

THE VALE OF GLAMORGAN COUNCIL

CABINET: 23RD JULY, 2026

REFERENCE FROM GOVERNANCE AND AUDIT COMMITTEE: 22ND JUNE, 2026

“97 [Q4 2025/26 PROGRESS AGAINST EXTERNAL REGULATORY RECOMMENDATIONS \(DCR\)](#) –

The report (and Strategic Insight Board (SIB) Insight Tracker appended thereto) outlined progress at Q4 2025/26 against all the Council’s existing external regulatory recommendations.

At Q4 2025/26, strong progress had been made in responding to external regulatory recommendations, with 28 ongoing actions within the SIB Regulatory Tracker. The position was positive, with 86% of actions (24) attributed a Green performance and the remaining 14% (4) an Amber status. Importantly, no actions were rated Red, indicating that actions were being progressed in response to regulatory recommendations and associated risks were being effectively managed.

Actions relating to local and national regulatory work were completed during the year.

The position had been considered by the Strategic Leadership Team, and was being presented to Governance and Audit Committee, ahead of Cabinet, to support ongoing oversight and assurance. Any comments from Governance and Audit Committee and Cabinet would be considered by the Strategic Insight Board as part of ongoing monitoring and oversight arrangements.

RESOLVED –

- (1) T H A T the progress in addressing external regulatory recommendations as detailed in the appended Strategic Insight Board Insight Tracker for the period Q4 2025/26 be noted.
- (2) T H A T Cabinet be requested to endorse the removal of completed actions from the Insight Tracker.
- (3) T H A T the Director of Corporate Resources considers providing future iterations of the Quarter position earlier to the Governance and Audit Committee.

Reason for decision

- (1) To ensure regulatory recommendations were appropriately considered.

(2) To ensure that the Council's Strategic Insight Board Insight Tracker reflected the Council's most up to date position on its regulatory recommendations.

(3) To ensure that Governance and Audit Committee receive more timely updates.”

Attached as Appendix – Report to Governance and Audit Committee: 22nd June, 2026

Meeting of:	Governance and Audit Committee
Date of Meeting:	Monday, 22 June 2026
Relevant Scrutiny Committee:	No Relevant Scrutiny Committee
Urgent Decision Procedure Used (If yes, why)	N/A
Item Type	Part I
Report Title:	Q4 2025/26 progress against external regulatory recommendations.
Portfolio Holder:	Executive Leader and Cabinet Member for Performance and Resources
Strategic Leadership Team:	Director of Corporate Resources
Lead Officer:	Tom Bowring, Director of Corporate Resources

1.0 What is this report about?

- 1.1 The report (and Strategic Insight Board (SIB) Insight Tracker appended to this report) outlines progress at Q4 2025/26 against all our existing external regulatory recommendations.
- 1.2 At Q4 2025/26, strong progress has been made in responding to external regulatory recommendations, with 28 ongoing actions within the SIB Regulatory Tracker. The position is positive, with 86% of actions (24) attributed a Green performance and the remaining 14% (4) an Amber status. Importantly, no actions are rated Red, indicating that actions are being progressed in response to regulatory recommendations and associated risks are being effectively managed.
- 1.3 9 Actions relating to local and national regulatory work were completed during the year.
- 1.4 This position has been considered by the Strategic Leadership Team, and is being presented to Governance and Audit Committee, ahead of Cabinet, to support ongoing oversight and assurance. Any comments from Governance and Audit Committee and Cabinet will be considered by the Strategic Insight Board as part of ongoing monitoring and oversight arrangements.

2.0 What are the Recommendations?

	Recommendations – What and How?	Reason for Recommendation – Why?
2.1	That Governance and Audit Committee review progress in addressing external	To ensure the Council addresses its regulatory recommendations and responds

	Recommendations – What and How?	Reason for Recommendation – Why?
	regulatory recommendations as detailed in the appended Strategic Insight Board Insight Tracker for the period Q4 2025/26.	appropriately to the recommendations identified through the Audit Wales' programme of local reviews national Local Government Studies, Estyn and the Panel Performance Assessment.
2.2	That Governance and Audit Committee refer any views and recommendations to Cabinet including endorsement of the removal of completed actions from the Insight Tracker.	To ensure that the Council's Strategic Insight Board Insight Tracker reflects the Council's most up to date position on its regulatory recommendations.

3.0 What is the background to this report?

- 3.1 As part of the ongoing audit work by the Council's regulators, a series of recommendations are made as a result of audit studies (locally and nationally). The Council is required to ensure that these improvement areas are appropriately progressed, and the results reported. This supports compliance with statutory performance and governance requirements.
- 3.2 The SIB Insight Tracker (**Appendix 1** to this report) contains the most up to date record of all our regulatory recommendations and outlines progress to date against these. The tracker is updated throughout the year to reflect ongoing audit activity and ensure actions are progressed and closed in a timely manner.
- 3.3 The Insight Tracker also provides a snapshot of overall progress across the Council, a progress snapshot by Directorate, and identifies completed actions for removal and highlights areas where further progress is required.
- 3.4 This approach ensures progress remains under review enabling us to provide our regulators with an up-to-date position on all related work in line with our statutory duties.
- 3.5 The Governance and Audit Committee has a key role in maintaining oversight of the Council's response to issues raised by our external regulators and receive progress updates against all regulatory recommendations when initially received, and via quarterly update reports.

4.0 What issues are there to be considered?

- 4.1 The SIB Insight Tracker: Q4, 2025/26 (**Appendix 1** to this report) outlines our progress against existing regulatory recommendations in response to local reviews and national Local Government Studies and audit work undertaken to date as summarised above (S1.2 - S1.4)
- 4.2 Further analysis of year-end performance highlights continued strong progress in addressing regulatory recommendations, with no actions attributed a Red performance status at Q4. This

provides assurance that regulatory actions and associated risks are being actively managed across the Council

4.3 Regulatory recommendations continue to be incorporated into the SIB Regulatory Tracker as they are identified, and the Strategic Insight Board responds to recommendations from Cabinet and Governance and Audit Committee as part of their quarterly consideration of the tracker. The tracker is subject to quarterly monitoring by the Strategic Leadership Team with regular reporting to Governance and Audit Committee and Cabinet to ensure robust oversight, while ongoing engagement with Audit Wales throughout the year provides external challenge and validation.

