Service Head: Jonathan Morgan		Performance status: On target	
Action	13709	Target date	31/03/2018
Action promised	To improve current performance we recommend LAs make better use of their websites to help manage demand by: i) testing usability & effectiveness of current website info. ii) increasing & improving range, quality & coverage of web based info.making better use of online applications; & iii) linking more effectively to info from specialist providers		
Comment	The national Housing Adaptations Steering Group has set up a subgroup to look at how delivery organisations publicise the different forms of advice and assistance each organisation offer. The subgroup are to report back to the Steering Group.		
Service Head: Jonathan Morgan		Performance status: On target	
Action	13710	Target date	31/03/2018
Action promised	We recommend that local authorities set out and agree their expectations of partners identifying how they will work together to alleviate homelessness. The agreement should be reviewed regularly and all partners' performance reviewed to identify areas for improvement.		

Comment	We have a common housing choice register with our Housing Association Partners. Our Allocation Policy and procedures was developed with them last year.		
	We have well established service level agreements with key partners (Care and Repair, Walich and Shelter) to assist us in tackling key issues affecting homelessness. Partners are co-located with our Housing Advice Team which improves communication and operational effectiveness.		
Service Head: Jonathan Morgan		Performance status: On target	
Action	13711	Target date	31/03/2018
Action promised	We recommend that local authorities address weaknesses in their equalities monitoring, and ensure that their homelessness service accurately records and evaluates appropriate data to demonstrate equality of access for all service users that the local authority has a duty towards		
Comment	We record a range of information relating equalities on all new enquiries and applications and review this data as part our approach to improving services.		
Service Head: Jonathan Morgan		Performance status: On target	
Action	13712	Target date	31/03/2018
Action promised	We recommend that local authorities use the checklist set out in Appendix 10 to undertake a self-assessment on services, to help identify options to improve how they can help manage demand.		
Comment	We have undertaken a review of the Housing Advice Service and re-structured the service to account for new demands. We have embraced a significant amount of the issues identified.		
Service Head: Jonathan Morgan		Performance status: On target	

Objective: WAO/NAT:Public Procurement in Wales (Oct 2017)			
Outcome: Not defined			
Action	13672	Target date	30/06/2018
Action promised	We recommend that public bodies review their procurement strategies and policies during 2017-18 and on an annual basis thereafter to ensure that they reflect wider policy and legislative changes and support continuous improvement.		
Comment	Carmarthenshire has a new Procurement Strategy - approved by CMT, PEB, P&R and finally presented in Executive Board on 4th June 2018		
Service Head: Helen Pugh		Performance status: On target	

