Year of Audit Name of Audit	Lead Officer	Directorate	Recommendation	Management Response	Action Date Accountability/Reporting to	Previous updates	Mid Year Assessment update 2021/22	Year End Assessment Update 2021/22	Current RAG Status	Open/Closed
2017-18 Scrutiny Fit for the Future	Gary Jones	G&L	The Council should build on its experience of using different ways of working to consider more innovative methods for undertaking scrutiny activity.			Feb 2020 - Scrutiny undertook an internal review of the existing ways of working to consider their feasibility for future use. This review was then supplemented at a regional workshop designed to share good practice and to identify innovative ways of working in the future. Appropriate methods of working would be used, although these may be need to be adapted to reflect the situation and available resources.	a		Green	Closed
2017-18 Scrutiny Fit for the Future	Gary Jones		The Council should consider the skills and training that scrutiny members may need to better prepare them for current and future challenges and develop and deliver an appropriate training programme, including providing additional training on the Well-Being of Future Generations (Wales) Act.			Feb 2020 - The rollout of the corporately delivered Member learning sessions has been delayed as a result of the Covid-19 pandemic. The Member development programme for 2021 is being developed and will include the delivery of this Member Development activity. Dec 2020 - An initial member development pilot session relating to the Welllbeing of Future Generation Act has been undertaken. Further sessions are planned to be delivered corporately.	be	April 2021 - Opportunities to deliver Wellbeing of Future Generations act training will be included in the 2021-22 Member development programme. A detailed programme for Member induction in 2022 is being developed to incorporate all relevent training for Elected Members	Green	Closed
2017-18 Scrutiny Fit for the Future	Gary Jones	G&L	The Council should make scrutiny committees' forward work programmes more accessible to the public and consider how it can involve the public in its scrutiny activity more effectively.			Feb 2020 -Scrutiny Work Programmes have been made available online since January 2019 although the orginal procedure was subsequently reviewed and a less burdensome process has been put in place.			Green	Closed
2017-18 Scrutiny Fit for the Future	Gary Jones		The Council should publish final versions of scrutiny committee meeting minutes on its website in a more timely manner.			Feb 2020 - The timely production of minutes has been monitored and revised, however, recent increases in workload from Educational Appeals have required the process to be reviewed again, as the original timelines became unachievable. Following a further period of monitoring, it is anticipated that the timeliness of the production of minutes may not improve significantly, but the consistency of their production will. Dec 2020 - Regulation changes arising from the Covid-19 pandemic have led to the introduction of a revised arrangement for the production and publication of a minimal set minutes within 5 days of the meeting. Following the end of the Covid regulations, a period of management monitoring will still be required to determine a suitable timescale for the production of minutes.		April 2021 - Management data is being collected to identify appropriate timescales for the production and publicated of draft minutes for all Committees.	Green	Closed
2017-18 Scrutiny Fit for the Future	Gary Jones		The Council should review the type of scrutiny support required to enable the scrutiny function to respond to current and future challenges.			Feb 2020 The WAO report concluded that scrutiny arrangements are well-developed and supported by a culture that makes them well-placed to respond to current and future challenges. There is an ongoing assessment of the type of scrutiny support required to respond to future challenges.	t		Green	Closed
2018-19 Delivering Capital Ambition	Dean Thomas / Gary Jones	G&L	The Council needs to strengthen the role of scrutiny in engaging with and challenging the delivery and impact of the Programme to increase accountability and help provide momentum					April 2021 - The Council's Scrutiny function considered the Council's Recovery and Renewal Framework, which prersents a revised and updated approach to organisational change, with the "Organisational Recovery and Renew report focusing specifically on public service reform. The Scrutiny Work Programing processes will reflect the new priorities and commitments established with the reports. Audit Wales has also identified that the Scrutiny Service "Fit for the Future" which will ensure that there is is effective challenge and accountability of this programme.	Croon	Closed
Delivering Capital Ambition	Gareth Newell	P&C	The Council would benefit from a review of the Capital Ambition Delivery Programme management arrangements alongside others that support delivery of the Corporate Plan such as the Directorate Delivery Plans				The Council reviewed the management arrangements for the Delivering Capital Ambition team in early 2020 leading the the creation of a new Performance and Insight team aligning data analy and service change capacity in the Delivering Capital Ambition team with that in the corporate performance and research teams.	April 2021 - In May 2021 the Cabinet established a 12 month 'Capital Ambition: Recovery and Renwal Programme that will support the Council in adapting it's core operating model in response to the new challenges and opportunities of the post-pandemic operating environment. https://cardiff.moderngov.co.uk/ieListDocuments.aspx?Cld=151&MId=4316&Ver=4	Green	Closed
2018-19 Delivering Capital Ambition	Dean Thomas		The Council could do more to assess the extent to which the Capital Ambition Delivery Programme is contributing to the achievement of the Council's £91m savings target and make links to the medium term financial plan			December 2020 Delivering Capital Ambition programme and capacity, and refocussed them around corporate improvement priorities, as defined in the Corporate Plan and budget.			Green	Closed
2018-19 Transport Vision	Matthew Price	PT&E	Long Term (The Council has a good understanding of current and future need. However, the potential impact of the Metro and the Council's other priorities should be factored into any long-term interventions)	Benchmarking of transport solutions with national and international cities.	. Ongoing	Dec 2020- Work on the Transport White Paper programme is progressing, with development/delivery of some White Paper schemes (e.g. cycleways) underway. The response to Covid-19 has had a marked impact on delivery programmes, active as a spur to the delivery of a number of elements - namely pop-up cycleways, School Streets and rollout of 20mph limits - in order to support requirements for social distancing and safe access to outdoor space. The urgent need to support sustainable travel as part of the emergency response to the pandemic has kept delivery of the long term goals of the the White Paper in focus while accelerating progress of a number of White Paper priorities, such as strategic cycleways. This work has been assisted by the development of the Council's draft One Planet Strategy, a strategic response to the Climate Emergency, with Transport as one of seven key themes. Benchmarking of best practice in cities has been ongoing during the response to Covid-19, with ideas from global cities sought during the development of Cardiff's Recovery Strategy. Partnership working with major employers and other key stakeholders has also been integral to identifying and delivering measures to support the programme for a safe recovery response. Close working relationships with the Welsh Government, Transport for Wales, Local Authorities and City Region have been maintained throughout on major projects, including the South East Wales Metro and other initiatives, such as School Streets, which have been a notable aspect of Cardiff's Covid-19 transport response. Cardiff's leadership in delivering 9 ne		April 2021 - This action is now closed. The below actions are embedded in policy and scheme development. Benchmarking of best practice in other cities is a well established practice within the transport teams and is carrie out on an ongoing basis. It is integral to the design and development of projects including the consideration and assessment of options, through the WelTAG appraisal process and the design of solutions. For example, the segregated cycleways are being designed with reference to design solutions and learning developed in other UK ci with respect to specific technical features such as low level signals and floating bus stops. Similarly, the approach being taken to the development of Smart Corridors draws upon the experience from schemes implemented in oth UK cities. Knowledge and learning from these schemes is gained through engagement with consultants/officers responsible for their delivery including specialist technical workshops.	ties Green	Closed
2018-19 Transport Vision	Matthew Price	PT&E	l l	Fully articulate in the White Paper the interdependencies between the long-term transport plans for the City and the successful implementation of the Metro.	·	School Street projects since lockdown (and preparing plans for a further 13 schemes) has resulted in WG providing a new funding stream for the roll out of School Streets across Wales. Cardiff Council is helping Welsh Government to prepare the guidance for this and providing technical advice and support to local authorities in the Cardiff Capital Region and across Wales. The Council published Cardiff's Transport White Paper: Transport Vision to 2030, "Changing how we move around a growing city" in January 2019. The paper acknowledges the importance of the Metro and other long-term interventions, and its preparation involved benchmarking of best practice in cities around the work as well as a scoping study of potential funding mechanisms. The White Paper has informed the Council's refresh of Capital Ambition, with the response to the Clima Emergency being pushed up to the top of the policy agenda. Regular close working relationships with the Welsh Government, Transport for Wales, Local Authoritie and City Region are progressing, along with a programme of study work and preparation of business cases for short, medium and long-term investment in active	nd, ate	April 2021 - This action is now closed. The interdependencies between the long-term transport plans for the City at the successful implementation of the Metro are fully and clearly articulated in the Transport White Paper, publish in 2020. The Chapter, "A Capital City that works for Wales: supporting the wider region" recognises how rapid but links and new Metro lines/stations across the South East Wales Region could change the way people travel. The B Strategy which is currently being developed through extensive consultation will further enhance the understanding the interdependencies.	ed JS Green	Closed
2018-19 Transport Vision	Matthew Price	PT&E	s	Work with the Welsh Government, Cardiff City Region and partners supported by Cardiff Council match funding to ensure long-term investment in sustainable travel behaviour change activities and initiatives.	Ongoing	travel, bus and tram-train Metro improvements. The cross-rail and circle line improvements are key priorities identified to be progressed.		April 2021 - This action is now closed. The White Paper provides a sound basis for programming future project delivery and securing the long term investment required via Welsh Government and other sources. In the most re round of annual bidding for WG transport grants, the Council secured over £15m towards delivery of key Transport White Paper projects in 2021/22 which is more funding than ever secured by the Council for a single financial year Council officers have well-established working relationships with key officials in Welsh Government, Transport for Wales and neighbouring local authorities both individually and collectively through the working arrangements of the Cardiff Capital Region. Officers are working through these networks to develop a number of projects geared towards supporting sustainable travel behaviour. Examples of this include the collaboration between Cardiff Council and Rhondda Cynon Taff to develop proposals for the North West Corridor that will facilitate sustainable travel into Caffrom the wider region and the current collaboration on a WelTAG corridor study between officers from Cardiff, Newport and Vale of Glamorgan Councils and Transport for Wales as part of work to implement the Burns	cent t ne ds	Closed
								Commission recommendations. The partnership arrangements supporting this work are well established and will continue.		