4.4 During 2025/26, 1 action relating to national regulatory work has been completed (Audit Wales: Equality Impact Assessments (EIA): more than a tick box exercise?). In relation to local regulatory work, 8 actions have been completed (Audit Wales: Urgent & Emergency Care: Flow out of hospital Cardiff & Vale Region, Audit Wales: Arrangements for Commissioning Services and Audit Wales: Corporate complaints – Supporting service improvement)

4.5 Regulatory actions within the SIB tracker are prioritised as High, Medium or Low based on the level of risk they pose to the Council, including legal, financial, service delivery and reputational risks. High priority actions require immediate response (within 1 year), medium within 1–2 years, and low within 1–3 years. Below is a snapshot of overall progress to date against our 28 ongoing regulatory improvement priorities. This reflects the priority ratings assigned to the Council’s response to all external regulatory audit recommendations (national and local) in order to assist in their implementation and progress monitoring.

National			
RAG status	Regulatory Audit Action Priority Action		
	H	M	L
	0	3	0
	1	0	0
	0	0	0
4			

Local			
RAG status	Regulatory Audit Action Priority Action		
	H	M	L
	12	7	2
	2	0	1
	0	0	0
24			

4.6 Progress against regulatory priority actions demonstrates a strong focus on managing risk and delivering improvement. High priority rated audit actions (15) continue to progress well, with most (12) attributed a Green performance status and a small number (3) rated Amber, reflecting complex or externally dependent work. All (10) medium rated priority actions have been attributed a Green performance status reflecting timely progress in delivery. In relation to low priority rated actions, progress is positive, with 2 actions rated Green and 1 rated Amber, reflecting good progress in embedding improvements. Overall, this profile demonstrates that the Council is prioritising areas of greatest risk, whilst maintaining strong control across all categories.

4.7 At Q4, in relation to local regulatory recommendations, there were fourteen requests to revise target timescales, associated with three Audit Wales reviews, one Estyn review and the Panel Performance Assessment (PPA) recommendations. These were, Audit Wales: Corporate Complaints - Supporting Service Improvement; Temporary Accommodation; Welsh Housing Quality Standard and Council housing tenants; PPA: Planning for Place, Signalling Change, Building on existing partnerships and Scrutiny recommendations; and Estyn: Adult Learning in the Community. There were a further four requests to revise target timescales in relation to national regulatory recommendations. These related to two Audit Wales reviews (Local Government Services to Rural Communities and Time for Change – Poverty in Wales). All requests were clearly supported by a rationale explaining why the original deadline was no longer realistic.

4.8 Where timescales have been revised, this reflects realistic delivery considerations rather than reduced ambition. In most cases, extensions arise from external dependencies, capacity constraints, or the need to allow sufficient time for changes to be fully embedded and evaluated. This approach supports stronger assurance and avoids implementation at the expense of quality.

4.9 Overall, good progress has been made with no Red rated actions at year end. Whilst initial response to recommendations have been addressed, many actions are long-term in nature and work will remain ongoing in a business-as-usual capacity to further embed the required changes in response to audit recommendations. This approach ensures compliance with regulatory expectations.

5.0 How has evidence been used to inform the report, including the views of others?

5.1 The Owners of Regulatory Recommendations provide comprehensive updates each quarter on the progress made for each recommendation. Updates are informed by work undertaken, performance data, stakeholder engagement and professional judgement, providing an evidence-based assessment of progress.

5.2 This information is subject to ongoing challenge and review through the Council's performance management arrangements, including oversight by the Strategic Leadership Team. This ensures that reported progress is evidence-based, proportionate and reflects an accurate assessment of delivery.

6.0 What are the next steps if the recommendations are approved?

6.1 Any comments or recommendations from Governance and Audit Committee will be referred to relevant action owners to inform future updates and strengthen delivery. The report, together with Committee views, will be referred to Cabinet for further consideration.

6.2 The Strategic Insight Board will review all feedback arising from Governance and Audit Committee and Cabinet to ensure that it is appropriately considered, responded to and reflected within ongoing monitoring and oversight arrangements. This will support continued improvement and reinforce accountability for delivery of regulatory actions.

7.0 How does this report support Vale 2030 and Reshaping?

7.1 This report supports the delivery of Vale 2030 by demonstrating how the Council is responding to external regulatory recommendations to strengthen performance, governance and service delivery. Progress against these recommendations contributes directly to the achievement of the Council's Well-being Objectives and associated commitments within the Corporate Plan.

7.2 The Strategic Insight Board Regulatory Tracker ensures that regulatory actions are embedded within directorate and corporate planning arrangements, aligning improvement activity with the Council's priorities and enabling delivery to be monitored through the Annual Performance Calendar. This provides a clear line of sight between regulatory findings, improvement actions and outcomes for residents.

7.3 By maintaining oversight of regulatory recommendations and ensuring progress is tracked and reported, the Council is supporting continuous improvement and reshaping services in line with Vale 2030, ensuring they remain sustainable, responsive and focused on delivering long-term benefits for communities.

8.0 How does this demonstrate the Five Ways of Working?

8.1 External regulation remains a key driver of continuous improvement across the Council. Progressing the improvement areas identified by regulators demonstrates a structured and evidence-based approach to strengthening services and governance arrangements.

8.2 The Council's response to regulatory recommendations reflects the Five Ways of Working by focusing on long-term, sustainable improvement, integrating actions within directorate and corporate planning, and promoting collaboration across services and with external partners. Involvement and engagement inform delivery, while a preventative approach is evident in actions designed to address root causes and mitigate future risk.

8.3 All recommendations are monitored through the Strategic Insight Board Regulatory Tracker, ensuring ongoing oversight, accountability and alignment with the Council's well-being objectives and national well-being goals.

Resources

9.0 Finance

9.1 There are no additional budgetary implications directly arising from this report, although failure to progress the improvement areas outlined in the report could have a negative impact

on any future external regulatory assessments of the Council which could in turn put funding opportunities at risk.

10.0 Workforce

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

11.0 Legal and Equalities

11.1 Does an Equalities Impact Assessment need to be completed? If not, why?

An Equalities Impact Assessment has not been completed as there are no implications directly arising from this report. Where relevant lead officers or action owners will have considered equality implications as part of their response to addressing the recommendation.