Objective: WAO/NAT:Savings Planning (March 2017)		
Outcome: Not defined		
Action	13667	Target date
Action promised	Strengthen financial planning arrangements by: developing explicit links between the MTFP and the Council's corporate planning processes	
Comment	<p>Our Action Plan Response:</p> <ol style="list-style-type: none"> 1. We have produced a combined Financial and Performance Plan timetable. 2. 2018/19 budget proposals and business plans were again submitted to the same Scrutiny meetings. Nov/Dec 2017 3. We will reconfirm our Well-being Objectives and KIOP for 2017/18 with the newly elected Administration following May 2017 Local Government Elections 4. We will identify our 2018/19 KIOPs in time to inform Budget Setting (Out turn data available in September) 5. We will further develop our impact assessment methodology to inform budget allocations 6. We will identify capital and revenue funding allocated to our Well-being Objectives and monitor our resource allocation to these priorities. 7. We will revise our Corporate Strategy to: address the requirements of new legislation (WbFG , Social Services, Environment and Planning Acts); Include stronger links to the MTFP; the 5 Ways of Working; Incorporate our Well being Objectives; We will publish this by the statutory deadline of 30th June 2018 <p>PROGRESS UPDATE:</p> <ol style="list-style-type: none"> 1. Undertaken 2. Undertaken 3. Done. The Well-being of Future Generations(Wales) Act required public bodies subject to the Act to publish their Well-being Objectives by March 2017. Following local government elections in May 2017 we reconfirmed these Well-being Objectives with the new Administration. Subsequently one additional Well being Objective was adopted - `Promoting Welsh Language and Culture 4. Our Well being Objectives have been presented before the last two years budget setting Seminars 5. A draft Integrated Assessment has been prepared, alongside detailed guidance notes for report authors. The Assessment includes questions in relation to the Well-being of Future Generations Act, Equality Act, Welsh Language Measure, UN Convention on the Rights of the Child, the Environment Act and Privacy statements 6. Well-Being Report contains detailed information on funding streams allocated to each of our Well Being Objectives. 7. In June 2018 the Council published its New Corporate Strategy. This consolidates a number of plans. It brings together four plans 1.our old Corporate Stratgey 2 Our Improvement Plan as required by the Local Government Measure 2009 3 Our Well-being Objectives as required by the Future Generartions Act 2015 and 4. The Ececutive Boards `Moving Forward in Carmarthenshire :The Next 5 Years..... This New Corporate Strategy shows how resources are allocated to our Well-being Objectives.....The Well-being of Future Generations Act 	
Service Head:	Wendy S Walters	Performance status: On target
Action	13668	Target date
Action promised	Strengthen financial planning arrangements by: including savings plans monitoring reports with the publicly available quarterly financial monitoring reports;	
Comment	savings monitoring will be reported to the relevant scrutiny committees from August monitoring onwards	
Service Head:	Randal Hemingway	Performance status: On target
Action	13669	Target date
Action promised	Strengthen financial planning arrangements by: ensuring that delivery timescales in business cases are robust	
Comment	See action ID 12469	
Service Head:	Randal Hemingway	Performance status: On target
Action	13670	Target date
Action promised	Strengthen financial planning arrangements by: finalise and approve the income generation/ charging policy	
Comment	Approved by Executive Board on 27th March 2017	
Service Head:	Chris Moore	Performance status: On target
Action	13671	Target date
Action promised	Strengthen financial planning arrangements by: approving the developed reserves strategy	
Comment	<p>Our Action Plan Response:</p> <p>The use of Reserves was contained in the MTFP approved by Council on the 22nd February 2017. The developed reserves strategy will be updated to reflect the actual position as at 31st March 2017, and presented to the new Council after the elections.</p> <p>PROGRESS UPDATE:</p> <p>Draft Reserves Strategy was updated in September 2017 and went to Executive Board Meeting on the 5th February 2018.</p>	
Service Head:	Chris Moore	Performance status: On target

Objective: WAO/NAT:Speak my language: Overcoming language & communication barriers in public services (April 2018)
Outcome: Not defined

Action	13721	Target date	31/03/2019
Action promised	Public bodies are required to ensure that people can access services they need. To take account of the requirements of 2010 Equality Act & other legislation, we recommend that public bodies regularly review accessibility of their services to people who do not speak English or Welsh as a main language including Deaf people who use sign language		
Comment	Consideration of key areas within existing policies and guidance to be undertaken. Updated staff guidance will be prepared in the Autumn 2018.		
Service Head: Wendy S Walters		Performance status: On target	