2018-19 Transport Vision	Matthew Price		Integration		Sep-19	Dec 2020 -Cardiff's Transport White Paper emphasises the national and regional importance of improving access to regional destinations. The Chapter, "A Capital Ci that works for Wales: supporting the wider region" recognises how rapid bus links and new Metro lines/stations across the South East Wales region could change the way people travel. It emphasises the need to shape our behaviour and point towards the actions we will all have to take to save the planet for our children and grandchildren. Through the partnership working in the region that is taking place, the right transport infrastructure will be put in place to provide real choices for people travelling into Cardiff from the wider region. The joint WelTAG study work with Partners is ensuring that the five ways of working and aspirations of the Well being of Future Generations Act are being supported. Current key joint studies include the North West Corridor, Cross-Rail, Circle Line and Central Station. Additionally, the Council is collaborating with the Welsh Government, Transport for Wales, local authorities, City Region, Public Health Wales, professional institutions and key stakeholders in the promotion and adoption of best practice in relation to active travel, public transport, sustainability initiatives and regeneration (Cardiff Barrage Link/Penarth Headland Link and Nextbike with the Vale of Glamorgan, North West Corridor, Taff Trail and P&R with Rhondda Cynon Taf, Eastern Corridor Study and Active Travel Corridor with Newport).		April 2021 - This action is now closed. Cardiff's Transport White Paper explicitly highlights the interdependence of Cardiff's transport plans and the plans for the city region in reducing travel into Cardiff. It states "While bold, these proposals are also necessary, especially if we are to manage the city's growth in a sustainable way. Given its importance in keeping the capital city – and the city-region moving and working - then these proposals are of national importance". (Chapter 1 The Cardiff Metro page 10). "A Capital City that works for Wales: supporting the wider region" recognises how rapid bus links and new Metro lines/stations across the South East Wales region could change the way people travel. Working arrangements with the transport industry, other local authorities, Transport of Wales and Welsh Government are well established to ensure key strategic infrastructure projects such as the South Wales Metro will be delivered in a way which addresses Cardiff's key transport challenges and helps drive the economy of South East Wales which is so crucial to the wider Welsh economy.	d Green	Closed
2018-19 Transport Vision	Matthew Price	PT&E	s C	Ensure that the White Paper is specific about how the aspirations of the Well-being of Future Generations Act will be supported and the five ways of working applied.	Sep-19	The aspirations of the Well-being of Future Generations Act and five ways of working are being applied through the development and delivery of schemes. Collaboration is continuing with key partners through the joint key studies outlined previously and the delivery of initiatives such as the expansion of the Nextbike scheme to the Vale of Glamorgan, which has now been implemented. Additionally, a Resilient Growth Programme Board has now been established to take forward planning, transport and environment related actions in partnership with the member organisation of the Public Service Board, and the Healthy Travel Charter is being developed and promoted in partnership with Public Health Wales. Within the Council itself, the Council's transport team is working very closely with the Schools Organisation Planning team so that delivery of the new school developments remains fully integrated with the Council's Capital Ambition commitment to ensure the every Cardiff School has an Active Travel Plan by 2022. These Council teams are also working to ensure that access to new schools by active modes is maximised through the provison of infrastructure that meets the quality requirements of the Active Travel Act.	ng engage en an en	April 2021 - This action is closed, as the WBFG and the five ways of working are embedded and applied in all futur projects and schemes. As per December Update: The aspirations of the Well-being of Future Generations Act and ways of working are being applied through the development and delivery of schemes. Collaboration is continuing key partners through the joint key studies outlined previously and the delivery of initiatives such as the expansion the Nextbike scheme to the Vale of Glamorgan, which has now been implemented. In addition, a Resilient Growth Programme Board has now been established to take forward planning, transport and environment related actions partnership with the member organisation of the Public Service Board. The Healthy Travel Charter developed and promoted in partnership with Public Health Wales. Within the Council itself, the Council's transport team is working very closely with the Schools Organisation Planning team to ensure that delivery of the new school developments fully integrated with the Council's Capital Ambition commitment to ensuring that every Cardiff School has an Active	rive with of in Green g is	Closed
2018-19 Transport Vision	Matthew Price	PT&E		Build upon emerging city-regional governance arrangements, alongside the Welsh Government, Transport for Wales and key stakeholders to agree priorities for transport and land use investment in the Capital Region.	Ongoing			Travel Plan by 2022 and that access to new schools by active modes is maximised through the provision of infrastructure which meets the quality requirements of the Active Travel Act. April 2021 - This action is closed. Regular steering and working groups have been established and Cardiff Council continues to participate in their work in cooperation with the Welsh Government, Transport for Wales, Local Authorities and City Region to progress studies and the preparation of business plans for Cardiff Metro improvement For example, there are four working groups established through the Bus Emergency Scheme involving WG, TfW, Ica authorities and bus operators, to reform the bus network.	ents.	Closed
			c	Create opportunities for the full diversity of stakeholders and underrepresented groups to be involved in the design of transport interventions.	Ongoing	Dec 2020 - The Council has been actively involved in developing Cardiff's Child Friendly City programme, working with key stakeholders and liaising with the Cardiff Youth Council to identify opportunities for involving children and young people in the development and design of transport interventions. Extensive stakeholder engagement has informed the development and design of the major transport infrastructure projects currently planned for the City Centre, including road safety, segregated cycleway and bus priority improvements associated with addressing poor air quality as part of the Clean Air Plan. Engagement plans include involvement or invitations to include disabilities, RNIB, Hearing, Age Groups, Ethnicity, Gender equality, LGBT, Religious, Charities, Businesses, Transport Operators, Emergency Services, Traveline Cymru, Councillors, Community and Interest Groups, Property Developers, Universities, Public Health Wales, Leisure/Sport, Hotels, Retail, Press/Social Media and General Public. The Council is also working closely with Public Health Wales to engage with Public and Private Sector organisations in the implementation of the jointly developed Healthy Travel Charter. The Council has undertaken extensive engagement with children and young people in the preparation and promotion of the Active Travel Schools and School Streets programmes, with increased staff resources dedicated to deliver it. Opportunities to				
2018-19 Transport Vision	Matthew Price	PT&E	Involvement (Extensive, independent and well-resourced consultation process undertaken with significant response to the 'Big Ideas'. However, there is scope for clearer involvement of the full diversity of citizens in the design of interventions)			improve engagement with citizens are being developed utilising best practice advice from sources such as www.communityplanning.net, the Well-being of Future Generations website and National Principles for Public Engagement. In some circumstances, it needs to be recognised that the delivery timescales and funding allocations limit the scope of the engagement that may be achievable. Overcoming consultation/engagement overload has been challenging and partly addressed through targeted sessions, which have proven successful, albeit highly time and resource intensive. Despite the challenges presented by Covid-19 and the need for an urgent response to the impacts arising from this, consultation and engagement have been carried out on a significant range of schemes, both pre-programmed and those developed as part of the Covid response. This work has included the rapid transition from face-to-face to online forums. Extensive stakeholder engagement has continued on major city centre schemes, in addition to cycleway proposals and more localises schemes, such as footway widening and School Streets. The Active Travel to Schools programme has undergone significant development during the last quarter, again with a transition to online support and with the notable expansion of the School Street programme and measures to facilitate the safe return to schools (e.g. supporting social distancing). Welsh Government support has enabled the use of the 'Commonplace' online mapping tool to support the development of the Active Travel Integrated Network Map.	rd		Green	Open
2018-19 Transport Vision	Matthew Price	PT&E	t	Establish tailored and iterative design processes for co-production of transport schemes and initiatives that provide opportunities for citizen involvement.	Ongoing			April 2021 - This action is closed. The Council continues to provide tailored and iterative design processes for coproduction of transport schemes and initiatives that provide opportunities for citizen involvement. An example of is the recent early engagement on route options for Cycleway 4.2 which included online community and stakehold engagement sessions. The feedback from this exercise is now shaping the routing and design options. Similarly, the use of the Commonplace online engagement tool to obtain public input to the new Active Travel Network Plan that the Council is developing for submission to WG in December 2021. These example demonstrate that the principle early citizen involvement in plan and scheme development is now well established.	this ler e Green t	Closed
2018-19 Transport Vision	Matthew Price	PT&E		Build upon emerging city-regional governance arrangements, alongside the Welsh Government and Transport for Wales to enable modal shift, capitalising on the Cardiff Metro investments.	Ongoing	Dec 2020 - Regular steering and working groups have been established in cooperation with the Welsh Government, Transport for Wales, Local Authorities and City Region to progress studies and the preparation of business plans for Cardiff Metro improvements. The Council chairs quarterly Resilience Growth/PSB Programme Board meetings at a senior level with Natural Resources Wales, Emergency Services, Public Health Wales and Cardiff Third Sector Council, sharing best practice, knowledge and information. Cardiff Council undertakes monitoring of air quality at 9 schools in Cardiff as part of the Citizens Science Project funded by Natural Resources Wales; the progress report will be published in Sep 2020. Additionally, the Council participates in the Air Quality Forum on a quarterly basis, which involve actions in relation to monitoring and task and finish groups. Public Health Wales continues to work closely with Officers on a weekly basis, providing input to the White Paper and acting as an ongoing key partner in delivering initiatives and promotional activities.		April 2021 -This action is closed. Regular steering and working groups have been established and Cardiff Council continues to participate in their work in cooperation with the Welsh Government, Transport for Wales, Local Authorities and City Region to progress studies and the preparation of business plans for Cardiff Metro improvement For example, there are four working groups established through the Bus Emergency Scheme involving WG, TfW, Id authorities and bus operators, to reform the bus network.	ents.	Closed
2018-19 Transport Vision	Matthew Price	PT&E	F	Explore opportunities to build upon the existing relationships with Natural Resources Wales through the Public Services Board, Air Quality Forum and Schools Monitoring Programme.	I Ongoing			April 2021 -This action is closed. The Council has established a Climate Emergency Programme Board to achieve carbon reduction and enhance social value of projects in collaboration with PHW, NRW, PSB, third sector organisations (e.g. C3SC), large employers such as Western Power and other utilities companies, NHS, Cardiff University, South Wales Police, South Wales Fire Service. The Board sets actions to reduce carbon emissions, for example, relating to converting fleets to low emission vehicles and staff trave	Green	Closed
2018-19 Transport Vision	Matthew Price	PT&E		Continue to work with Public Health Wales during the preparation of the White Paper.	Ongoing			April 2021 - The White Paper integrates the public health agenda	Green	Closed

	Action Date Accountability/Reporting to	Previous updates Mid Year Assessment update 2021/22	Year End Assessment Update 2021/22	Current RAG Status Open/Close
Prepare a monitoring strategy that identifies the effectiveness of sustainable travel and air quality interventions and quantifies the variance and accuracy in the measures.		Dec 2020 - Cardiff's Transport White Paper has identified more ambitious sustainable travel targets, with 63% of Cardiff residents travelling to work by sustainable modes in 2025 and 75% in 2030. The methodology for measuring achievement towards the target was independently audited in November and December 2019. The audit identified that although the techniques and sample sizes used in the surveys are sound, some unintendend consequences of the self-selection survey	April 2021 - This action is ongoing. The Council's sustainable travel targets and method of data collection and scheme monitoring will be reviewed in conjunction with the development of Cardiff's new Local Development Plan. Extensive monitoring is now embedded in strategic projects to measure the impacts on sustainable travel and air quality. For	
Transport Vision Matthew Price PT&E (Prevention activity is at the centre of the Green Paper with targets established to monitor the impact of preventative interventions and solutions)		methodology may have introduced bias. Therefore, a more robust methodology will now be developed to minimise bias. Cardiff is participating in the South East Wales Transport Model Working Group with Transport for Wales, which may present opportunities for joint data collection and the development of a more comprehensive monitoring programme. The Coucil's sustainable travel targets and method of data collection will also be reviewed as part of the comprehensive review of Cardiff's Local Development Plan. The LDP review will also seek to maximise opportunities to introduce alternatives to private car use from the outset of	example, the Castle Street project incorporates a detailed monitoring plan.	Green Closed
Continue to plan and monitor the prioritised phasing of sustainable transport interventions for new developments to prevent reliance on car use from the outset.		the occupation of development, potentially through 'Mobility As A Service' or other technology solutions/initiatives and early deliverable infrastructure interventions. Scheme specific monitoring plans are also included within each project. The Clean Air Plan in the city centre will include the installation of a full real-time monitoring station on Castell Street and five other partial real-time locations to measure changes in dispersion. The Healthy Travel Charter, developed in partnership with Cardiff Public Services Board and Cardiff and Vale University Health Board, is providing a platform for the promotion of the health and environmental benefits for modal	April 2021 - This action is closed. Sustainable transport interventions needed to mitigate the impacts of development are assessed through the development control process. The phasing of the improvements and initiatives are established through Section 106 agreements and included in the delivery programme and financial monitoring for new	
2018-19 Transport Vision Matthew Price PT&E Prevention		shift. The Council has published an updated "Keeping Cardiff Moving" website (www.keepingcardiffmoving.co.uk) to provide information and promote sustainable travel. The Council is working closely with the Welsh Government, Transport for Wales, Traveline Cymru and key partners on a publicity campaign to encourage the use of sustainable travel during the period of construction works in the city centre associated with the Clean Air Plan. The LDP review is underway, although due to Covid-19, it has an altered timescale. It is still anticipated that the Council's sustainable travel targets and method of	developments.	Green Closed
Continue to target sustainable and active travel interventions where the air quality is worst.	ngoing	data collection will be reviewed as part of this process. Scheme specific monitoring plans are ongoing. Keeping Cardiff Moving has been further developed to provide additional resources, particularly in relation to active travel to schools, and the Healthy Travel Charter has been rolled out more widely. Work to improve air quality is ongoing, although some interventions have been impacted as a result of Covid-19, such as the planned works in Cardiff city centre. Conversely, other elements have been accelerated (the 'pop-up' cycleway) and reviewed (access for vehicles). Messaging on sustainable travel has altered during Covid-19, due to concerns about use	April 2021 - This action is closed. The Council's interventions to increase active and sustainable travel continues to be informed by ongoing air quality monitoring carried out in support of the Council's Clean Air Plan.	