12.0 Key Contacts

12.1 Who are the primary officers to contact with any comments and/or queries on the report?

Lead Officer: Tom Bowring, Director of Corporate Resources, TBowring@valeofglamorgan.gov.uk 01446 709247	Democratic Services Officer: Gareth Davies, Democratic and Scrutiny Services Officer gjdavies@valeofglamorgan.gov.uk 01446 709249
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Appendix

[Appendix 1 – Q4 SIB Insight Tracker](#)

Background Documents

None

Quarter 4 (1st April 2025 - 31st March 2026) 2025/26 SIB Insight Tracker Progress Snapshot

Snapshot of progress at Q4 against our ongoing regulatory improvement areas

National Recs/ PFIs	RAG status	Local Recs/ PFIs	RAG status	All Regulatory Recs/ PFIs	RAG status
3		21		24	
1		3		4	
0		0		0	
4		24		28	

Snapshot of progress at Q4 by Regulatory Audit Action Priority

National				Local			
RAG status	Regulatory Audit Action Priority Action			RAG status	Regulatory Audit Action Priority Action		
	H	M	L		H	M	L
	0	3	0		12	7	2
	1	0	0		2	0	1
	0	0	0		0	0	0
4				24			

Priority	Description
High	Management response/ action is considered imperative to ensure that the Council is not exposed to high risks (Political and Legislative, Resources, Service Delivery & Well-being and Reputational). Action to be implemented as soon as possible (within 1 year).
Medium	Action/ management response is considered necessary to avoid exposure to considerable risks (Political and Legislative, Resources, Service Delivery & Well-being and Reputational). Action to be implemented within the short term (within 1-2 years).
Low	Management response/ action is considered desirable or good practice and would result in enhanced control, good governance and better value for money (Political and Legislative, Resources, Service Delivery & Well-being and Reputational) Action to be implemented within the short to medium term (within 1-3 years).

Local Regulatory Actions													
Reference	Report	Responsible Officer	Regulatory Recommendation	Priority (H/M/L)	Update	Status	Target Date	Revised Target date	Date of Last Update	Scrutiny Committee	Rationale for Revised Target Date	Additional comments	
LR17	Audit Wales- Welsh Housing Quality Standard review including Council housing tenants	Andrew Treweek	P1 – The Council should evaluate how effective the process is for tenants to report housing repairs via the Customer Contact Centre (Call One Vale)	L	Implementation of new core systems and the tenant portal is improving the reliability and accessibility of repairs reporting. Completion of phase three will further enhance customer access and usability, supporting faster reporting, clearer tracking and improved customer experience in housing repairs.	Amber	Jun-26	Mar-27	Apr-26	PC	Work on the core housing software system has now been completed, and planning is underway for the implementation of the software that will allow tenants to self-serve online. This phase is expected to take approximately three to four months, depending on the availability of the supplier’s consultants. The revised target date reflects dependency on supplier-led system implementation and the sequencing of phased delivery. Extending the timescales ensures the tenant self service solution can be fully implemented, tested and embedded, supporting reliable and improved customer experience.		
LR53	Audit Wales- Digital Strategy Review	Nickki Johns	R4: To help the Council monitor the value for money of its digital strategy it should: - identify any savings it is aiming to make from the strategy. - ensure that performance information used to monitor its digital strategy enables it to fully understand the impact of the Council’s investment in digital.	H	As part of developing the budget savings for 2025/26 and 2026/27, the role of digital in enabling savings has been considered and savings targets have been established. The focus of this work in the coming year will be to look at how all of the various investments in digital holistically demonstrate the progress of the strategy. Members will note that individual investment cases are developed. With Digital being as embedded in council behaviours as it is now, the complexity of designing metrics that accurately capture the value gained from digital risks undervaluing. We do not believe we are at a target state and we will continue to work on ways to more accurately identify direct savings and look to other councils for inspiration here. Overall, the Council has strengthened oversight of digital investment by explicitly linking digital activity to agreed savings targets. While, metrics remain complex, this alignment improves assurance that digital investment supports financial sustainability.	Amber	Jul-26	Jul-26	Apr-26	RC			
LR66	Audit Wales- Use of Performance Information: Service User Perspective and Outcomes Review - Vale of Glamorgan Council	Tom Bowring/ Helen Moses	R2: Outcomes information - The Council should strengthen the information provided to senior leaders to help them evaluate whether the Council is delivering its objectives and intended outcomes.	H	Reporting has improved with the new Power BI performance reports and the introduction of the Q2 performance report which is a detailed report reflective of the full ASA approach. This is providing information by Objective and also incorporating statements against key challenges and from each Director. Work will continue with colleagues across the Council to emphasise the importance of providing information about impact and outcomes. Overall, these enhancements have improved senior leaders' ability to assess progress against objectives and understand challenges. It has strengthened evidence-based decision making and increased organisational focus on outcomes and impact rather than activity alone.	Amber	Jul-26	Jul-26	Apr-26	RC		Improved information will be included in the Annual Self Assessment which will be considered by members in the summer. This is in line with reporting timescales in the annual performance calendar.	
LR72	Panel Performance Assessment November 2024	Tom Bowring	R1: Planning for Place: The Council would benefit from developing and effectively communicating a narrative that articulates a positive vision for the future, which is relatable to multiple audiences and has a call to action. In doing so it could be a catalyst for change for the Vale of Glamorgan as a County, drawing together partners, stakeholders, the business sector, and communities.	H	Work has continued through the year to promote Vale 2030 and the commitments across all 5 objectives. Work has been undertaken through partnership meetings and networks and through staff engagement and management development sessions to articulate the vision in Vale 2030, the role of all staff and the importance of partnership working. This is evident in work with the third sector, through the Section 16 Forum and through placemaking as just some examples of where messages are consistent and advocate a collaborative approach. Work will continue but strong foundations have been laid and the Spring Management Development sessions have been planned to ensure that Vale 2030 is at the heart of the discussions. Overall, consistent promotion of Vale 2030 through staff engagement, partnership activity and development programmes has strengthened shared understanding of the Council's long-term vision. This is improving alignment across services and partners and reinforcing a collective approach to place based outcomes and collaboration.	Green	Mar-26	Mar-27	Apr-26	RC	The revised timeline reflects the need to embed Vale 2030 more consistently across all services and partner organisations through ongoing engagement and development activity. Whilst strong foundations are in place, additional time is required to ensure the narrative is fully understood, owned, and translated into action at all levels, particularly through planned management development sessions and continued partnership work.		
LR73	Panel Performance Assessment November 2024	Tom Bowring	R2: Signalling Change: The Council should consider how it signals and amplifies its changing approach both within the organisation and across the Vale.	H	A Signalling Change Plan has been developed in response to the Panel Performance Assessment. This plan sets out a number of projects to be undertaken within Corporate Resources. Primarily by HR, Democratic Services, and the Communications teams. For example, a new Communications Strategy for the Council has been drafted and will be finalised and published following the conclusion of the Resources Scrutiny Committee task and finish group on misinformation. The organisation's corporate branding has been reviewed and updated. A new intranet site has also been launched and a new set of internal news values established. The updated branding, communications, intranet and engagement standards are improving clarity, consistency and visibility of change, helping staff and stakeholders better understand and adopt new ways of working.	Green	Mar-26	Mar-27	Apr-26	RC	The extension allows for the full implementation and evaluation of key elements within the Signalling Change Plan, including the finalisation of the Communications Strategy. Time is also needed to ensure new branding, communication channels, and engagement approaches are fully embedded and demonstrably improving how change is communicated and understood across the organisation and externally.		
LR74	Panel Performance Assessment November 2024	Tom Bowring	R3: Building on existing, strong partnerships: • Recognising the democratic convening role that the Council has in leading partnerships, whilst recognising when to lead and when to support wider partnerships to take the lead in the provision of services. • Taking the opportunity to create the time and space to strategically assess and review the partnership landscape, strengthening relationships and assessing where resource and energy is best spent for the wider benefit of the place in order to make the biggest difference. • Working with stakeholders on getting the “brilliant basics” right that reflects the needs of the local community. • Leverage the collective capacity of the Vale of Glamorgan and continue to build innovative joint working arrangements with neighbouring Councils.	M	Partnership working continues to be key to delivering Vale 2030. Work has continued through the Strategic Partnership Group to ensure partnership activities are aligned. A new section has been added to all Directorate Plans for 2026/27 to reflect the importance of partnership working and this is also included in the Directorate Self-Assessments and will be referenced in the Annual Self Assessment following on from its inclusion in the Q2 performance report. Regular discussions continue between the Vale PSB, Cardiff PSB and the RPB to ensure alignment of activities and that there is a focus on the needs of our communities, delivery of priorities and a sharing of insight. Work has already begun to develop in tandem the Well-being Assessments and Population Needs Assessments to be published next year. These changes will ensure that there is consistent use of data and other information and coherence across the partnerships. Work is also continuing through WLGA and WG networks to explore improvements to the complexity of the partnership landscape with an understanding that there may be changes post the Senedd elections 2026. This was also discussed at the recent PSB meeting. In line with the Vale 2030 Partnership Statement work is continuing across sectors to strengthen partnership working.	Green	Mar-26	Mar-27	Apr-26	RC	The revised date reflects the longer-term, system-wide nature of strengthening partnership arrangements and aligning regional activity. Ongoing work to integrate Well-being and Population Needs Assessments, alongside anticipated changes following the 2026 Senedd elections, requires additional time to ensure partnership structures are coherent, effective, and focused on delivering shared outcomes for communities		