Objective: WAO/NAT:Strategic Commissioning of Accommodation Services for Adults with Learning Disabilities			
Outcome: Not defined			
Action	13722	Target date	31/03/2019
Action promised	We recommend that local authorities continue to focus on preventing people becoming dependent on more expensive placements in care homes by providing effective support at home and a range of step up accommodation by: improving the evaluation of prevention activity so local authorities understand what works well and why;		
Comment	<ol style="list-style-type: none"> 1. We have commissioned a TIC review in relation to the commissioning of residential placements with view to streamlining the process to improve accountability, decision making and funding decisions. 2. We are collaborating with colleagues in housing and independent housing providers to develop a range of accommodation schemes. <p>An accommodation project is progressing a range of accommodation options to enable individuals to step down from residential care.</p> <ol style="list-style-type: none"> 3. Carers- We have completed commissioned service with Crossroads to provide information and advice & assistance. 4. Carers outreach service in place and wider preventative services for carers/carers offer published on council web site with associated links to other services. Completed, but we are undertaking a review of the web site to consider improvements. A workshop is scheduled in October/ November 2018. 5. Designated carers post to raise awareness and provide operational support and advice in relation to carer's assessment with social work teams. 6. Carers champions in place in social work teams. This has been completed. 7. Respite services offers being extended by utilising WG grant allocation. The Grant has been allocated and a six month summary report has been provided to Welsh Government. 		
Service Head: Avril Bracey		Performance status: On target	
Action	13723	Target date	31/03/2019
Action promised	We recommend that local authorities improve their approach to planning services for people with learning disabilities by building on the Regional Partnership Boards population assessments for people with learning disabilities and agreeing future priorities.		
Comment	<p>A Population Needs Assessment has been published. This is available on the West Wales Care Partnership web site. A Regional Learning Disability Programme Group (LDPG) is developing a work plan to reflect key priorities in the Area Plan.</p> <ol style="list-style-type: none"> 2. A draft Carmarthenshire LD Strategy developing on an 'all age' approach so 'slight delay in further engagement. Events to be scheduled. 3. Progressing regional housing needs analysis and predictor tool with the Housing Learning Improvement Network (LIN). A draft report developed and being considered in October 2018. 4. Collaborating with health to identify joint commissioning opportunities and collaborative approach to funding opportunities e.g. ICF, Transformation Funding via Regional Partnership. LDPG a key priority of the West Wales Care Partnership Board. Developing Strategy is joint with Health. 		
Service Head: Avril Bracey		Performance status: On target	
Action	13725	Target date	31/03/2019
Action promised	We recommend LAs do more to involve people with learning disabilities & their carers in care planning & agreeing pathways to further independence by: including them in developing care plans; involving carers & advocacy groups in evaluating quality of services; involving people with learning disabilities in procurement etc		
Comment	<ol style="list-style-type: none"> 1. Service Users and carers were involved in the TIC review of residential placements. 2. All service change with respect to Learning Disability are subject to consultation with service users and carers. 3. Officers regularly attend service user and carer forums to discuss service improvement and evaluation of services. 4. Regional task and finish group in place to re-commission advocacy service across West Wales. This group is working with the Advocacy Alliance Group across West Wales and Age Cymru- Golden Thread. Work on going to progress this project. Programme of work includes strategy development, mapping of advocacy services/ contracts and development of future commissioning model. 5. Strategies and consultation documents routinely available in easy read versions. Draft Learning Disability strategy has been developed and considered by Scrutiny. 		
Service Head: Avril Bracey		Performance status: On target	
Action	13726	Target date	31/03/2019
Action promised	We recommend LAs collaborate with providers, third sector & suppliers in understanding challenges, sharing data, & pooling expertise by: improving the quality range, & accessibility of tendering information; & working with providers to shape local markets		
Comment	<ol style="list-style-type: none"> 1. Regular commissioning/contracting arrangements in place to meet with providers. Programme of contract meetings set throughout the year. 2. Market Position Statements for Learning Disabilities (MPS) developed and will be published in the near future. This is awaiting publication. 3. Population Needs Assessment and Area plan published which signals key priorities. Completed and available on the West Wales Care Partnership web site. 		
Service Head: Avril Bracey		Performance status: On target	
Action	13727	Target date	31/03/2019
Action promised	We recommend that LAs develop a more appropriate set of performance indicators & measures of success to make it easier to monitor & demonstrate impact of service activity by: co-designing measures, service & contract performance indicators with service providers, people with learning disabilities & their carers; etc.		