2018-19 Transport Vision Matthew Price PT&E Prevention		of public transport and UK government guidance advising against using these modes of transportation. An appropriate response to this issue is being considered as part of the wider recovery plans, which includes communicating messages about the safety measures/cleaning regimes which are in place. The uptake of walking and cycling during the lockdowns/Covid restrictions, particularly in local communities, has provided an opportunity to expand messaging about the benefits of active		Green Closed
Expand messaging on the benefits to health and the environment being key rationales for modal shift.	ngoing	modes in improving air quality/reducing traffic noise.	April 2021 - This action is ongoing. The Council continues to promote the health and the environment as key rationales for modal shift through its all its messaging in respect of its transport agenda. For example, the health benefits of active travel are being actively promoted as part of the Active Travel Schools Team's engagement with	
2018-19 Transport Vision Matthew Price PT&E Prevention			schools.	Green Closed
The Council should improve its approach to safeguarding training in		March 2020 - Mechanisms are in place for PC Users. Directorate/Service Areas understand requirments for compliance. Policy and Performance monitors and Training leaflet developed and will be piloted in on directorate area.		
the following ways: • Get staff through mandatory safeguarding training more quickly and take forward the work identified by the Corporate Safeguarding Board to collate a percentage breakdown of safeguarding training		provides monthly compliance reports to individual Directorates/Service Areas. Mechanisms are in place for Non-PC Users, and a process flow chart is under development for dissemination to all Directorate/Service Areas to achieve compliance. Directorates/Service Areas are to send Attendance Sheets to Policy Performance and Academy for monthly compliance monitoring. Policy and Performance collate a percentage breakdown of each Directorate on a quaterly basis. Third Quater figures have been completed and Fourth Quater figures will be available in April 2020. A video is being developed to support awarenss raising of safeguarding		
compliance within each Council Directorate		to staff in an engaging way. December 2020 Performance reporting will be on a monthly basis for all directorates from December 2020. Target set at 85% by the end of March 2020 for employees and members - this does not include non-employees (i.e. Agency staff and governors, needs resolution).		
2018-19 Corporate Safeguarding Finn Madell P&C		Year end 2020/21 7% of staff have completed the module compared to a target of 100% Percentage compliance data is available for permanent staff by Directorate for monitoring. KPI now features in all Directorate Delivery Plans.		Amber Open
		Data now provided at team level to enable targeted action by Directors and Managers. Recognition that compliance remains low in some front facing services, a particular challenge to respond to during the pandemic.		
		Tailored approach now being developed for services with low compliance.		
• Ensure it centrally collates safeguarding training records for those staff and volunteers who have had face to face safeguarding training as well as the e-learning safeguarding training as well as the e-learning safeguarding training as well as the e-learning safeguarding training to be part of the Volunteer module which will be implemented as soon as these chnages have been made which were a late requirement.		March 2020 - Information centrally collated by the Academy for all staff and volunteers. Dec 2020 - Academy collates training for the e-module for permanent employees, including non desk-based staff. Managers are to record on Digigov for employees, but the system needs developing for non-employees, such as agency staff and governors. Additionally, the Digigov volunteer recording function is being built. Academy and Digigov now linked for training. Governor and non perm employees being developed		
2018-19 Corporate Safeguarding Finn Madell/Tracey Thoams Resources/P&C		Year end 2020/21 Academy collates training for the e-module for permanent employees, including non- desk-based staff. However, the system needs developing for non-employees, such as agency staff and governors.		Amber Open
		Additionally, the Digigov volunteer recording function is being built and will be completed in September 2021		
• Clarify when mandatory safeguarding training for staff and members needs to be refreshed		March 2020 - Training levels are being drafted in line with roles and responsibilities. A brief video is being developed to raise staff awareness of safeguarding Councilwide in an accessible way. Those who work directly with citizens will have ongoing CPD requirements. There is reference to individual and manager responsibilty to ensure CPD: all of the workforce will be expected to undertake the e-learning safeguarding training module and any other training relevant to the position that they hold and to renew their qualifications to the highest level.	It was agreed at the Coporate Safeguarding Board in May 2021 that a 3 year training cycle would be implemented, commencing in March 2022.	
2018-19 Corporate Safeguarding Finn Madell P&C		Dec 2020 - For decision at CSB/SMT in Jan 2020; recommended for every three years.		Green Closed
Consider ways in which it could extend its safeguarding training Office for example building on the alegan of Child Council Symbolished and Child Child Child Council Symbolished and Child		Mar 2020 - Corporate Safeguarding meets with relevant colleagues to promote the Safeguarding training. A SBAR exists in relation to recommendations for This work is now a workstream in the Night time economy task and finish group. We are meeting as a smaller group to pull together the various training packages that exist to provide a more cohesive approach. British and the Night time economy task and finish group. We are meeting as a smaller group to pull together the various training packages that exist to provide a more cohesive approach. British and the Night time economy task and finish group. We are meeting as a smaller group to pull together the various training packages that exist to provide a more cohesive approach. British and the Night time economy task and finish group.		
offer, for example building on the planned Child Sexual Exploitation awareness training to be given to taxi drivers, and to provide safeguarding training to (for example) those working in the night time economy		Safeguarding training for escorts and drivers (School Transport). A piece of work is underway with licencing, police and children's services to see how training can be strengthened, including taxi drivers. Vulnerability training is being delivered by the police to night-time economy staff and planning is underway to strengthen this collaboration with the police. Dec 2020 - Covid-19 has delayed progress, however work is underway with key employees to progress in December 2020, linking in licencing, safeguarding,	ntre,	
2018-19 Corporate Safeguarding Finn Madell P&C Year end 2020/21 Implementation delayed by Covid-19. Task and Finish group has been set up in December 2020 to recommence work following		community safety and partnerships and exploitation lead.		Amber Open
pandemic and work is ongoing.				
Accelerate the mandatory completion of Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 (VAWDASV) training.		Dec 2020 - Group 1 – completion rate 65% (education figures are excluded). One online session was offered as part of White Ribbon Calendar of Events, but was cancelled due to low numbers, however individuals due to attend were provided with the online link to complete the training. The Council is awaiting guidance on how to reach staff without access to IT. Group 2 – training rolled out in November. Group 1 continues to be progressed, with a particular focus on school staff, using a variety of methods. Currently waiting on guidance from Welsh Government regarding how to target harder to reach groups of star e.g. cleaners. Group 3 will begin roll-out in Q3. Waiting for publication of independent report into the National Training Framework which may require consieration of changes to delivery. November		
		Sessions offered - 16 Number of places – 320 across Cardiff Council, Vale of Glamorgan Council and Velindre Hospital Numbers attended – 127 (Cardiff figures only) Sessions cancelled – 0		
		December Sessions offered – 18 Number of places – 360 (across the 3 organisations) Numbers attended – 75 with a further 46 healed an (Sardiff figures anh.)		