Reference	Report	Responsible Officer	Regulatory Recommendation	Priority (H/M/L)	Update	Status	Target Date	Revised Target date	Date of Last Update	Scrutiny Committee	Rationale for Revised Target Date	Additional comments
LR75	Panel Performance Assessment November 2024	Tom Bowring	R4: Governance and using resource effectively - Reviewing and revising the cycle of formal democratic meetings and formal reporting requirements, exploring ways to better engage members in more proactive and cross chamber collaboration – in both formal and informal ways including reviewing the effectiveness of online meetings. - Reviewing the balance between the internal corporate demands placed on members and their role as representatives of their constituents to deliver the Council's vision of place. - Using the strong local politics as a force for good, whilst ensuring civility in public life is promoted and kept front and centre to encourage respectful and constructive debate including online and in-person meetings. - Enhancing the effectiveness of the Council's scrutiny arrangements, specifically meetings, by assessing current practices to identify opportunities for improvement to make them more effective.	M	In Quarter 4, work has continued in reviewing the Council's Democratic and Governance arrangements, building upon work previously undertaken, which will continue for the upcoming year. During the Quarter, following the agreement of Reshaping Scrutiny (changes to Scrutiny Committee's size, structures and ways of working, each Committee held their next rounds of formal meetings and made progress on their forward work programmes, including Task and Finish topics. All Committees have finalised their first Task and Finish working groups with plans commencing to explore another topic imminently. Alongside this, the Council has undertaken a joint Scrutiny session in December looking at the Council's budget. A range of enabling actions to support these changes were also undertaken, including: *A revised Recommendations Tracker and supporting guidance for Members and Officers was also developed. *The Scrutiny Chair and Vice-Chairs Group was also reconvened with and have started to consider elements such as learning from other Council's, reviewing the Scrutiny changes, reflective practices, and ways of working including meeting arrangements. *A Regional Scrutiny Chairs group has been convened to share learning across multiple Councils *The launching of a dedicated Scrutiny hub on the MemberNet site to support Members in their role *Work has also commenced to explore how to diversify voices in decision making, including	Green	Mar-26	Apr-27	Apr-26	RC	The target date has been revised to align with the Audit Wales' scrutiny review timetable scheduled for March 2026, with the findings expected in May/June 2026. This allows sufficient time to consider findings and implement any required changes and ensure these are fully embedded. The proposed target date of April 2027, aligns with the end of the current electoral cycle. Although changes will be introduced during the 2025/26 municipal year, a further period of consolidation and embedding will be necessary throughout 2026/27 to ensure the new arrangements are effective and robust ahead of the incoming Member cohort in May 2027.	
LR/55	Estyn Review - Cardiff & Vale Adult Learning in the Community Partnership review (ACL)	Trevor Baker/Mark Davies	R1 - Evaluate learners' progression into, through and on from the provision	M	This remains an action and the Partnership await the reviewed actions of MEDR (new funding body) to release guidance on their processes and expectations to meet this standard within provision. While awaiting national guidance, the partnership has maintained focus on learner progressions, engagement and access. Where provision has been available, take up has informed understanding of demand and barriers, ensuring that future planning is evidenced-based.	Green	Mar-26	Mar-27	Apr-26	LW	Action remains a priority for Estyn and work to influence how this is recorded and reported is under development at National level by MEDR. A revised timescale of March 2027 is requested to enable ongoing work to reflect new national guidance and standards.	
LR56	Estyn Review - Cardiff & Vale Adult Learning in the Community Partnership review	Trevor Baker/Mark Davies	R2 - Improve the extent to which learners contribute to self-evaluation and the work of the partnership	M	This remains an action and the Partnership await the reviewed actions of MEDR (new funding body) to release guidance on their processes and expectations to meet this standard within provision. While awaiting national guidance, the partnership has maintained focus on learner progressions, engagement and access. Where provision has been available, take up has informed understanding of demand and barriers, ensuring that future planning is evidenced-based.	Green	Mar-26	Mar-27	Apr-26	LW	Action remains a priority for Estyn and work to influence how this is recorded and reported is under development at National level by MEDR. A revised timescale of March 2027 is requested to enable ongoing work to reflect new national guidance and standards.	
LR57	Estyn Review - Cardiff & Vale Adult Learning in the Community Partnership review	Trevor Baker/Mark Davies	R3 - Explore opportunities to increase provision or access to provision through the medium of Welsh	M	The Partnership has shown some success in this area and take up in Cardiff remains positive. Unfortunately no schools took up the offer of Welsh medium courses for parents despite some initial interest. The GBOT programme advertised Welsh medium Digital Skills as well as Welsh medium Art and Craft and Sewing Skills but no learners enrolled on the courses and they had to be cancelled. This remains an action within the C&V Partnership.	Green	Mar-26	Mar-27	Apr-26	LW	Action remains a priority for Estyn and work to develop this continues on a regional footprint. A revised timescale of March 2027 is requested to allow sufficient time to improve take up of courses.	
LR79 (a)	Audit Wales- Corporate complaints – Supporting service improvement	James Langridge-Thomas	R1 To strengthen complaints handling and support the implementation of the Council's new policy, the Council should: 1.1 Undertake an equalities impact assessment for the updated complaints policy and, if necessary, update the policy to ensure the Council meets its obligations under the public sector equalities duty	H	The Council has drafted an Equalities Impact Assessment to support the Complaint's policy. However, to strengthen this document, further analysis of customer experience data is being undertaken and to ensure the final policy is robust, inclusive and responsive to different user needs. This is anticipated to be finalised in Q1 2026/27.	Amber	Sep-26	Mar-27	Apr-26	RC	While foundational work is in place, additional time is required to complete the Equalities Impact Assessment using robust customer experience data and reflect recent changes in responsibilities. The revised date of March 2027 supports a meaningful, evidence led assessment rather than a procedural exercise.	
LR79 (b)	Audit Wales- Corporate complaints – Supporting service improvement	Helen Moses / James Langridge-Thomas	1.2 develop an implementation plan for the updated complaints policy that includes strategic objectives, and key performance indicators, and where relevant, integrating this into the annual directorate planning process.	H	New performance indicators have been introduced which will form part of engagement and user perspective insights considered as part of the Directorate and the Council's Annual Self-Assessment. These will look in detail at Directorate level performance in relation to complaints handling and resolution including Public Services Ombudsman Wales complaints. These indicators will also be subject to regular scrutiny by SLT colleagues to ensure consistent and continued improvements in the Council's overall approach to complaints handling. Progress against these PIs will also be reflected in the Q2 and Q4 performance reports to the Joint Performance Scrutiny Committee and Cabinet with G&AC having oversight of the Council's performance on complaints handling. The new measures and strengthened scrutiny arrangements will contribute to improved oversight of complaints handling and will drive greater consistency, earlier learning and clearer accountability across directorates, supporting demonstrable improvement in how complaints are resolved.	Green	Sep-26	Sep-26	Apr-26	RC		
LR79 (c)	Audit Wales- Corporate complaints – Supporting service improvement	James Langridge-Thomas	1.3 integrate key elements of the Council's Policy on Unacceptable Actions by Citizens and the Council's social media policy, so complaints investigators can deal with vexatious and malicious complaints and social media commentary quickly and consistently	H	Policies being reviewed with additional content added to staff guidance for information and clarity to ensure that complaint investigators are aware of behaviours that may be defined as unacceptable and the options available to them to address these through the Unacceptable Actions by Citizens Policy. Updated guidance and policy alignment will contribute to improved investigators' confidence and consistency in managing unreasonable and malicious complaints, reducing risk to staff capacity while maintaining far access for service users.	Green	Sep-26	Mar-27	Apr-26	RC	The revised target date of March 2027 reflects the need to complete document updates, progress through formal approval processes and ensure clear communication to staff. This provides assurance that changes are consistently understood and applied across the organisation.	
LR80	Audit Wales- Corporate complaints – Supporting service improvement	Tony Curliss	R2 - The Council should improve the functionality of its IT system for complaints handling by: 2.1 configuring the system to recognise where complaints have been reassigned to a new owner, to ensure all complaints are handled in a timely way	L	Enhancements have been made to the system to allow complaints to be reassigned to different teams and a new investigator appointed. Work to allow reassignment to a different investigator within the same service will be completed during Quarter 1 2026/27. System enhancements are improving timeliness and ownership of complaints by enabling reassignment between teams. Planned further improvements will strengthen case continuity and reduce delays in resolution.	Green	Mar-26	Mar-27	Apr-26	RC	The target date has been amended to reflect ongoing and evolving system enhancements following the Audit Wales review. The revised timescale provides a realistic window to complete further development and ensure improvements are fully operational and effective.	
LR81	Audit Wales- Corporate complaints – Supporting service improvement	James Langridge-Thomas	R3 The Council should improve the impact of staff training on complaints by: ensuring all complaints handlers are suitably trained and kept updated on changes to the complaints system, processes and policy	H	A review of training and supporting resources available to staff will be undertaken to ensure that complaints are investigated consistently, well and on time. This review will include research in relation to best practice, staff consultation and liaison with the Public Sector Ombudsman for Wales. This approach will strengthen learning from complaints and improve service responsiveness across the council.	Green	Dec-26	Dec-26	Apr-26	RC		
LR82 (a)	Audit Wales- Corporate complaints – Supporting service improvement	James Langridge-Thomas	R4 The Council should improve its monitoring and learning from complaints by: 4.1 improving the annual report on complaints to clarify learning and service improvements as a result of complaints	H	The Complaints Team is working with investigators across the council to strengthen how services improve as a learning from individual complaints and cumulative complaints data. Recommendations for change are expected in Q2 2026/27. Overall, work to improve how learning and service improvements are captured will strengthen the council's ability to evidence change arising from complaints data.	Green	Nov-26	Nov-26	Apr-26	RC		
LR82 (b)	Audit Wales- Corporate complaints – Supporting service improvement	James Langridge-Thomas	4.2 including council benchmarking data in the Annual Complaints report as well as PSOW data to maximise the opportunity to share best practice with members of the Governance and Audit Committee and improve complaints handling .	H	Alongside the progress described in R4, inclusion of benchmarking data in the Council's Annual Complaints Report for 2025/26 will further enhance transparency and shared learning.	Green	Nov-26	Nov-26	Apr-26	RC		