Comment	<ol style="list-style-type: none">1. Integrated pathway development and outcomes/ KPI's being developed. LDPG commenting on outcomes framework.2. Contract management and QA processes in place, including the Accommodation and Efficiency programme. Work on-going in this area.3. Regional Finance group in place to consider cost model and share intelligence to inform future commissioning decisions. Work progressing to consider costing options / models and intelligence being considered on a regional basis. All Wales Commissioning Board now set up and have regional representation on this group.4. Provider Performance and Escalating Concerns processes in place. Commissioning leads on provider performance and systems and process in place to drive service improvement.5. Mid and west Wales procurement hub for residential service provides us with intelligence regarding supply and demand and regarding provider costs. This is currently in place.6. Regional Escalating Concerns protocol in place. This is completed.
Service Head: Avril Bracey	Performance status: On target

Objective: WAO:Audit Committee Effectiveness (July 2018)			
Outcome: Not defined			
Action	13635	Target date	01/12/2018
Action promised	Review the role of Audit Committee in the preparation of the Annual Governance Statement.		
Comment	Training delivered to Audit Committee on 26th October 2018		
Service Head: Helen Pugh		Performance status: On target	
Action	13636	Target date	01/09/2018
Action promised	Strengthen the role of Audit Committee by ensuring the risk register is presented to the committee regularly throughout the year, and where further assurance is required on specific risks that risk owners are invited to the committee to discuss risk mitigation measures.		
Comment	Risk register was presented to Audit Committee in March and September 2018		
Service Head: Helen Pugh		Performance status: On target	
Action	13637	Target date	31/03/2019
Action promised	Ensure that all Audit Committee members have access to full versions of all internal audit and external regulatory and audit reports, and strengthen arrangements for tracking actions taken to address the recommendations they include		
Comment	Discussions with Audit Committee to agree way forward		
Service Head: Helen Pugh		Performance status: On target	
Action	13638	Target date	01/06/2019
Action promised	Improve the information provided to Audit Committee by: ensuring that reports give enough context and background for committee members to understand the key risks and issues; ensuring that reports are more specific about what action the Audit Committee needs to take in order to discharge its core functions		
Comment	Review of reports will be conducted and how we report these to Audit Committee		
Service Head: Helen Pugh		Performance status: On target	
Action	13639	Target date	01/07/2018
Action promised	Complete the implementation of the revised management arrangements for the internal audit function to ensure that potential conflicts of interest are mitigated		
Comment	Our Action Plan Response: Completed - Principal Auditor appointed and in post since June 2018		
Service Head: Helen Pugh		Performance status: On target	

Objective: WAO:Evaluation of the Council's review of people performance management 2017 (April 2018)
Outcome: Not defined

