

Carmarthenshire County Council: AGS – Actions / Progress Update @ 4 April 2023

UPDATE ON OUTSTANDING GOVERNANCE ISSUES IDENTIFIED IN
PREVIOUS ANNUAL GOVERNANCE STATEMENTS

SOURCE	ISSUES	RESPONSIBLE OFFICER	ACTIONS/PROGRESS		STATUS
AGS 2017/18 No.6	Monitor and evaluate People Strategy Group/Work stream actions relating to AW People Performance Management recommendations.	Assistant Chief Executive – People Management	March 2020	<p>Consolidating learning and moving forward. PSGB Group has met through COVID19, but revaluation of way forward needed.</p> <p>IIP – high level review for further accreditation carried out.</p> <p>Steering group is refocusing its objectives.</p>	<p>Formal confirmation that IIP Gold Standard Achieved. Of the 27 themes – already hit Platinum level for 12 levels.</p> <p>IIP will be reporting to CMT on 8th December 2022.</p> <p>PSGB Group – areas of development identified through IIP- internal communications strategy to be developed.</p> <p>Confirmation received also for Corporate Health Standards = Platinum</p> <p>Completed</p>

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AGS 2019/20 No.8	Ensure Employment Policies reflect any new legislation such as exit payment cap, reclaiming exit payments etc.	People Services Manager	March 2021	<p>Ongoing – On 12/2/21 the UK Government repealed the exit pay cap provisions. We await new legislation and will update policies accordingly.</p> <p>The legislation is likely to come back in the Autumn. Waiting for this, following these policies will be reviewed and updated where required.</p>	<p>2021/22</p> <p>Exit pay cap legislation was due in December 2021 but has not been received – likely now to be 2022.</p> <p>ACAS compliant policies in place.</p> <p>Position @ 5 December 2022 - Still awaiting advice.</p> <p>Position @ 4 April 2022 – recognise that Government isn't changing this legislation – all legislation needed to be implemented has been actioned. Closed</p>

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AGS 2020/21 No.2	Implement The Local Government and Elections (Wales) Act requirements	Corporate	May 2022	The elements that have not been implemented to date have a timetable that needs to be met to deliver the Act's requirement / timescale. Elements of performance & governance implemented. Elections – in hand	Ongoing Parts of the Legislation that needed to be implemented have been completed. Self-assessment element has been incorporated. Awaiting guidance from WLGA re: peer assessment. Part completed Performance element completed Legal perspective to be checked.
AGS 2020/21 No. 3	Develop governance arrangement around the better ways of working once plan is in place – for officers	Chair of Better Ways of Working Strategic Group	2021/22	Facilitated sessions underway for each HoS teams. 3 sub groups in place reporting into Strategic group. Communications plan being drawn up for the project Two pilots on hybrid working in place.	Each service is now collating information to determine the practicalities / operational needs space allocations collated from all HoS to inform the property strategy. Also work ongoing with other public sector bodies – joint working. Completed – plan completed and being implemented.
AGS 2020/21 No.5	Recruit lay members for Governance and Audit Committee.	Head of Legal and Democratic Services / Director of Corporate Services / Head of Revenues & Financial Compliance	2021/22	<i>A recruitment process was conducted during 2021/2022.</i>	Completed Interviews conducted on 31st March 2023 for final vacant post. Proposal to be put forward to Council on 19th April 2023 for ratification.

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ISSUE REF	ACTION	RESPONSIBLE OFFICER	Target date / Actions/Progress		Status
AGS 2021/22 No.1	Develop recruitment strategy and workforce plan alongside implementation of new recruitment software to ensure recruitment service can be streamlined and maintained.	People Services Manager	March 2023	In progress – new software in place – testing system and rolling out training – from March 2023 Strategy will follow once system in place.	Commenced Testing complete and post test updates to the system underway. (May 2023). Workforce strategy to CMT 30 March Dedicated workforce related CMT meeting on 4 th may and progress on new software Strategy to Pre cabinet on 18 th May
AGS 2021/22 No. 3	Review employment safeguarding framework and develop training programme for recruiting managers	People Services Manager	March 2023	Corporate Safeguarding group (January 2022) will consider recommendations in respect of a training programme to managers.	Completed Comprehensive piece of work presented to Safeguarding March 2023 next stage report to CMT
AGS 2021/22 No.4	Develop an Engagement and consultation plan for the local authority.	Media and Marketing Manager	March 2023 Sept 2023	Work has commenced – reflecting on the staff survey findings and IIP	Underway One form of Engagement with TU – introduced a joint consultancy forum – group leaders and Chief also attends. Aim to improve engagement and consultation Staff feedback completed
AGS 2021/22 No.5	Further development work on handling complaints and investigating complaints.	Head of ICT and Policy	March 2023 Sept 2023	Piece of work being carried out on the resource needed to investigate complaints. Triangulate this with FOIA and Member enquiry Process of investigating complaints	Underway Review of handling of complaints has been completed. Next piece of work to review the investigation process at stage 2 for consistency in approach and standards needed.

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AGS 2021/22 No.6	Review the customer service that we as a Council provide and how we can further improve the customer journey.	Media and Marketing Manager	March 2023	From 1 st December 2022 – Development of Hwbs – more access to customers – thematic days introduced.	Commenced Falls into the Digital Customer Transformation workstream – which monitors the progress. SPFunding – Hwb Fach y Wlad – to be implemented
AGS 2021/22 No.7	Review and reinvigorate our Corporate Strategy and Well-being Objectives.	Head of ICT and Policy	March 2023	Draft Corporate Strategy in place. Been CMT on 1 December 2022 Pre cabinet 12 December 2022 Cabinet – February 2022	4 wellbeing objectives. Been approved full Council 1 st March 2023. Completed
AGS 2021/22 No.8	Establish clear governance mechanism to drive progress against each Well-being Objective and identify priority themes and service areas to support delivery of the well-being objectives	Head of ICT and Policy	March 2023	Governance mechanisms now in place – completed. Four well-being objective identified and thematic priorities and service priorities framework in place. Divisional plans format issued w/c 5 December 2022	Completed Delivery plan of Corp strategy all going through Scrutiny process at the moment. Governance mechanism has been established.
AGS 2021/22 No.10	Develop a new Transformation strategy; ensure that Learning & Development priorities and programmes are fully aligned with corporate priorities and needs	Assistant Chief Executive	March 2023	Strategy to be taken to Transformation Board - December 2022	Approved by cabinet February 2023 Completed
AGS 2021/22 No.12	Review the Governance arrangements for both Local Authority Trading Companies (LATC) with a view to aligning the arrangements and clarifying the roles of Members and Scrutiny Committees in relation to the LATCs.	Direct of Corporate Services Head of Legal and Administration	March 2023	Monitoring Officer review carried out and completed. Report is being finalised. CWM taking a governance review report to the CWM Board.	Commenced Update: Monitoring Officer Governance update review carried out and completed. Report is being finalised. CWM has taken a governance review report to the CWM Board. – Cwm action Complete