Reference	Report	Responsible Officer	Regulatory Recommendation	Priority (H/M/L)	Update	Status	Target Date	Revised Target date	Date of Last Update	Scrutiny Committee	Rationale for Revised Target Date	Additional comments
LR83	Audit Wales- School Balances	Elizabeth Jones	R1 To enable greater oversight of the impact of its actions the Council should: 1.1 Strengthen corporate oversight of all school recovery activity as part of one coherent programme of work. 1.2 Set realistic milestones and targets to improve monitoring and evaluation of impact.	H	Schools with exceptional deficits continue to meet regularly with the Head of Finance/s151, Chief Executive, and Director of Education Member to review progress against their recovery plans. Three-year indicative budgets were issued to schools in March 2026 with a joint letter signed by the Director of Learning & Skills and Head of Finance/s151 to clearly outline expectations. Also provided updates to Start Well and Resources Scrutiny Committees. Overall, clearer expectations, multi-year budgeting and defined escalation criteria have strengthened oversight of school financial recovery. Targeted support and coordinated multi-agency intervention are improving the Council' ability to manage risk, support sustainability and reduce the long-term impact of school deficits on the wider financial position.	Green	Sep-26	Sep-26	Apr-26	SW		As Governing Bodies are not due to finalise budgets and recovery plans before June, further feedback on these actions will not be available until September at the earliest.
LR84	Audit Wales- School Balances	Elizabeth Jones	R2 To enable robust support and challenge the Council should: 2.1 Require all schools in deficit to submit a robust recovery plan in line with the Finance Scheme for Schools 2025. 2.2 Clarify its criteria for when it will use its range of statutory powers as described in the Finance Scheme for Schools 2025 for schools that are unable to set a robust recovery plan. 2.3 Assess and set out in both its budget monitoring and risk management reports the significance of school deficits within the context of the wider financial position of the Council with consistent messaging to improve awareness and understanding.	H	Three-year indicative budgets were issued to schools in March 2026 with a joint letter signed by the Director of Education and Head of Finance/s151 to clearly outline expectations. Schools have until 31 May to submit their spending/recovery plans and support is being deployed to target schools of concern. A clear criteria has been developed for intervention and escalation, which is based on the recent thematic review published by Estyn, which includes best practice from other LAs. Overall, clearer expectations, multi-year budgeting and defined escalation criteria have strengthened oversight of school financial recovery. Targeted support and coordinated multi-agency intervention are improving the Council' ability to manage risk, support sustainability and reduce the long-term impact of school deficits on the wider financial position.	Green	Sep-26	Sep-26	Apr-26	SW		As Governing Bodies are not due to finalise budgets and recovery plans before June, further feedback on these actions will not be available until September at the earliest.
LR85	Audit Wales- School Balances	Elizabeth Jones	R3 To identify any additional actions that it could take to address deficits; the Council should review alternative approaches adopted by other Councils.	H	A clear criteria has been developed for intervention and escalation, which is based on the recent thematic review published by Estyn, which includes best practice from other LAs. This includes co-ordinated, multi-agency support meetings across HR, School Improvement and School Finance. Overall, clearer expectations, multi-year budgeting and defined escalation criteria have strengthened oversight of school financial recovery. Targeted support and coordinated multi-agency intervention are improving the Council' ability to manage risk, support sustainability and reduce the long-term impact of school deficits on the wider financial position.	Green	Sep-26	Sep-26	Apr-26	SW		As Governing Bodies are not due to finalise budgets and recovery plans before June, further feedback on these actions will not be available until September at the earliest.
LR86	Audit Wales- Temporary Accommodation	Mark Lawrence	R1 Value for Money We found that councils are not able to demonstrate that they are securing value for money in their temporary accommodation provision. To address this councils should: • Ensure the full range of approaches and options for temporary accommodation provision are considered; and • Set out how they will assess and monitor the overall value for money of temporary accommodation provision, including: - the intended outcomes; and - the information they will use to assess the economy, efficiency and effectiveness of their temporary accommodation provision.	H	The Housing Solutions team has enrolled an additional private sector officer, tasked with sourcing further private sector rented (PRS) options through building strong relations within the sector. Market evaluations and closer analysis will allow more cost effective resource allocation, moving forward. However, tightening supply – demand dynamics continue to place significant pressures on available options.	Green	Mar-26	Mar-27	Apr-26	LW	Market forces provide limited opportunities for cost comparisons. Necessity drives procurement via limited options. A revised target date of March 2027 is proposed as more realistic and reflects the challenging environment.	
LR87	Audit Wales- Temporary Accommodation	Mark Lawrence	R2 Planning for Prevention We found that while all councils have Rapid Rehousing Transition Plans in place, these are of variable quality. To effectively plan to prevent homelessness councils should: • ensure they use relevant data to make the best possible estimate of future demand for homelessness services; • include a range of primary, secondary and tertiary approaches in their plans, with the emphasis on primary prevention where possible; • model the impact of policy changes on the skills and capacity needed in their workforce; • identify the workforce they will need to address demand for temporary accommodation in the future; and • set out how they will assess and monitor the economy, efficiency and effectiveness of their approach to preventing and reducing demand for temporary accommodation.	M	Capacity challenges (including staff sickness and maternity leave) have placed the Housing Solutions team under significant pressures. Crisis management continues to demand a resource intensive priority. We also continue await Senedd direction on resource priorities. We are working closely with Housing Benefits to adopt a more flexible approach to DHP payments to avert crisis but end of year budgetary constraints have limited options. Despite the workforce pressures and external constraints, closer working with Housing Benefits and flexible use of DHPs are helping avert crisis cases. This maintains focus on prevention and mitigates immediate risk while longer term planning continues to evolve.	Green	Jul-26	Mar-27	Apr-26	LW	Significant workforce capacity pressures and sustained demand for temporary accommodation have limited the scope for long term planning activity. The revised target date of March 2027 reflects current operational constraints while maintaining focus on prevention through incremental improvement and partnership working.	
LR88	Audit Wales- Temporary Accommodation	Mark Lawrence	R3 Partnership Working We found that partnership working in preventing homelessness is often not effective. To improve this councils should: • work with their partners to: - identify existing respective roles and responsibilities; - agree how to address gaps in and/or duplication of services; • regularly evaluate the effectiveness of their partnership working for homelessness prevention.	M	Established senior level relationships continue to support coordinated responses to homelessness pressures. Ongoing partnership working helps maintain service resilience, manage risk and respond collectively to supply challenges impacting affordable housing.	Green	Mar-26	Mar-27	Apr-26	LW	Although partnership arrangements remain strong, progress in securing additional housing resources has been slower than anticipated due to market conditions. The revised target date of March 2027 provides a more realistic and deliverable timeframe aligned to capacity, performance and expected progress.	
LR89	Audit Wales- Capital Planning	Matt Bowmer	R1- Councils should review their capital planning arrangements taking account of the issues we have identified in our report, to identify and implement opportunities for improvement. We have developed a checklist (Appendix 4) that councils may find helpful to support this. As part of this, we recommend that councils should focus in particular on: • Ensuring that capital plans and financial statements are informed by a recent, accurate and comprehensive knowledge of the condition of their assets (paragraphs 52 to 57); • Routinely evaluating their capital projects to assess if they have achieved their intended outcomes (paragraphs 87 to 89); • Ensuring that appropriate training is provided to councillors to enable them to take well-informed decisions on, and provide effective oversight and scrutiny of, capital plans and projects (paragraphs 89 to 91).	L	The Vale of Glamorgan reviews its Capital Planning approach on an annual basis and the review ahead of the 2027/28 planning cycle will be undertaken alongside the Audit Wales Capital Planning report. This will be undertaken spring/summer 2026. The Vale of Glamorgan undertakes periodic conditions surveys and will incorporate the most up to date information in its Capital Strategy, the 2027/28 Strategy will be approved by Cabinet in autumn 2026. This is informed by the Council's Corporate Asset Management Plan and regular updates which include details of condition, sufficiency and suitability. The Vale of Glamorgan will build an evaluation process into its quarterly capital programme monitoring, initially focussing on larger value schemes. Additionally, the Capital Bids process is under review to have a greater focus on value for money and outcomes. The Vale of Glamorgan recognises the need for training to ensure effective oversight and scrutiny and will develop a training programme to be delivered alongside the annual review of the Capital Strategy. This will also be built into the Member Induction and Development Programme. Overall, the annual review of capital planning, improved asset condition data and planned evaluation of major schemes will help in strengthening assurance that capital investment delivers intended outcomes and value for money. Enhanced member training will further improve oversight, scrutiny and decision making quality.	Green	Dec-26	Dec-26	Apr-26	RC		

