

Strategic Insight Board (SIB) Insight Tracker: Q2 Regulatory Actions Progress Update (1st April 2024 – 30th September 2024)

SIB Meeting: 12th December 2024

Purpose

- This report presents a review of our progress at quarter 2 (1st April 2024 to 30th September 2024) against all existing regulatory recommendations and proposals for improvement as identified in the Council's Strategic Insight Board Insight Tracker.

Background

- As part of the on-going audit work by the Council's regulators, a series of recommendations and proposals for improvement are made as a result of audit studies (locally and nationally). The Council is required to ensure that these improvement areas are appropriately progressed, and the results reported.
- The SIB Insight Tracker (**Appendix A**) contains the most up to date record of all our regulatory recommendations and improvement proposals and outlines progress to date against these. This includes progress in response to recommendations from Audit Wales, the Care Inspectorate Wales (CIW), Her Majesty's Inspectorate of Probation (HMIP), and the Education and Training Inspectorate for Wales (Esytn). The tracker is updated all year round to reflect the audit work programme work, including all local and national Local Government Studies to ensure actions are completed, reported and closed down in a timely manner.
- Reporting of the Insight Tracker is aligned with the corporate performance monitoring arrangements of the Annual Delivery Plan, ensuring that the insight gleaned from these arrangements is used to serve multiple purposes, thereby reducing demands on colleagues and duplication in effort. Aligning our approach in this way will enable us to effectively meet both regulatory and statutory performance and reporting requirements using the same insight and evidence sources. The Strategic Insight Board Forward Programme reflects this approach with progress against regulatory actions scheduled quarterly.

Quarter 2 Insight Tracker Progress Snapshot

Outlined below is a snapshot of progress as at Q2 against our on-going regulatory improvement areas.

National Recs/PFIs	RAG status
19	G
4	A
0	R
23	

Local Recs/PFIs	RAG status
33	G
2	A
1	R
36	

All Regulatory Recs/ PFIs	RAG status
52	G
6	A
1	R
59	

- At Q2, there are currently 59 actions on-going in the Insight Tracker. Positive progress has been made in responding to our regulatory improvement areas with 88% of actions (52) attributed a Green performance (RAG) status, 10% (6) an Amber status and 2% (1) a Red status.
- Of the 36 actions relating to **local** regulatory recommendations, 33 have been attributed a Green RAG status, 2 an Amber status and the remaining 1 action, a red status. The action attributed a Red performance status

relates to the Welsh Housing Quality Standard review including Council housing tenants. Delays in software implementation have delayed the opening of the tenant portal until 2025 and this work has been escalated with suppliers in order to resolve the issues. Alongside this, work has progressed with the Contact Centre on approaches to improve existing tenant experience.

- There are currently 23 on-going actions in the Insight Tracker relating to **national** regulatory recommendations of which 19 have been attributed a Green RAG status and 4 an Amber RAG status. Actions attributed an Amber performance status relate to the Annual Improvement Report - Third Sector Funding, Local Government Services to Rural Communities and 'Time for Change' – Poverty in Wales.
- No actions relating to **national** regulatory work were completed in Q2. In relation to **local** regulatory work, 2 actions, relating to 'An inspection of youth offending services in Vale of Glamorgan' are now considered complete.
- Elected member approval will be sought via relevant Scrutiny Committees and Cabinet throughout the year to remove completed actions from the Insight Tracker with Governance & Audit Committee having oversight in line with the Committee's remit.

Progress Snapshot by Directorate

Detailed below is an overview of progress by Directorate.

Directorate	Regulatory Report-AW/CIW/Estyn/HMIP)	No of Regulatory Recs.	Type (Local/ National)	Status	Target completion date	Date of Last Update
Corporate Resources	Reshaping Services Programme review (AW)	5	Local	Green (ongoing)	March 2025	October 2024
	Third Sector Partnership Working (AW)	4	Local	4 Green (ongoing)	March 2025	October 2024
	Third Sector Funding (AW)	2	National	2 Amber (ongoing)	March 2025	October 2024
	Local Government Services to Rural Communities (AW)	3	National	2 Green (ongoing) 1 Amber (ongoing)	March 2025	October 2024
	Equality Impact Assessments: more than a tick box exercise? (AW)	1	National	Green (ongoing)	March 2025	October 2024
	Time for Change - Poverty in Wales (AW)	5	National	4 Green (ongoing) 1 Amber (ongoing)	March 2025	October 2024
	Application of the sustainable development principle in service areas – Vale of Glamorgan Council (AW)	2	Local	Green (ongoing)	March 2025	October 2024
	'Together we can' Community resilience and self-reliance' (AW)	2	National	Green (ongoing)	March 2025	October 2024
	Springing forward: Workforce Planning	2	Local	Green (ongoing)	March 2025	October 2024
	Springing Forward: Assets (AW)	1	Local	Green (ongoing)	March 2025	October 2024