2018-19 Corporate Safeguarding Natalie Southgate Housing & Communities		Sessions offered – 18 Number of places – 360 (across the 3 organisations) Numbers attended – 75 with a further 46 booked on (Cardiff figures only) Sessions Cancelled – 3 (2 due to low attendance and 1 due to tutor illness) January* Sessions to be offered – 31		Amber Open
		Sessions offered – 18 Number of places – 360 (across the 3 organisations) Numbers attended – 75 with a further 46 booked on (Cardiff figures only) Sessions Cancelled – 3 (2 due to low attendance and 1 due to tutor illness) January* Sessions to be offered – 31 Number of places available – 620 (across the 3 organisations) *These sessions will be advertised in December 2020. Group 3 – Train the Trainer undertaken in Jan 2021; roll out during March 2021. Trainers – the Council requires more trainers across departments for Group 2 and Group 3. RISE specialist VAWDASV service are providing the majority of specialist		Amber Open
2018-19 Corporate Safeguarding Natalie Southgate Housing &		Sessions offered – 18 Number of places – 360 (across the 3 organisations) Numbers attended – 75 with a further 46 booked on (Cardiff figures only) Sessions Cancelled – 3 (2 due to low attendance and 1 due to tutor illness) January* Sessions to be offered – 31 Number of places available – 620 (across the 3 organisations) *These sessions will be advertised in December 2020. Group 3 – Train the Trainer undertaken in Jan 2021; roll out during March 2021. Trainers – the Council requires more trainers across departments for Group 2 and Group 3. RISE specialist VAWDASV service are providing the majority of specialist support required for delivery. Atal Y Fro in the Vale of Glamorgan and the Velindre Safeguarding lead are also providing specialist support, which involves co-facilitation of sessions. April 2021		Amber Open
2018-19 Corporate Safeguarding Natalie Southgate Housing &		Sessions offered — 18 Number of places — 360 (across the 3 organisations) Numbers attended — 75 with a further 46 booked on (Cardiff figures only) Sessions Cancelled — 3 (2 due to low attendance and 1 due to tutor illness) January* Sessions to be offered — 31 Number of places available — 620 (across the 3 organisations) *These sessions will be advertised in December 2020. Group 3 — Train the Trainer undertaken in Jan 2021; roll out during March 2021. Trainers — the Council requires more trainers across departments for Group 2 and Group 3. RISE specialist VAWDASV service are providing the majority of specialist support required for delivery. Atal Y Fro in the Vale of Glamorgan and the Velindre Safeguarding lead are also providing specialist support, which involves co-		Amber Open
2018-19 Corporate Safeguarding Natalie Southgate Housing &		Sessions offered — 18 Number of places > 360 (across the 3 organisations) Numbers attended — 75 with a further 46 booked on (Cardiff figures only) Sessions Cancelled — 3 (2 due to low attendance and 1 due to tutor illness) January* Sessions to be offered — 31 Number of places available — 620 (across the 3 organisations) **These sessions will be advertised in December 2020. Group 3 — Train the Trainer undertaken in Jan 2021; roll out during March 2021. Trainers — the Council requires more trainers across departments for Group 2 and Group 3. RISE specialist VAWDASV service are providing the majority of specialist support required for delivery. Atal Y Fro in the Vale of Glamorgan and the Velindre Safeguarding lead are also providing specialist support, which involves co-facilitation of sessions. April 2021 Group 1 e-learning is progressing with 70% completion. Focus is on schools staff where is the largest non-compilance. KPI now included in all Directorate Delivery Plans, with quarterly performance by 'team' allowing active management and targeted action		Amber Open
2018-19 Corporate Safeguarding Natalie Southgate Housing & Communities The Council's corporate safeguarding intranet pages could be		Sessions offered — 18 Number of places > 360 (across the 3 organisations) Numbers attended — 75 with a further 46 booked on (Cardiff figures only) Sessions Cancelled — 3 (2 due to low attendance and 1 due to tutor illness) January* Sessions to be offered — 31 Number of places available — 620 (across the 3 organisations) **These sessions will be advertised in December 2020. Group 3 — Train the Trainer undertaken in Jan 2021; roll out during March 2021. Trainers — the Council requires more trainers across departments for Group 2 and Group 3. RISE specialist VAWDASV service are providing the majority of specialist support required for delivery. Atal Y Fro in the Vale of Glamorgan and the Velindre Safeguarding lead are also providing specialist support, which involves co-facilitation of sessions. April 2021 Group 1 e-learning is progressing with 70% completion. Focus is on schools staff where is the largest non-compilance. KPI now included in all Directorate Delivery Plans, with quarterly performance by 'team' allowing active management and targeted action		Amber Open Green Closed
2018-19 Corporate Safeguarding Natalie Southgate Housing & Communities The Council's corporate safeguarding intranet pages could be strengthened by providing: a link to the Corporate Safeguarding, the lead member for corporate safeguarding and the Corporate Safeguarding.		Sestion of feed—18 Number of places a 350 larross the 3 organisations) Number of places a 350 larross the 3 organisations) Number of places a 350 larross the 3 organisations) Number of places available—67 to with a further 65 booked on (fundiff ligares only) Sessions to the orfifered—31 Number of places available—670 (jacross the 3 organisations) These resources will be develored in the presenter 2002. Serous 5 Train the Lienter andertednen in 35 (20), 10 land during election (only 2 and 5 (20), 2 and 5 (20), 2 and 5 (20), 2 and 5 (20), 3 (20),		
Corporate Safeguarding The Council's corporate safeguarding intranet pages could be strengthened by providing: a link to the Corporate Safeguarding Policy; information on the lead officer for corporate safeguarding the lead member for corporate safeguarding and the Corporate Safeguarding Board; and information on where to report concerns or to find out further information on where to report concerns or to find out further information. The Council should strengthen its Recruitment and Selection Policy in relation to safeguarding and safe recruitment.		Section of First 4-12 Minument of places 3 originates only Minument of places 3 originates only Minument of places 3 originates only Minument of places 3 originates 3 origina	and	Green Closed
Corporate Safeguarding The Council's corporate asleguarding intranet pages could be strengthened by providing: a link to the Corporate Safeguarding Policy: information on the lead officer for corporate safeguarding, the lead member for corporate safeguarding and the Corporate Safeguarding Bolicy: information on the lead officer for corporate safeguarding the lead member for corporate safeguarding and the Corporate Safeguarding Bolicy: The Council should strengthened by providing: a link to the Corporate Safeguarding, the lead member for corporate safeguarding and the Corporate Safeguarding Board; and information on where to report concerns or to find out further information. The Council should strengthen its Recruitment and Selection Policy in April 2021 update - Recruitment and selection policy being finalised for consultation with SMT and Trade Unions during May 21.		Facinity of places — 38 (persons the Single-Institution (places)—38 (persons the Single-Institution (places)—38 (persons the Single-Institution (places)—38 (persons)—38 (persons the Single-Institution (places)—38 (persons)—38		
2018-19 Corporate Safeguarding Finn Madell P&C The Council's corporate safeguarding intranet pages could be strengthened by providing: - u link to the Corporate Safeguarding Policy: - information on the lead officer for corporate safeguarding and the Corporate Safeguarding and safe recruitment and Selection Policy in relation to Safeguarding and Safeguard		Section of the Control of Control	Task and Finish Group established. Key documents have been reviewed, including existing procurement practice in relation to safeguarding, development of a tiered risk based safeguarding set of procurement templates/guidance, development of a Contractors Safeguarding Policy and a review of safeguarding training provision / requirements for contractors. Consultation and feedback is being undertaken with the wider team and will be incorporated into the	Green Closed
2018-19 Corporate Safeguarding Time Council's corporate safeguarding intranet pages could be strengthened by providing: a link to the Corporate Safeguarding Pilot Madell P&C The Council's corporate safeguarding intranet pages could be strengthened by providing: a link to the Corporate Safeguarding Policy; a link to the Corporate Safeguarding Policy; a link to the Corporate Safeguarding Policy; a link to the Corporate Safeguarding and the Corporate Safeguarding the lead member for corporate safeguarding the lead member for corporate safeguarding the lead member for corporate safeguarding and the Corporate Safeguarding Safeguarding the lead member for corporate safeguarding the lead member for corp		Seasons device—3 to Blacke the 5 organizations) Chancer of shorts—8 to Blacked the 5 organizations) Chancer of shorts—8 to Blacked the 5 organizations) Chancer of shorts—1 to Blacked the 5 organizations) This control is a bit finite and existence and it fine in local price between the 5 organizations) This control is a bit finite and existence and it fine in local price between the 5 organizations) This control is a bit finite and existence and it fine in local price between the 5 organizations) This control is the 5 organization of the 5 organizations of the 5 o	Task and Finish Group established. Key documents have been reviewed, including existing procurement practice in relation to safeguarding, development of a tiered risk based safeguarding set of procurement templates/guidance, development of a Contractors Safeguarding Policy and a review of safeguarding training provision / requirements for contractors. Consultation and feedback is being undertaken with the wider team and will be incorporated into the documents following on from this. An update on progress was presented to Corporate Safeguarding Board by the Head of Procurement in May 2021.	Green Closed
The Council should strengthen to safeguarding and selection Policy in reaction to safeguarding. Tracey Thurnan Resources The Council should strengthen its safeguarding contractual provisions by the growth of the safeguarding. Steve Rubbisson Resources The Council should strengthen its safeguarding contractual provisions by the growth of the safeguarding and selection policy in reaction to safeguarding saf		Extend 1-12. Big Storage data positional (inclined and positional form) (inclined and positio	Task and Finish Group established. Key documents have been reviewed, including existing procurement practice in relation to safeguarding, development of a tiered risk based safeguarding set of procurement templates/guidance, development of a Contractors Safeguarding Policy and a review of safeguarding training provision / requirements for contractors. Consultation and feedback is being undertaken with the wider team and will be incorporated into the documents following on from this. An update on progress was presented to Corporate Safeguarding Board by the Head of Procurement in May 2021.	Green Closed Closed
2018-19 Corporate Safeguarding The Council's corporate safeguarding intranet pages could be trengthened by providing: In the Council solve of the Council		Security of the control of the contr	Task and Finish Group established. Key documents have been reviewed, including existing procurement practice in relation to safeguarding, development of a tiered risk based safeguarding set of procurement templates/guidance, development of a Contractors Safeguarding Policy and a review of safeguarding training provision / requirements for contractors. Consultation and feedback is being undertaken with the wider team and will be incorporated into the documents following on from this. An update on progress was presented to Corporate Safeguarding Board by the Head of Procurement in May 2021.	Green Closed Closed
The Council's corporate seleguarding Communities The Council's corporate seleguarding intranet pages could be determined by providing a link to the Council sold interest pages of the lead nemeror for promote seleguarding Policy; a link to the Council sold interest pages of the lead nemeror for promote seleguarding Policy; a link to the Council sold strengthen is the and office for corporate seleguarding Policy; a link to the Council sold strengthen is the columns seleguarding policy; a link to the Council sold strengthen is the columns seleguarding and selection policy being trained for consultation with SMT and Trade Unions during May 21. The Council sold strengthen is seleguarding and sele recruitment and Selection Policy in consultation with SMT and Trade Unions during May 21. The Council sold strengthen is seleguarding contractual provision. April 2021 update. Task and Frinch Group established and due to report by being more epolic sold its seleguarding contractual provision. April 2021 update in this droup established and due to report by being more epolic sold its seleguarding contractual provision. April 2021 update in this droup established and due to report by being more epolic sold its seleguarding contractual provision. April 2021 update in this droup established and due to report by being more epolic sold its seleguarding contractual provision. April 2021 update in this droup established and due to report by being more epolic sold its seleguarding contractual provision. April 2021 update in this droup established and due to report by being more epolic sold its seleguarding contractual provision. April 2021 update in this droup established and due to report by being more epolic sold in the council sold entire in this droup established and due to report and the council sold entire in this seleguarding contractual provision. April 2021 update in this droup established and due to report and the council sold entires in the council sold entires. The Council should strengthen in the above record and m		Ease will find at 35 months of pagin stands of the control of	Task and Finish Group established. Key documents have been reviewed, including existing procurement practice in relation to safeguarding, development of a tiered risk based safeguarding set of procurement templates/guidance, development of a Contractors Safeguarding Policy and a review of safeguarding training provision / requirements for contractors. Consultation and feedback is being undertaken with the wider team and will be incorporated into the documents following on from this. An update on progress was presented to Corporate Safeguarding Board by the Head of Procurement in May 2021.	Green Closed Green Closed Closed
The Council social strengthen its safeguarding of tracey Tracey The Council social strengthen its safeguarding of the concentral safeguarding and the Concentral safeguarding of the Council social strengthen its safeguarding of the Council social strengthen its safeguarding and the Concentral safeguarding and safeguarding and safeguarding and safeguarding and safeguarding and safeguarding and safeguarding contractual provisions. The Council social safeguarding and safeguarding contractual provisions with 3xM and trade Uniter abundance of the Safeguarding and safeguarding partners results as a safeguarding contractual provisions. The Council social safeguarding partners results as a safeguarding contractual provisions with 3xM and trade Uniter abundance of the Safeguarding of the Safeguarding partners results as a safeguarding contractual provision with 3xM and trade Uniter abundance of the Safeguarding of the Safeguarding partners results as a safeguarding partners results and safeguarding provisions of r		State of the Control of State and Additional Control of State	Task and Finish Group established. Key documents have been reviewed, including existing procurement practice in relation to safeguarding, development of a tiered risk based safeguarding set of procurement templates/guidance, development of a Contractors Safeguarding Policy and a review of safeguarding training provision / requirements for contractors. Consultation and feedback is being undertaken with the wider team and will be incorporated into the documents following on from this. An update on progress was presented to Corporate Safeguarding Board by the Head of Procurement in May 2021.	Green Closed Green Closed Closed