National Regulatory Actions											
Reference	Report	Responsible Officer	Regulatory Recommendation	Priority (H/M/L)	Update	Status	Target date	Revised Target Date	Date of Last Update	Scrutiny Committee	Rationale for Revised target Date
NR7	Local Government Services to Rural Communities	Tom Bowring	R4- To help sustain rural communities, public services need to act differently in the future. We recommend councils do more to develop community resilience and self-help by: - working with relevant bodies such as the Wales Cooperative Centre to support social enterprise and more collaborative business models; - providing tailored community outreach for those who face multiple barriers to accessing public services and work; - enhancing and recognising the role of town and community councils by capitalising on their local knowledge and supporting them to do more; -encouraging a more integrated approach to service delivery in rural areas by establishing pan-public service community hubs, networks of expertise, and clusters of advice and prevention services; - enabling local action by supporting community asset transfer identifying which assets are suitable to transfer, and having the right systems in place to make things happen; and - improving community-based leadership by developing networks of interest, training and coaching, and encouraging volunteering.	M	Through Vale 2030, the Council has clarified how it works with partners and town and community councils, leading to stronger engagement, improved mutual understanding of roles, and increased readiness for collaborative service delivery. Presentations and ongoing dialogue have improved councils’ capacity to participate in asset transfer and local service delivery, strengthening the foundations for more resilient, community led approaches in rural areas. Further progress will embed these changes through Reshaping and a refreshed engagement framework ahead of 2027.	Green	Mar-26	Mar-27	Apr-26	RC	Further work forms part of the PSBs work programme. Target timescales revised to reflect ongoing work in 2026/27.
NR8	Local Government Services to Rural Communities	Phil Chapell Penny Lauder	R1 - Local authorities need to do more to make CATs (Community Asset Transfers) simpler and more appealing, help build the capacity of community and town councils, give them more guidance in raising finance, and look to support other community development models such as social enterprises the support social value and citizen involvement. In addition, we recommend that local authorities monitor and publish CAT numbers and measure the social impact of CATs.	M	The Council has improved the viability of Community Asset Transfers by introducing dedicated officer capacity, clearer governance through the Assets Board, and targeted use of Shared Prosperity Funding. These changes are reducing barriers to transfer, increasing clarity for communities, and directing investment to assets with the greatest potential community benefit. Monitoring and future integration into reshaping activity will further support sustainable community ownership.	Green	Mar-26	Mar-27	Apr-26	RC	This work remains ongoing in 2026/27.
NR9	Local Government Services to Rural Communities	Phil Chapell Penny Lauder	R2 - Local authorities have significant scope to provide better and more visible help and support before, during, and after the community asset transfer process. We conclude that there is considerable scope to improve the business planning, preparation, and aftercare for community asset transfer. We recommend that local authorities: - identify community assets transfer’s role in establishing community hubs, networks of expertise and clusters of advice and prevention services; - work with town and community councils to develop their ability to take on more CATs; - identify which assets are suitable to transfer, and clarify what the authority needs to do to enable their transfer; - ensure their CAT policy adequately covers aftercare, long term support, post transfer support, signposting access to finance, and sharing the learning about works well; and	M	Early work with town and community councils has strengthened understanding of asset transfer responsibilities and opportunities. Planned review of the CAT policy, informed by national direction, will improve long term support, aftercare and consistency. In parallel, the digitised Equality Impact Assessment process is improving the quality and accessibility of decision making insight, enabling the organisation to better understand cumulative impacts and support fairer, more informed asset decisions.	Green	Mar-26	Mar-27	Apr-26	RC	This work remains ongoing in 2026/27
NR33	‘Time for Change’ – Poverty in Wales	Tom Bowring	R7 Streamlining and improving application and information services for people in poverty • We recommend that councils: establish corporate data standards and coding that all services use for their core data; undertake an audit to determine what data is held by services and identify any duplicated records and information requests; create a central integrated customer account as a gateway to services; undertake a data audit to provide refresher training to service managers to ensure they know when and what data they can and cannot share; and review and update data sharing protocols to ensure they support services to deliver their data sharing responsibilities.	H	This regulatory recommendation remains an ambition of the Council and will be progressed in due course. The underpinning approach to coding and consistency in the use of data is an area of focus to be progressed via the Information Governance Board. Whilst wholesale guidance on the sharing of information has not been devised, support is provided to individual teams approaching data sharing arrangements. During the year, for example, work with Citizens Advice has been undertaken regarding referrals as well as exploring the internal sharing of information between teams. This approach will help strengthen the Council's capacity to provide visible, timely support while longer-term system integration continues to develop.	Amber	Mar-26	Mar-27	Apr-26	RC, SW, LW	This work remains ongoing in 2026/27.