Action	13640	Target date	31/03/2019
Action promised	Directors/Heads of Service undertake a desk top review of service structures, particularly within high risk customer facing areas, to identify any potential risk areas to reduce the likelihood of similar failings occurring as a result of flat structures		
Comment	Under the Delegated Powers set out in the Council's Constitution, the Chief Executive and Directors have specific responsibility in determining all matters related to staffing and structures. The Corporate Management Team has considered & discussed the recommendations highlighted by the report and has ongoing input into the development of re-structuring or realignment as appropriate. This is an ongoing process to respond to service needs including the delivery of significant of PBB savings. The Corporate Management Team is satisfied that the structures are appropriate to deliver the Council's services. Since the review, work has been undertaken to prioritise those services areas that had been highlighted. This work was ongoing before being highlighted during the Review and is being monitored by HR Business Partners at the relevant Departmental Management Teams.		
Service Head: Paul R Thomas		Performance status: On target	
Action	13641	Target date	31/03/2019
Action promised	Directors/Heads of Service to undertake a desk top risk assessment of dispersed service delivery teams including agile working and remotely located teams as well as teams with a distinct identity or external/individual brand (i.e. Families First) to identify potential risks of disconnection from the corporate organisation.		
Comment	The Leadership & Management Development Framework has been developed and there are various tools and resources available to support capacity & capability when managers have remotely located teams. In terms of agile working, the Learning and Development team now provides a programme of development aimed at supporting managers to manage an agile workforce, this includes tips on how to maintain good communication when managing dispersed teams. In addition IT colleagues are providing relevant IT solutions that ensure managers are able to keep in touch with staff that are working from dispersed locations e.g. Skype for Business, mobile phones		
Service Head: Paul R Thomas		Performance status: On target	
Action	13642	Target date	31/03/2019
Action promised	Building on the existing review of the induction process it is recommended that 'new manager's guide' be developed to complement the new 'employee guide' currently under development. New manager's guide' is to be used during induction to identify areas of training & development to include a checklist for managers - Technical Mngt & People Mngt		
Comment	The Heads of Service Forum has been engaged to support the development of a framework, and an evaluation has been undertaken of the Future Leaders Programme with a view to making it available across a wider organisational base. A range of tools and resources are currently available to underpin the new leadership and management behaviours and the recent Investors in People Review supports the approach for extending leadership and management competencies at all levels. This work will continue to be overseen by the PSGB		
Service Head: Paul R Thomas		Performance status: On target	
Action	13643	Target date	31/03/2019
Action promised	Ensure that managerial training needs identified at induction stage are streamlined into, and reviewed during, the appraisal process.		
Comment	Funding was identified in March 2018 to allow the Council to develop a new "on-boarding" system to be accessed via its HR system, which will allow for customised induction and support for new managers. This piece of work has now been developed and has been presented to senior managers within People Management for their input. The system will provide the ability for staff development to be monitored alongside appraisal discussions.		
Service Head: Paul R Thomas		Performance status: On target	
Action	13645	Target date	31/03/2019
Action promised	Introduce workforce and succession planning as a key element of the Executive Board and Heads of Service Business Plan sessions to reinforce work currently being undertaken by HR business partners and strengthen accountability		
Comment	Workforce planning is an integral element of the business planning process. HR Business Partners have been working with Departmental Management Teams to provide comprehensive workforce data to assist with business and workforce planning. A Toolkit for Managers has previously been developed and briefing sessions for managers have been provided.		
Service Head: Paul R Thomas		Performance status: On target	
Action	13646	Target date	31/03/2019
Action promised	Review the process for creating job profiles in order to increase the focus on behavioural standards/core competencies and reduce task orientated criteria. Develop clear guidelines/support for managers for creating job profiles of this nature.		
Comment	The Heads of Service Forum has been engaged to support the development of the framework, and an evaluation has been undertaken of the Future Leaders Programme with a view to making it available across a wider organisational base. A range of tools and resources are currently available to underpin the new leadership and management behaviours and the recent Investors in People Review supports the approach for extending leadership and management competencies at all levels. This work will continue to be overseen by the PSGB. This can be evidenced by the Evaluation of Future Leaders Programme Development Programme for Heads of Service and the Investors in People Review 2018. Additionally, the Leadership & Management Development Framework has been developed and various tools and resources are available to support capacity & capability in this area. This includes Service areas adopting a Leadership & Management Academy for those aspiring to become leaders/managers. Further work will now be undertaken to extend the organisations competency framework across all levels reflecting the outcomes of the recent Investors in People Review.		