Property Strength of the Control Strength of the Con		For the Control of th	Task and Finish Group established. Key documents have been reviewed, including existing procurement practice in relation to safeguarding, development of a tiered risk based safeguarding set of procurement templates/guidance, development of a Contractors Safeguarding Policy and a review of safeguarding training provision / requirements for contractors. Consultation and feedback is being undertaken with the wider team and will be incorporated into the documents following on from this. An update on progress was presented to Corporate Safeguarding Board by the Head of Procurement in May 2021.	Green Closed Green Closed Closed
District Surgicial Surgicians for Communities The Made!		Secure of the Control of the probability of the control of the probability of the control of the probability of the control of	Task and Finish Group established. Key documents have been reviewed, including existing procurement practice in relation to safeguarding, development of a tiered risk based safeguarding set of procurement templates/guidance, development of a Contractors Safeguarding Policy and a review of safeguarding training provision / requirements for contractors. Consultation and feedback is being undertaken with the wider team and will be incorporated into the documents following on from this. An update on progress was presented to Corporate Safeguarding Board by the Head of Procurement in May 2021.	Green Closed Green Closed Amber Open
Property Strength of the Control Strength of the Con		For the Control of th	Task and Finish Group established. Key documents have been reviewed, including existing procurement practice in relation to safeguarding, development of a tiered risk based safeguarding set of procurement templates/guidance, development of a Contractors Safeguarding Policy and a review of safeguarding training provision / requirements for contractors. Consultation and feedback is being undertaken with the wider team and will be incorporated into the documents following on from this. An update on progress was presented to Corporate Safeguarding Board by the Head of Procurement in May 2021.	Green Closed Green Closed Amber Open
2013 2D Concords Stringsarding Tribung Thomas Stringsarding Tribung Thomas Peacetain P		Extraction of the Control of the Con	Task and Finish Group established. Key documents have been reviewed, including existing procurement practice in relation to safeguarding, development of a tiered risk based safeguarding set of procurement templates/guidance, development of a Contractors Safeguarding Policy and a review of safeguarding training provision / requirements for contractors. Consultation and feedback is being undertaken with the wider team and will be incorporated into the documents following on from this. An update on progress was presented to Corporate Safeguarding Board by the Head of Procurement in May 2021.	Green Closed Green Closed Amber Open
Social State Compared Softwarding Research Compared Softwarding Control Co		Exercised 20 - 2 A Company of the Co	Task and Finish Group established. Key documents have been reviewed, including existing procurement practice in relation to safeguarding, development of a tiered risk based safeguarding set of procurement templates/guidance, development of a Contractors Safeguarding Policy and a review of safeguarding training provision / requirements for contractors. Consultation and feedback is being undertaken with the wider team and will be incorporated into the documents following on from this. An update on progress was presented to Corporate Safeguarding Board by the Head of Procurement in May 2021.	Green Closed Green Closed Amber Open

Year of Audit Name of Audit	Lead Officer Dir	rectorate Recommendation	Management Response	Action Date	Accountability/Reporting to	Previous updates	Mid Year Assessment update 2021/22	Year End Assessment Update 2021/22	Current RAG Status	Open/Closed
2018-19 Environmental Hea	lth I Dave Holland I	When considering how environmental health services matchange in the future, the Council should ensure that the distinction statutory and non-statutory services is clearly documented understood by decisionmakers. This will help to ensure the responsibilities and powers are weighed and prioritised a alongside discretionary services.	between ed and nat statutory			October 2019 - Understanding the distinction between statutory and non-statutory services will provide elected members with some insight into which service are legally mandated. However, to date, the SRS business plans are geared toward outcomes; achieving those outcomes involves using all the tools available. This includes statutes that bestow powers upon the Council, but not duties. When the Joint Working Arrangement was created, it defined services in terms of ensuring public health, helping customers to access information and knowledge and securing a safe, healthy, fair, environment. From the outset, the Councils agreed that this required the use of both statutory and non-statutory legislation to achieve service and corporate goals. Going forward the SRS will incorporate into the Business Plans an indication of the "status" of the services being delivered and a rationale for the prioritisation of those activities. Additionally, when the actions identified in Proposal 1 above are undertaken, officers will ensure that decision makers are apprised of the nature of the service being delivered. April 2021 - The 2021/22 SRS Business Plan will seek to articulate in a clearer manner the distinction between statutory and non-statutory services. However, as indicated in previous years, the SRS business plans are geared toward outcomes; achieving those outcomes involves using all the tools available. This includes statutes that bestow powers upon the Council, and not only duties.			Green	Open
		The Council should introduce greater independent challer level and quality of services provided by the SRS under the Working Agreement.	monitors and provides monthly compliance reports to individual Directorates/Service Areas. Mechanisms are in place for Non PC Users, and a process flow chart is under development for dissemination to all Directorate/Service Areas to achieve compliance. Directorates/Service Areas are to send Attendance Sheets to Policy Performance and Academy for monthly compliance monitoring. Policy and Performance collate a percentage breakdown of each Direcorate on a quaterly basis. Third Quater figures completed, Fourth Quater figures available in April 2020. A			April 2021 - Audit Wales has identified that the Scrutiny Service is Fit for the Future. Effective prioritisation of the Scrutiny Work Programmes is undertaken at each meeting and relevant topics are progressed. Collaboration will be undertaken with partner Authorities to ensure appropriate application of the Joint Working Agreement. Targets have been set within the Scrutiny Service to complete this action by 31st March 2022	ocation of tasks to progress this recommedation within the scrutiny service have been completed and this recommendationis is on track towards completion.			
2018-19 Environmental Hea	Ith Gary Jones	G&L	video is in development to support awareness raising of safeguarding to staff in an engaging way.						Amber	Open
2018-19 Environmental Hea	ith i Dave Holland i	The Council should work with SRS to undertake a review continuity and succession planning arrangements in relat SRS to mitigate the risk of overreliance on key individuals Head of SRS and operational managers. conomic relopment	ion to the			October 2019 - In 2020, the SRS will produce a four year review of the service to supplement the Annual reports. That review will examine trends in service delivery and service demand since inception in 2015. It will also look forward to the likely delivery mechanisms for the next three years, in line with the budget proposals. An examination of the robustness of the operating model and succession planning arrangements will form part of that review. April 2021 - This process has begun through the employing authority's succession planning protocols.			Amber	Open
2018-19 Environmental Hea	lth Gary Jones	The Council should strengthen elected member oversight environmental health services, for example, through more regular scruti services provided by third parties including the SRS.	will support the achievement of this improvement proposal. ny of					April 2021 - Audit Wales has identified that the Scrutiny Service is Fit for the Future. Effective prioritisation of the the Scrutiny Work Programmes is undertaken at each meeting and relevent topics are progressed.	Green	Closed
2018-19 Environmental Hea	lth Gary Jones	The Council should consider introducing more structured targeted development and training opportunities for relevant men may be beneficial in the event of changes in personnel and in are experiencing changes in environmental health legislation, eg air polluti safety/infectious diseases.	of Democratic Services to identify and deliver a programme of briefing sessions/e-learning opportunities that would benefit members across the footprint of the SRS in relation up and coming legislative and policy developments. These briefing sessions/workshops will be incorporated as part of the Member Development Programme.					April 2021 - The member develop programme includes topics prioritised by the Democratic Services Committee. A full induction for Elected Member following the 2022 is being developed which wil include a full programme of topics relating to the services provided by the authority including the SRS. The ongoing development of Elected Members will continue to enhance their knowledge of these services		Closed
2018-19 Environmental Hea	ITN I IJAWA HAIJANA I	The Council should more clearly link any future decisions to service levels to an assessment of impact on relevant stakeholde service users and residents. Whether consultation is necessary, a appropriate means of consulting should be decided on a conomic relopment basis. However, where changes are likely to impact service businesses and local residents, they should be aware of a consulted on these decisions.	ers, including and the most case-by-case ce users,			March 2020 Currently, dialogue with stakeholders is delivered through the annual consultation on the SRS Business Plans where the programme of activities is articulated and developed through that engagement exercise. This process does not currently extend to residents and businesses. It is proposed to extend the customer satisfaction process to include the opportunity to comment upon any proposed changes in service delivery and to engage the corporate consultation mechanisms to collect more information to form part of the decision making process. April 2021 - The consultation process on the SRS Business Plan will commence again this month. The plan is likely to address the means by which the SRS recovers "lost ground" as a consequence of the coronavirus outbreak. Any discussions on changes which may impact service users are more likely to be considered through the budget review process of August 2021			Green	Open
2018-19 Environmental Hea	ITH I I I I I I I I I I I I I I I I I I	The Council needs to build on initiatives, such as the Nois ensure that future funding reductions can be mitigated by and transformation in service delivery and that environm services are able to benefit from new technologies. Establish a clear strategy, vision and clear priorities for lear	y innovation			March 2020 The SRS is undertaking an ICT review in 2020 that will examine how technology can be deployed further to improve service delivery and where possible make financial savings. April 2021 - The ICT review scheduled for 2020/21 has been delayed, but will address the use of new technology to improve service delivery. Dec 2020 The strategy group has been supported with funding from Public Health to engage an independent consultant with experience of delivering Physical	e draft Strategy is complete and will be tested with a number of stakeholder forums throughout October with a view to presenting to Scrutiny and Cabinet in December.		Amber	Open
2019-20 Review of Leisure	O I STEVE MOTEUS I	services, which incorporates consideration of the WFG Adshould be used to guide the delivery of services provided conomic relopment	· · · · · · · · · · · · · · · · · · ·			Activity and Health strategies. Four key themed workshops have taken place and results are being compiled to shape the next steps of the strategy. Furthermore, the establishment a board of cross services professionals will help steer the strategy towards completion in September 2021. Attendance and collaboration has been strong with positive engagement, and the partnership with Public Health covering the Cardiff and Vale of Glamorgan Health Board area is proving particularly positive. April 2021 - The findings of the consultation have been summarised by the working group and presented to the Director of Public Health and the OM for Sport, Leisure and Development at the Council. Next steps have been agreed to develop the draft strategy document and associated key action plans demonstrating clear links to other high level internal and external policies. The high level aims will be presented to the Public Service Board scheduled for July 2021 and taken to Cabinet to ratify the strategy in the Autumn. The final document is still on schedule for a September completion.			Green	Open
		organisations including Cardiff and the Vale Health Board Health and the Third Sector are involved in planning and GLL andother leisure services at a local and regional level	regional and national management are involved as key stakeholders for the emerging Sport, Health and Physical Activity Strategy, along with Public Health and the Vale of Glamorgan Council and their Leisure provider, Parkwood. A multi-agency approach is planned to develop the strategy. - We have put a strong emphasis on Social Value by way of calculating and measuring the impact of attendance in GLL facilities. A number of partnerships are in place to target specific hard-to-reach and under-			partnership with the URDD. Closer alignment to the emerging 21st Century Schools programme is being pursued to ensure duplication is avoided and collaboration is explored, as is further work on the integration of programmes for people with disabilities and alignment to the Disability Sport Wales accreditation programme to achieve Silver status. This involvement in the Strategy's development will help set key areas of focus and targeted delivery with new partners. - GLL have implemented the "listen 360" as a customer feedback system and report on this to the Partnership Board. Additionally, quarterly on-line surveys are carried out and reviewed against previous benchmark data. All centres will hold public open forums to listen to customers views and suggestions. Staff surveys and engagement form a key part of the Business Planning process for each centre. QUEST accreditation also requires robust customer survey information which all centres are working towards.	cal Partnerships have been engaged to carry out a full independent review of the contract including the potential for improved partnership and collaboration. The work will consider both internal and external portunities as well as benchmarking with neighbouring Local Authorities and Core Cities. A number of group forums and one to one sessions have taken place and a workshop is scheduled for October to bring a initial finding to the Senior Group with a view to completing the report and recommendation in November.			