Completed Local Regulatory Actions									
Reference	Report	Responsible Officer	Regulatory Recommendation	Update	Priority (H/M/L)	Status	Target Date	Date of Last Update	Scrutiny Committee
LR79	Audit Wales- Urgent & Emergency Care: Flow out of hospital Cardiff & Vale Region	Lance Carver/ Jason Bennett	R1 - To help inform discussions around discharge, the local authorities should capture the risks associated with social care capacity on the provision of services at a local and regional level, including the impact on patient flow out of hospital.	A monthly "check point" data report is submitted to Welsh government which includes a risk rating for both assessment and care capacity.	H	Green - Completed and ongoing	Apr-25	Aug-25	LW
LR80	Audit Wales- Urgent & Emergency Care: Flow out of hospital Cardiff & Vale Region	Lance Carver/ Jason Bennett	R2 - The Health Board, working with local authorities, should update its discharge policy and associated policies, including the choice of accommodation policy, to provide clarity to all staff on how the discharge planning process should work across the region. This should be based on the national guidance issued in December 2023, set out clearly defined roles and responsibilities, and expectations, and reflect the Discharge to Recover then Assess model. The process for updating the policy should include patients and carers.	National policy was updated and the UHB have updated their policy accordingly including patient information leaflets and staff information.	H	Green - Completed and ongoing	Apr-25	Aug-25	LW
LR81	Audit Wales- Urgent & Emergency Care: Flow out of hospital Cardiff & Vale Region	Lance Carver/ Jason Bennett	R5 - The Health Board, in partnership with its local authorities, should ensure it has the necessary arrangements in place to embed and deliver a seven-day working week approach to hospital discharge to minimise unnecessary stays in hospital.	The UHB is yet to fully adopt a full system of 7 day working for consultants, Allied Health professionals, and their discharge team. Local Authority arranged care providers and Vale Community Resource Service all provide care 365 days a year . Emergency duty team provide out of hours social work cover. No evidence to suggest increasing social work presence on weekends would increase discharges from hospital at this time. No additional funding or resources to enable this have been made available. Suggest this action is complete pending review once UHB have embedded the approach.	H	Green - Completed and ongoing	Apr-25	Aug-25	LW
LR82	Audit Wales- Urgent & Emergency Care: Flow out of hospital Cardiff & Vale Region	Lance Carver/ Jason Bennett	R7 -To help inform decision-making and discussions, the Health Board and local authorities should ensure that the Regional Partnership Board has routine access to key performance indicators relevant to effective and timely flow out of hospital, including urgent and emergency care performance within the Health Board and waiting lists for social services and care packages.	Already in place and has been for a long time, in addition all regions have a monthly meeting with Welsh Government to discuss Pathways of Care data.	H	Green - Completed and ongoing	Apr-25	Aug-25	LW
LR76	Audit Wales- Arrangements for Commissioning Services	Matt Bowmer	R1 - To enable the Council to assess and report on value for money of commissioned services, it should ensure that: 1.1 comprehensive options appraisals are routinely undertaken when commissioning services and these include each option's full costs and benefits; 1.2 commissioning decisions: • are supported by appropriate records; • consider short, medium and long-term factors; • are informed by the views of those impacted by the commissioned service; and • include an assessment of risk 1.3 contract monitoring routinely assesses and monitors value for money.	The Audit Wales report has been presented to the Governance & Audit Committee and subsequently to SLT. A cross organisation discussion of the recommendations took place, followed by communication to all Chief Officers emphasising: the need for comprehensive options appraisal across all commissioned activity; thorough documentation and consideration of long-term impacts; incorporation of service user views; and consistent risk assessments and value for money monitoring. Work remains ongoing to embed the above practices consistently across all relevant commissioning activity to enable a council-wide overview of value for money for its commissioned services.	H	Green- Completed and ongoing	Jun-26	Jan-26	RC
LR77	Audit Wales- Arrangements for Commissioning Services	Matt Bowmer	R2 - To avoid duplication and identify opportunities to secure multiple benefits, the council should take account of its own well-being objectives, partners' well-being objectives and the national well-being goals when commissioning services.	Commissioning guidance/ templates have been updated to ensure alignment with the Council's well being objectives, partner organisations' objectives, and national well being goals. Staff have been reminded to complete all relevant sections in Cabinet and Committee reporting templates to avoid duplication and maximise opportunities for shared outcomes. Work remains ongoing to embed the above practices.	H	Green- Complete and ongoing	Jun-26	Jan-26	RC
LR78	Audit Wales- Arrangements for Commissioning Services	Matt Bowmer	R3 - To ensure that the Council identifies opportunities to improve value for money and outcomes it should: 3.1 routinely and consistently evaluate the effectiveness of its commissioning arrangements across the organisation; and 3.2 share learning from commissioning activity across the Council.	Commissioning and contract management are included in the 2025/26 Annual Audit Plan, with a commitment to a rolling annual review. This will support systematic evaluation of commissioning effectiveness and embed learning across the organisation.	H	Green- Complete and ongoing	Jul-26	Jan-26	RC