	Digital Strategy Review (AW)	5	Local	Green (ongoing)	March 2025-2028	October 2024
	Use of Performance Information: Service User Perspective and Outcomes Review - Vale of Glamorgan Council (AW)	2	Local	Green (ongoing)	March 2025	October 2024
Social Services	An inspection of Youth Offending services in Vale of Glamorgan (HMIP)	2	Local	Green (ongoing)	April 2024	October 2024
	'A missed opportunity' – Social Enterprises (AW)	3	National	Green (ongoing)	March 2024	October 2024
Place	Review of Town Centre Regeneration in Wales (AW)	3	National	Green (ongoing)	December 2022	October 2024
	Cracks in the Foundation - Building Safety in Wales (AW)	4	National	4 Green (ongoing)	March 2025	October 2024
	'A missed opportunity' – Social Enterprises (AW)	3	National	Green (Ongoing)	March 2025	October 2024
	Review of the Planning Service's Governance Arrangements (AW)	2	Local	Amber (Ongoing)	March 2025	October 2024
Learning & Skills	Estyn Review - Learn Welsh The Vale	4	Local	Green (ongoing)	March 2026	October 2024
	Estyn Review - Education services in Vale of Glamorgan Council	2	Local	Green (ongoing)	March 2026	October 2024
	Estyn Review - Vale of Glamorgan Youth Service	1	Local	Green (ongoing)	March 2026	October 2024
	Estyn Review - Cardiff & Vale Adult Learning in the Community Partnership review	3	Local	Green (ongoing)	March 2026	October 2024
Environment & Housing	Review of Town Centre Regeneration in Wales (AW)	3	National	Green (ongoing)	December 2022	October 2024
	Welsh Housing Quality Standard review including Council housing tenants (AW)	1	Local	Red (Ongoing)	March 2025	October 2024

* 'A missed opportunity – Social Enterprises', is replicated across the three directorates that have direct involvement – Social Services, Corporate Resources and Place.

* The Review of Town Centre Regeneration in Wales is replicated across the Place and Environment & Housing Directorate as the two areas which have direct involvement.

Progress Snapshot by Regulatory Audit Action Priority

Outlined below is a snapshot of progress against our on-going regulatory improvement areas by regulatory audit action priority.

National			
RAG status	Regulatory Audit Action Priority		
	Action		
	H	M	L
	6	11	2
	1	3	0
	0	0	0
23			

Local			
RAG status	Regulatory Audit Action Priority		
	Action		
	H	M	L
	14	17	2
	2	0	0
	0	0	1
36			

- Of the 36 **local** Regulatory actions, 16 have been assigned a high priority rating with 14 of these attributed a Green RAG status, and 2 attributed an Amber RAG status. The Amber status actions relate to the Reviews of the Planning Service's Governance Arrangements. Of the 17 medium priority rated local regulatory actions, all 17 have been attributed a Green RAG status. Of the 3 low priority rated local regulatory audit actions, 2 have been attributed a Green RAG status, and 1 a Red RAG status (Welsh Housing Quality Standard review including Council housing tenants).
- Of the 23 **national** regulatory actions, 7 are rated high priority with 6 of these attributed a Green RAG status and 1 an Amber status. Of the 14 medium rated national audit actions, 11 have been attributed a Green RAG status and 3 an Amber RAG status. The remaining two national regulatory actions are rated low priority, and both were attributed a Green RAG status.
- Following consideration by the Strategic Insight Board, progress will be reported to the Strategic Leadership Team, Governance & Audit Committee and to Cabinet for final oversight.

Recommendation(s)

- SIB colleagues are asked to review progress at Quarter 2 2024/25 in relation to our regulatory audit recommendations as outlined in the SIB Insight Tracker.