2019-20 Review of Leisure	o I Steve Morris I	other public bodies and Council services, such as Education Care. • Listen to, and involve, service users in the development delivery of GLL and leisure services to ensure they represent the need aspirations of the full diversity of local communities they	required Consultation with customers and key stakeholders is critical in			April 2021 - Stronger links are being forged with Public Health in terms of developing better integrated services and shared facility usage. Existing partnerships have been targeted to understand their needs post COVID-19 lockdown in terms of a return to facilities and if any changes in programming are required as a result. As examples, the immunisation centre for the East of Cardiff is set up in Pentwyn Leisure centre and discussions are ongoing for a NHS physio centre in Llanishen LC. The partnership with Public Health and NHS continues to develop positively. The review of the Service Specification has been initiated and has identified opportunities to be far more targeted to meet customer and partner needs by adapting opening and closing times on a centre by centre basis to respond to need and demand. Further external review will be undertaken through the Local Partnerships review. The "listen and involve" processes will continue as the centres re-open post lockdown and intelligence used to shape programming and customer priorities.			Green	Open
2019-20 Review of Leisure	O I STEVE MINTELS I		chey monitor systematic ACCEPT: The governance and monitoring in place has been reviewed to ensure the contract Service Specification is kept up to date, amended where applicable and responsive to changing trends and habits. The revised Service Specification will also be reported to Cabinet. Client monitoring remains in place and includes weekly officer meetings, quarterly performance reviews with senior officers from both the Council and GLL, and the Partnership Liaison Board, which also meets quarterly with the Cabinet Member for Leisure and Culture and the Cabinet Member for Finance and Resources.			risks escalated to SMT and reported to Cabinet where appropriate.	e impact of COVID is still being understood and therefore the governance arrangements that are in place continue but, with a focus on restarting facilities and reviewing finances to seek support from the Hard nd. Monitoring of the reopening of centres has been a key function of the Client Team who are looking to reset KPIs based on a comparable year which is now likely to be 2022/23 for a realistic post COVID nchmark. Local Partnership have included a review of client management and monitoring and are comparing with other similar contracts in Wales and the UK. Report due to be completed in November.	hip	Green	Open
			focussing on partnership, compliance, introduction of new systems, implementing capital improvements and developing new ways of working.			Dec 2020 The Service Specification is now under review, with weekly meetings taking place between GLL and the Client Management team. The update was taken to Scrutiny and a Cabinet report was brought forward in November seeking authority to make recommendations for varying the Specification to facilitate a more sustainable model of delivery going forward. A number of key changes are being recommended to Cabinet for consideration, such as the transfer of Pentwyn Leisure	e Local Partnerships work, as aforementioned, is near completion and will be presented as a report with recommendations in November. Legal, Procurement and Finance are testing and advising on the ability aske contract variations to improve the sustainability of the contract without compromising the current agreement or procurement rules. VAT implications are being considered to ensure any contract variations to put the Council at serious financial risk as a result of any transfer of facilities or amendments to contractual obligations.			
2019-20 Review of Leisure	O I STEVE MOTEUS I	vision for its leisure services and is in accordance with the conomic relopment	Given that the Service Specification was written before the introduction of the Wellbeing of Future Generations Act, it has been agreed that a review is essential to test whether it is still fit for purpose, meets current trends and needs, and contributes to the Act where possible.			Centre from GLL to Cardiff Blues, which would reduce the financial deficit to GLL by circa £700,000. A staff restructure is also proposed, aimed at reducing fte without adverse impacts on service provision. Receptionists will change to foyer concierge to be more responsive and customer facing, and changes in programming and opening times at each centre will ensure resources are applied to areas of the highest customer need and demand. A Cabinet Report is scheduled for March 2021. April 2021 - A report was presented to Cabinet in March to escalate the current risks associated with the GLL contract and to attain authority to undertake a comprehensive review of the contract and service specification. Local Partnerships are in the process of being appointed to undertake an independent review that will consider the sustainability of the contract and the effectiveness of the service specification in delivering the Council's vision for it leisure services in accordance with the WFG Act. In due course the findings will be presented to SMT, Cabinet, Scrutiny Committee and Audit Committee. At the March meeting, Cabinet also provided authority to progress some initial changes to improve the sustainability of the contract and the service specification.			Green	Open
2019-20 Review of Leisure	O I STEVE MOTEUS I	Ensure that the Council effectively considers the long-term and well-being risks of the leisure contract in its corporat management processes. conomic velopment	m financial e risk NOTED: The Directorate Delivery Plan now includes more robust monitoring and reporting measures of performance and risk. Risks are escalated to the Corporate Risk register and to Senior Management Team; these are reported quarterly.			risk and sustainability. Furthermore, the Cabinet report in November highlighted the current financial difficulties and another report will be taken to Cabinet in March	iks continue to be reported through Directorate Delivery Plan and Corporate Risk quarterly processes. The financial sustainability of the contract is continually under review with colleagues in Finance with GLL pre robust, longer term financial projections completed. Social value and wellbeing targets are aligned to our own Capital Ambition and various policies in the Council. The Hardship Fund has been extended to 22 which is being scrutinised and reported through Finance prior to submission to WG.		Green	Open
2019-20 Review of Leisure	A I Steve Morris I	and timely account of contract performance which include revenue/expenditure.	eive a full ACCEPT: In addition to the current governance structure and reporting to the Partnership Liaison Board, reports are taken quarterly through the Corporate process, and financial performance is monitored effectively and reported through the Corporate Risk Register.			with GLL and Client management to present the impact of Covid-19 on income and expenditure for the current operating year and estimated forecasts for 21/22. Furthermore, a report was taken to Scrutiny Committee to highlight both the general financial position of the GLL contract and the financial impact of Covid-19. A monthly meeting between Council senior accountants and GLL has been introduced based on an open-book approach in response to financial risks linked to Covid-19. April 2021 - As described above, new arrangements have been put in place following the Audit Wales review, and will be further refined by the Local Partnership	Q2 an Officer Workshop was held with Local Partnerships to discuss initial review findings, which will inform service Improvements. A Cabinet briefing to present on findings is scheduled for November 2021.		Green	Open
TOVIEW OF LEISUFE	Dev	relopment				review, to ensure Members have full and transparent sight of the performance of the GLL contract, including any relevant financial information. Management of the contract is now embedded into the Council's performance management framework with new steps included in the Directorate Delivery Plan enabling performance and risks to be reported as part of the corporate quarterly performance reporting. Updates are now presented to SMT and regular reports are made to Cabinet to raise awareness of issues and opportunities. Pre decision scrutiny is undertaken by Scrutiny Committee on Cabinet reports and an annual report at the end of the financial year will also be presented to Scrutiny Committee.			Si Cell	Sp5.1

Year of Audit Name of Audit	Lead Officer	Directorate	Recommendation	Management Response	Action Date	Accountability/Reporting to	Previous updates	Mid Year Assessment update 2021/22	Year End Assessment Update 2021/22	Current RAG Status	S Open/Closed
2019-20 Financial Sustainability	Ian Allwood	Resources	assumptions but needs to consider how it is going to meet its longer term funding gap, including strengthening the links between its	Agreed - More robust savings methodology introduced in advance of the 2020/21 budget with a focus on: a) Efficiency b) Transformation / Service Change · Business case development strengthened, and no savings included in the budget strategy 2020/21 'at planning stage' · Focus on identification and delivery of savings in year, not just as part of an annual budget setting process.			December 2020 - The Report and Findings were taken to Audit Committee on 17 November 2020. Awaiting Provisional Settlement on 22 December 2020. Intended Cabinet Report on Consultation for January 2021.	d		Green	Closed
2019-20 Financial Sustainability	Ian Allwood	Resources	savings, but it will become increasingly challenging to deliver them in the future and the Council needs to strengthen its savings planning	Agreed - Closer working is underway between Performance, Finance, Risk and Service Planning, both in terms of strategy planning and reporting. The critical issue remains the annual nature of funding settlements, inhibiting the ability to provide sufficiently robust longer-term planning.			December 2020 - The Report and Findings were taken to Audit Committee on 17 November 2020. Awaiting Provisional Settlement on 22 December 2020. Intended Cabinet Report on Consultation for January 2021.	d		Green	Closed
2020-21 HMIP Inspection of Yout Offending Services	n Deborah Driffield	Childrens	The Cardiff Youth Offending Service Management Board should ensure it sets the strategic direction for the YOS by having a clear vision that is communicated to staff and key stakeholders.						April 2021 - All Our Futures Strategy created and launched during the year. Briefings for staff, young people and partners held.	Green	Closed
2020-21 HMIP Inspection of Yout Offending Services	n Deborah Driffield	Childrens	The Cardiff Youth Offending Service Management Board should review its membership, role and function to make sure that its representatives have the seniority to make decisions and commit necessary resources to the YOS.						April 2021 - Advocacy Panel, Management Board and Sub Committee set up, refreshed and refocused with new terms of reference and new membership to ensure the appropriate representatives are in place with seniority to make decisions and commit resources.	Green	Closed
2020-21 HMIP Inspection of Yout Offending Services	h Deborah Driffield	Childrens	The Cardiff Youth Offending Service Management Board should make sure that all members of the YOS partnership and other partner agencies provide appropriate support and services.	er					April 2021 - Management Board workplan in place including quarterly board meetings, focus sessions and pairing sessions (between members of board and YJS staff). Each Board meeting receives a financial report, performance report and Head of Service report. Board members all contribute on behalf of their partner agency to ensure that appropriate support and services are provided.		Closed
2020-21 HMIP Inspection of Yout Offending Services	n Deborah Driffield	Childrens	The Cardiff Youth Offending Service Management Board should develop members' knowledge and understanding of their role as Board members and the service's work and provide effective challenge to partners.				April 2021 - Heads of partner agencies meet with YJS staff in pairing meetings to share knowledge and ensure understanding of issues, challenges and the YJS framework. A Board Handbook has been developed and will be published to set out the role of each Board member. The Board and sub committee both provide appropriate challenge and remove barriers to effective service provision.	October 2021 - The Board Members Handbook has been updated and distibuted. There is a regular schedule of quarterly meeting. Month 1, Board meeting, then Month 2, Focus Session, then Month 3, pairing session. The focus of the pairing and focus sessions this year is on National standards. The BOard chair provides monthly briefings to Board members and staff.		Green	Open
2020-21 HMIP Inspection of Yout Offending Services	n Deborah Driffield	Childrens	The Cardiff Youth Offending Service Management Board should provide the management team with the necessary resources and support to manage the service effectively.				April 2021 - Permanent dedicated Operational Manager post created and appointed to. An interim Service Manager post was appointed to immediately to cover the period while the permanent OM was created, advertised and recruited to. A temproary 3rd Team Manager is in post whilst the planned restructure consultati is ongoing. Board pushed for Health post that had been vacant for some time to be filled - this has been achieved.	October 2021 - The Board has agreed the new Management structure. The posts are out to advert and then the interviews will commence. The Board use the Risk Register to maintain oversight of wider managem capacity.	ent	Green	Open