	Again, this can be evidenced by the Leadership & Management Behaviours Competency Framework (UCF), Future Leaders Programme Evaluation and the Investors in People Review 2018. In addition, a more streamlined electronic job profile template has been introduced and guidance for managers has been produced.		
Service Head: Paul R Thomas		Performance status: On target	
Action	13647	Target date	31/03/2019
Action promised	Review the appraisal process to focus on behaviours and core competencies and develop a suite of tools to support managers to flexibly implement appraisal principles within different structures and service profiles		
Comment	There has been a focus on delivering skills based development for managers/supervisors in conducting appraisals, supporting individual performance and development. Service and professional occupational groups have been a priority and the evaluation of this will be measured in the forthcoming post IIP Review. The outcomes and the skills gap to support this measure will be evaluated/monitored through the Investors in People review and the People Strategy Work Stream. This is evidenced by the In-House and commissioned learning and development modules. In addition, the Council's HR system has been further developed to provide managers with an online appraisal tool, which automates the process.		
Service Head: Paul R Thomas		Performance status: On target	
Action	13648	Target date	31/03/2019
Action promised	In line with recommendations of the Internal Audit Review of Declaration of Interests, Gifts and Hospitality 2017, the guidance on declarations of interest should be reviewed and, if appropriate, updated		
Comment	Since the Review, consideration has been given to best practice across Public Sector in Wales and as a result a new draft Employee Code of Conduct Guide and Declaration of Interest Form have been developed for discussion and agreement. IT colleagues have also included the development of an e-form into their work programme, which will be made available to all staff once the content of new form has been agreed. Going forward consideration will need to be given to how the process for declaring interests is publicised to staff.		
Service Head: Paul R Thomas		Performance status: On target	
Action	13649	Target date	31/03/2019
Action promised	All internal audit recommendations to be monitored via PIMS, subject to successful system testing		
Comment	2017/18 reports all within PIMS and continually reviewed.		
Service Head: Helen Pugh		Performance status: On target	
Action	13650	Target date	31/03/2019
Action promised	A risk register to be developed by the People Strategy Group based upon the recommendations made in the report		
Comment	The PSGB has incorporated this into their work programme for consideration and, as it is now being recorded on PIMS, there is no requirement for a bespoke Risk Register.		
Service Head: Paul R Thomas		Performance status: On target	

Objective: WAO:Scrutiny: Fit for the Future? Review (June 2018)			
Outcome: Not defined			
Action	13629	Target date	31/05/2019
Action promised	Review the overview and scrutiny committee structure to ensure it is able to meet current and future challenges		
Comment	This matter was discussed with the Chairs and Vice Chairs of Scrutiny Committees at their Forum meeting of the 31st July. The Report will be considered at the meeting of the Executive Board and Chairs and Vice forum which will be held in October, where we will seek a steer from members on the future Scrutiny Committee Structure.		
Service Head:	Linda Rees Jones	Performance status: On target	
Action	13630	Target date	01/06/2018
Action promised	Clarify the role of Executive Board members in the overview and scrutiny committee process, to ensure that committees are undertaking their role in holding the Executive to account.		
Comment	Proposal not accepted: We do not see that further clarification is required		
Service Head:	Linda Rees Jones	Performance status: On target	
Action	13631	Target date	31/03/2018
Action promised	Be specific in the reports presented to overview and scrutiny why the committee is receiving the information and how this relates to the role of the scrutiny committee.		
Comment	A revised outcome focussed "Forthcoming Items" template has been produced and agreed by the Chairs and Vice Chairs of Scrutiny Forum and is now in use. This focusses on the reasons for reports to be agenda'd for Scrutiny Committees and allows members to limit the number of agenda items to keep meetings focussed.		
Service Head:	Linda Rees Jones	Performance status: On target	
Action	13632	Target date	31/03/2019
Action promised	Ensure that Chairs and committee members control committee agendas by deciding on and agreeing content and prioritising the issues that scrutiny examines, to allow enough time for more effective scrutiny.		
Comment	Chairs were already being consulted on draft agendas, but this is now reinforced by the introduction of a revised "Forthcoming Items" template which allows Chairs and Committees to prioritise business.		
Service Head:	Linda Rees Jones	Performance status: On target	
Action	13633	Target date	31/03/2019
Action promised	Identify and implement further ways to encourage greater public involvement in overview and scrutiny		
Comment	The Chairs and Vice Chairs Forum agreed a new Scrutiny Communications Strategy at its meeting of the 31st July 2018. This Strategy aims to raise the profile of scrutiny internally and externally through promotion, encouraging public debate and greater involvement by the public. The Forum has also decided to write to town and community councils annually seeking suggestions on their forward work programme.		
Service Head:	Linda Rees Jones	Performance status: On target	
Action	13634	Target date	01/05/2019
Action promised	Put in place arrangements for assessing the effectiveness and impact of overview and scrutiny		
Comment	Arrangements for assessing the effectiveness and impact of scrutiny committees is being worked on. Amongst the proposals are to take a report to the Democratic Services Committee on scrutiny self-assessment.		
Service Head:	Linda Rees Jones	Performance status: On target	