Reference	Report	Responsible Officer	Regulatory Recommendation	Update	Priority (H/M/L)	Status	Target Date	Date of Last Update	Scrutiny Committee
LR79 (d)	Audit Wales- Corporate complaints – Supporting service improvement	Rob Jones	1.4 improve signposting on how to make a complaint, to help the public to find this information more easily	The complaints page has been reviewed to ensure all content is up to date. Changes have been made to make key information more accessible. Metadata and SEO have been reviewed to ensure page is returned in both site and google search results.	H	Green-Completed and ongoing	Jan-26	Jan-26	RC
LR45	Audit Wales- Application of the sustainable development principle in service areas – Vale of Glamorgan Council	Tom Bowring	The Council should develop its project management toolkit to ensure that those documents help officers to apply the sustainable development principle from the outset.	The project management toolkit has been refreshed to incorporate these aspects and provide a full suite of project documentation and guidance. The team have also prepared a new Teams Channel to accompany the new project management network which has held its inaugural meeting during the quarter and aims to bring colleagues together to share experiences and best practice. Change Management capabilities are being developed to support wider project prioritisation and ensure that projects have the right guardrails to ensure success. Overall, the refreshed toolkit is improving how officers apply the sustainable development principle from the outset, strengthening consistency and decision quality. The accompanying project management network and shared digital workspace are embedding learning and good practice, improving prioritisation and increasing the likelihood that projects deliver intended outcomes.	H	Green-Completed and ongoing	Mar-26	Apr-26	RC

Completed National Regulatory Actions										
Reference	Report	Responsible Officer	Regulatory Recommendation	Update	Priority (H/M/L)	Status		Target Date	Date of Last Update	Scrutiny Committee
NR28	Audit Wales: Equality Impact Assessments (EIA): more than a tick box exercise?	Tom Bowring	Reviewing public bodies’ current approach for conducting EIAs - R4 While there are examples of good practice related to distinct stages of the EIA process, all public bodies have lessons to learn about their overall approach. Public bodies should review their overall approach to EIAs considering the findings of this report and the detailed guidance available from the EHRC and the Practice Hub. We recognise that developments in response to our other recommendations and the Welsh Government’s review of the PSED Wales specific regulations may have implications for current guidance in due course.	New digital EIA process is now live. New guidance has been produced to support colleagues in using this. The new digital form will also soon link to the Let's Talk results dashboard. Work will remain ongoing to embed these practices with a focus on improving transparency, inclusivity, and ensuring policies and decisions are consistently evidence-based.	H	Green-Complete		Mar-26	Jan-26	SW