2020-21 HMIP Inspection of Yout Offending Services	n Deborah Driffield	Childrens	The Cardiff Youth Offending Service Management Board should develop robust plans to drive service improvement in response to findings from audits and inspections and communicate these more effectively to staff.	l I			April 2021 - Implementation of All Our Futures Strategy and YJS development plan ongoing.	October 2021 - The Tor of the Subcommittee has been revised, there are arrangements in place for sub-committee to oversee the YJS Development plan.		Green	Open
2020-21 HMIP Inspection of Yout Offending Services	n Deborah Driffield	Childrens	The Cardiff YOS Manager should ensure that all staff have appropriate induction, training, supervision and management oversight of their work.						April 2021 - An induction pack was created as well as an induction policy. A supervsion policy has also been agreed A skills matrix was completed and mandatory training identified, commissoned and delivered - including MAPPA, MASH, CareFirst and AssetPlus training. Weekly staff briefing sessions take place and a workforce development strategy has been written. Management oversight is evidenced via ChildView recordings and supervision notes. The supervision format has been updated and supervision levels are reported to the CYJ Board on a quarterly basis.		Closed
2020-21 HMIP Inspection of Yout Offending Services	n Deborah Driffield	Childrens	The Cardiff YOS Manager should establish a service level agreement protocols, performance frameworks and guidance in relation to commissioned services for out-of-court disposal work.	t,					April 2021 -The contract with MAC has been agreed and signed and a service specification is in place. Partnership meetings currently take place on a monthly basis but will be taking place quarterly going forward with a renewed focus on positive outcomes in relation to joint working.		Closed
2020-21 HMIP Inspection of Yout Offending Services	n Deborah Driffield	Childrens	The Cardiff YOS Manager should review the management structure, communication and lines of accountability to ensure that the quality of safeguarding and public protection work improves.				April 2021 -The management structure is currently under review. There are two interim team managers in place and a permanent OM started in December 2020. The Duty YJS Team Manager has a recorded daily discussion with MASH, the YJS OM sits on the Children's Management Team (CMT) and chairs high risk panels on rota-basis. The CPF and CE MASM process is under review and are being amalgamated. The YJS ensures representation at MARAC and MAPPA forums. The YJS has a named safeguarding lead and safeguarding is a standing agenda item on the monthly All YJS meetings.			Amber	Open
2020-21 HMIP Inspection of Yout Offending Services	h Deborah Driffield	Childrens	The Cardiff YOS Manager should develop and update policies, procedures and guidance that will enable all staff to deliver quality work.				April 2021 - All stage 1, 2 and 3 policies have been agreed at the Board. Stage 4 polices are due to be agreed at the June 2021 Board meeting.	October 2021 - The stage 4 policies were agreed at CYJB in June 2021. Stage 1 and 2 policies have been reviewed, stage 3 policies will be due for review in March 22. Stage 5 polices will be presented to Board in December 21.		Green	Open
2020-21 HMIP Inspection of Yout Offending Services	h Deborah Driffield	Childrens	The Cardiff YOS Manager should have oversight of all YOS cases where there are safeguarding and public protection issues, making sure that appropriate referrals are made, and joint work takes place as needed.	l I			April 2021 - A joint CS and YJS scorecard has been implemented and is seen at CMT every 5 weeks. Team Managers chair the Case Planning Forums (CPFs) and any concerns are escalted to High Risk Panel - the YJS OM chairs high risk panels on a rota-basis. Individual case discussions take place in case managers supervision with staff in relation to safeguarding and child protection. The Duty YJS Team Manager has a recorded daily discussion with MASH and the YJS OM sits on the Children's Management Team (CMT). The CPF and CE MASM process is under review and are being amalgamated. The YJS ensures representation at MARAC and MAPPA forums. The YJS has a named safeguarding lead and safeguarding is a standing agenda item on the monthly All YJS meetings.	October 2021 - The YIS OM is contributing to the SAFE pilot and rollout regarding childrena t risk of exploitation.		Green	Open
2020-21 HMIP Inspection of Yout Offending Services	n Deborah Driffield	Childrens	Local authority education services should develop effective strategies to encourage children who speak Welsh to access services in their preferred language, and to use, develop and recognise the value of the language as an employment skill.				April 2021 - A staff briefing session was held in April 2021 around Welsh language awareness and further work is ongoing to ensure the ChildView database has update information regarding which children are in Welsh medium schools. The YJS Sub-Committee have commissioned an in-house exercise to report on the number of Welsh speaking children and young people known to the YJS, both fir language and those who attend Welsh medium schools. Looking at how we initially evidence the active Welsh language offer and continue this offer. There are 5 members of staff who are able to correspond in the medium of Welsh, including administrative staff.	October 2021 - Following a report by teh YJS OM, a work plan has been put in place by the YJS OM to ensure a gold standard offer to all those young people who wish to receive teh service in Welsh This has been shared with YJS subcommitte as well as the YJB Hwb Doeth and taken forward via education as joint piece of work.		Green	Open
2020-21 Financial Sustainability Assessment	Ian Allwood	Resources	P1 The Council needs to formulate and progress its plans to meet the mediumterm budget gap, including: • continuing to strengthen its savings planning process; • identifying the level of savings it can achieve through its transformation programme; • taking into account its other plans, for example about its estate, workforce and use of digital; • factoring in any medium to long term implications and opportunities from the pandemic; and • evaluating why savings have not been achieved in order to learn	Agreed. The Council has strengthened its savings planning work and savings are no longer included 'at planning stage' within final budgets. Delivery against savings will continue to be monitored and reported to Cabinet and Scrutiny Committees. Lessons learned will be part of the challenge and have already been considered for example in terms of strengthening the business case approaches taken. Estates and workforce issues are seen as critical, in particular in response to the Transformation / Hybrid Working agenda for example. The Budget Strategy and Corporate Plan due to be reported on in February and March of this year will include linkages to the estate and workforce challenges and future reports, in particular around Organisational Recovery post pandemic will also be prepared in the coming months. The medium term impact of the Pandemic will be a key consideration for the budget strategy work in respect of 2022/23 given the ending of support through the Welsh Government Hardship fund and this will be reported on in the Spring	Ongoing					Green	Open
2020-21 Financial Sustainability Assessment	Ian Allwood	Resources	Capital programme P2 The Council needs to ensure that its capital programme remains affordable in the medium to long term.	Agreed. The Council's Capital Programme is underpinned by a robust Capital Strategy that sets outs priorities and mechanisms to fund the programme established. Governance and Audit Committee, through its role with respect to Treasury Management will continue to receive reports on performance against Prudential Indicators that ensure the programme remains affordable and robust. The action is to be closed as the required governance arrangements are established, and will be closely monitored and maintained	Ongoing					Green	Closed

Year of Audit Name of Audit Lead Officer Directorate Recommendation Management Response	Action Date Accountability/Reporting to	Previous updates	Mid Year Assessment update 2021/22	Year End Assessment Update 2021/22	Current RAG Status Open/Closed
Pattern of overspending P3 Given the pattern of overspending in some key services, the Council needs to maintain its focus on understanding and addressing the reasons for these overspends to ensure they do not have a negative impact on its medium-term financial sustainability, particularly given its forecasted medium-term budget gap and increasing demand pressures. Financial Sustainability Assessment Pattern of overspending P3 Given the pattern of overspending in some key services, the Council needs to maintain its focus on understanding and addressing the reasons for these overspends to ensure they do not have a negative impact on its medium-term financial sustainability, particularly given its forecasted medium-term budget gap and increasing demand pressures. Financial Sustainability Assessment Ian Allwood Resources Pattern of overspending P3 Given the pattern of overspending in some key services, the Council needs to maintain its focus on understanding and addressing the reasons for these overspends to ensure they do not have a negative impact on its medium-term budget gap and increasing demand pressures. Agreed. Monitoring processes and the ability to respond quickly to variations are being constantly reviewed and where appropriate improved. The modelling work, in particular within high demand also an area where work continues although it is noted that volating always exist in some areas and this has been magnified during the pattern of versient particularly given its forecasted medium-term budget gap and increasing demand pressures. Pattern of overspending in some key services, the Council needs to maintain the constitution are being constantly reviewed and where appropriate improved. The modelling work, in particular within high demand also an area where work continues although it is noted that volating always exist in some areas and this has been magnified during the pattern of versient particular versients and the ability to respond to the particular versients and the ability to respond and also	eas is ty will to be				Green Closed
Care and Support Plans These are variable in quality. Some of the weaker plans lack clarity of purpose and must include timescales for actions needed to support parents to understand what needs to be done in order to improve their children's lives. CIW Risk Based Inspection November 2020 Deborah Driffield Children's Services Care and Support Plans These are variable in quality. Some of the weaker plans lack clarity of purpose and must include timescales for actions needed to support management oversight: Review care plan pro-forma with staff to ensure fit for purpose an supports permanency. Agree timeline for introducing WBA alongside s47. Reintroduce QA processes paused during COVID-19 to monitor quiplans; include child / family feedback in audit cycle and annual aud 2021-22. Introduce care and support review mechanism	lity of See Mid-year assessment updates		Update December 2021 Monitor via good practice and QA actions in DDP. Monitoring of progress of SMART objectives will be reviewed. (to be complete by Spring 2022) To be taken forward via implementation of Eclipse. 5 key priorities being implemented alongside a review by the Practice Development Groups. (to be complete by Spring 2022) To be taken forward via implementation of Eclipse. (complete) Being taken forward via implementation of Reviewing Hub. OM appointed. (31/12/2021)		Open
Advocacy Children's services There was evidence of people being supported by informal advocacy and young people understand their rights ensu all children and young people have access to a trusted adult who or to participate in assessments and decisions that affect them. Some practitioners were aware of arrangements to commission formal advocacy willist others were not. The local authority must ensure consistent consideration is given to both informal and formal advocacy whilst others were aware of arrangements to commission formal advocacy whilst others were not. The local authority must ensure consistent consideration is given to both informal and formal advocacy whilst others were not. The local authority must ensure consistent consideration is given to both informal and formal advocacy whilst others were not. The local authority must ensure consistent consideration is given to both informal and formal advocacy whilst others were not. The local authority must ensure consistent consideration is given to both informal and formal advocacy will advocacy in bi-monthly audit and annual audit plan 2021-2 the Deborah Driffield/Jane Thomas Children's Services Children's Services Some practitioners were aware of arrangements to commission formal advocacy will authority must ensure consistent consideration is given to both informal and formal advocacy will advocacy in bi-monthly audit and annual audit plan 2021-2 the Deborah Driffield/Jane Thomas Children's Services Some practice for 2014 Act. The D CIW Risk Based Inspection November 2020 CIW Risk Based Inspection November 2020 Deborah Driffield/Jane Thomas Children's Services Some practice for 2014 Act. The D Children's Services of Advocacy in bi-monthly audit and annual audit plan 2021-2 the proposal to advocacy in bi-monthly audit and annual audit plan 2021-2 the proposal to advocacy and advocacy and advocacy services available annual advocacy and advocac	2. See Mid-year assessment updates ange of ately		Update December 2021 Children's Services Shared. The Independent Visitors offer has been increased and the NYAS service has been expanded to provide better service-user engagement. MOMO app has gone live. This is a digital platform open to every child involved in Children's Services and Early Help to communicate directly with their social worker and Children's Services 24/7. (completed) Orop in sessions offered: NYAS have attended Extended CMT and are now attending individual Team Meetings to raise awareness. Guide to advocacy published. (Spring 20222) Regular reminders issued to all staff. Being monitored via performance dashboard and contract monitoring. (Completed) To be taken forward via implementation of Eclipse Update December 2021 Adult Services Final draft of the Advocacy Strategy currently with the working group for final comments. Strategy includes development of a Communication Plan which will ensure consistent understanding and use of the Advocacy referral pathways and services Plans in place to include Advocacy Strategy as part of the Adult Services Strategy and include in Cablinet sign off arrangements planned for December 2021. Advocacy Recommissioning Project Plan is currently being drafted. Advocacy Strategy has been finalised and will be signed off by Cardiff Council via an Officer Decision Report. The Vale of Glamorgan Cabinet have reviewed the Strategy and we have been advised this was received well. It has since been agreed this strategy will not form part of the Adult Services Strategy, as this strategy will focus on older persons, whilst Advocacy is cross cutting for all Adult Services. An Officer Decision Report for the tender of Advocacy Services is currently being drafted. It is expected the model will include particular lots for specialist population groups that can be supported by advocacy (e.g., BME groups etc.) The Advocacy Gateway and services will remain regional; however the services will be tendered by each LA separately. The Services will be required to ensure they ad		Open
2020-21 CIW Risk Based Inspection November 2020 Deborah Driffield Children's Services Recruitment and retention The local authority remains committed to this improvement, however, despite this effort its ability to recruit suitably qualified practitioners remains a challenge Recruitment and retention The local authority must take steps to address the negative impact of Workforce action plan to be agreed. What we will do: Workforce action plan implemented. What we will do: Workforce action plan implemented. What we will do: Workforce action plan implemented. What we will do: Workforce action plan to be agreed.	See Mid-year assessment updates		Update December 2021 Monitor via workforce action in DDP. (Completed) Engagement is taking place with the Community Care Forum to not only engage with the wider social work sector by using research as a way to influence recruitment activity, but also to showcase the innovative practice which goes on in Cardiff: Intervention Hub practice, FDAC, IFSS and Strengthening Localities. Staff have provided presentations at national workforce recruitment and market fairs. There is also an active recruitment and retention framework which engages with both permanent and agency strategies to recruit the right skillsets. (31/03/22) Update December 2021 Monitor via workforce action in DDP. (Completed)		Open
2020-21 CIW Risk Based Inspection November 2020 Deborah Driffield Deborah Driffield Children's Services Children's Services Children's Services Deborah Driffield Deborah Driffield Children's Services Services Services Children's Services Children's Services Children's Services Children's Services Children's Services Services Services Services Children's Services Children's Services Children's Services Services Services Services Services Services Children's Services Children's Services Children's Services Services Services Services Services Services Services Services Services Children's Services			Permanent workforce has been increased to 80% by introducing a market supplement and developing a continuous professional development framework. Work is taking place with universities to encourage newly-qualified staff to come in. Active steps are being taken to retain agency workers with specialist skills to help to upskill the wider workforce, developing proof of concept roles which assist with the wider implementation of current practice and development. (31/03/22) Update December 2021 In place. A number of surveys have been undertaken, the Practice Development Forum and Reunification Forum continue to be used and the 5 key priorities and lessons for practice for engaging staff in continuous professional development. Ambassador meetings are being re-introduced, Extended CMTs are held regularly, including a workshops with staff and managers regarding the Children's Services Strategy, feedback being given at Extended CMT and the Strategy document amended accordingly. Staff are included in recruitment fairs enabling the sharing of experience of what it is to work for Cardiff. (Completed) In place. (Completed) In place. (Completed) In place. (Completed) In place. (Completed) Developed. (Completed)		Open
2020-21 CIW Risk Based Inspection November 2020 Deborah Driffield/Jane Thomas Children's Services Children's Services Whilst many practitioners reported receiving supervision and support from managers, we did not see evidence of critical evaluation in the sample of supervision records we reviewed. Supervision should provide opportunity for personal and professional reflection, constructive challenge and direction setting. Managers must ensure high quality supervision and management support is evident across all services areas. Consistent and well-recorded staff supervision Adult Services SUPERVISION: Did not see evidence of critical evaluation in the sample of supervision and management support is evident across all service areas. Consistent and well-recorded staff supervision that setting of standards and reviewing mechanisms are integral to and support to monitor and develop process to expression and professional reflection, constructive challenge and direction setting. Managers must ensure high quality supervision and management support is evident across all service areas. Adult Services SUPERVISION: Did not see evidence of critical evaluation in the sample of supervision records we reviewed. Supervision should provide opportunity for personal and professional reflection, constructive challenge and direction setting. Managers must ensure high quality supervision records we reviewed. Supervision in the sample of supervision process. Adult Services Review supervision policy and update to strengthen arrangement promote consistency of approach Develop arrangement for monitoring compliance regarding quant quality of supervision taking place	See Mid-year assessment updates and		Update December 2021 Children's Services Pilot ongoing. (Completed) Reflective supervision training has been undertaken and most teams are doing peer supervision/peer learning reviews. (31/03/2022) Structured learning pods take place weekly. Practice Leads post have been created to lead practice and support staff to upskill knowledge and experience re specific pieces of work. (Completed) A system is in place for monitoring supervision. All staff had the opportunity to be involved in developing this. A Key Decisions document has been developed and introduced. (Completed) Funding for module approved – timeline TBC by supplier. Back to basics approach agreed – workshops commenced. Adult Sevices Complete (May 2021) Supervision audits have been included as part of the new Quality Assurance Framework. Work on this will continue once new QA Manager is in place. (September 2021)		Open
Audits Within Children's Services auditing of work is undertaken on a regular basis and is strengthened by a moderation system that gives the local authority a clear understanding of practice compliance. Actions arising from audits do not always focus sufficiently on outcomes for children, and this is a necessary step to help the move to good practice. The planned introduction of a framework for Quality Assurance for Children's Services has been delayed due to the pandemic. What we will do: Reintroduce QA processes paused during COVID-19. What we will do: Reintroduce QA processes paused during COVID-19.	See Mid-year assessment updates		Update December 2021 Monitor via QA action in DDP. (Completed)		Closed
Placement Sufficiency Sufficiency of suitable accommodation for young people remains a challenge. What we will do: Launch Assessment Centre (Falconwood) Complete registration of residential provision (Oakway). Undertake a needs analysis to inform development of residential provision. Continue to develop relationships with IFAs to ensure placement sufficiency and consider the development of parent and child plac and step down from residential Implement central oversight of commissioning and governance of independent accommodation. Continue to monitor and develop Gateway accommodation provis order to meet need. Introduction of review procedure to ensure step down and move managed appropriately Development of a 5 year plan to increase in house residential prov a further 4 units	emi See Mid-year assessment updates on in		Update December 2021 Monitor via Commissioning Strategy actions in DDP. (Completed) Decisions re: development of residential provision have been based on presenting need and existing cohort of children in residential care. (Completed) Needs analysis being completed. Cardiff is committed to adopting the North Yorkshire County Council "No Wrong Door" model of residential care provision and any future substitute care provision will be based on the concept of this model of delivery. (Ongoing) Discussions re: potential for finance staff to move to sit alongside the Placements team commenced. This will support central monitoring of all independent living accommodation. (Ongoing) Second batch of Young Person's Gateway provision on stream with 4 young people accommodated. Residential review panel piloted in North locality and now being rolled out to East and South. Resource Panel implemented to oversee decisions re: placements. (Complete) Plan developed - includes changes to Crosslands, the opening of Falconwood and Oakway, and 4 new 3 bed properties, 2 of which will be used to house young people currently in Crosslands whilst renovation work is undertaken on the building.		Open
Cliw Risk Based Inspection November 2020 Deborah Driffield/Jane Thomas Children's Services Communicate effectively with people. Children's Services (November 2020 Clip Risk Based Inspection Communicate effectively with people. Children's Services (November 2020 Clip Risk Based Inspection November 2020 Clip Risk Based Inspection Clip Risk Based Inspection Communicated Risk Based Inspection Communicated Risk Based Inspection November 2020 Clip Risk Based Inspection	siders, early See Mid-year assessment updates er dance e who		Update December 2021 Children's Services Monitor via participation and QA actions in DDP. Draft has been developed. Adult Services Complete A survey has been carried out with providers to determine the most effective way they would like the LA to communicate with them. Email was the preferred option but it was acknowledged that the range of communication methods currently deployed were meeting needs. This included virtual meetings, newsletters, telephone calls as well as e-mails. Using the Contracts mail box as a single point of contact for correspondence was felt to be working well. (September 2021) A specific communication has been sent out to providers detailing the contact details of case management team and operational managers to contact in the event that providers need to escalate matters regarding specific cases. Meetings with providers continue-fortnightly meetings with care home association and quarterly care home provider forums / monthly meetings with dom care association and wider sector and quarterly dom care provider forums. Specific consultation undertaken for key areas of development – e.g. Fee Setting Strategy for Dom care / cost of Care exercise for MH/LD/SU care homes. Consultation & engagement with providers is ongoing – most recent engagements has ben in respect of: provider sustainability		Open
2020-21 CIW Risk Based Inspection November 2020 Deborah Driffield Deborah Driffield Deborah Driffield Deborah Driffield November 2020 Deborah Driffield Driffield Deborah Driffield Deborah Driffield Deborah Driffield Deborah Driffield Deborah Driffield Deborah Driffield Driffiel	See Mid-year assessment updates		QA quarterly report established in Q1 triangulates this information – the report structure will be further developed (Complete)		Closed

Year of Audit Name of Audit	Lead Officer	Directorate Recommendation	Management Response	Action Date	Accountability/Reporting to Previo	us updates Mid Year Assessment update 2021/22	Year End Assessment Update 2021/22	Current RAG Status Open/Closed
2020-21 CIW Risk Based Inspection November 2020	Deborah Driffield		I I	See Mid-year assessment updates		Update December 2021 Introduction of Family Group Conferences. (Completed) Section on support networks and professionals included in the plan along with the actions they will be taking to support the family as part of the development of Eclipse. In interim, social workers to use existing documents to record risk and networks. (Spring 2022) Following audits on joint Section 47s practice guidance has been developed re strategy discussions and what needs to be included in those. The strategy discussion will then tie up into the Section 47 outcome act to pick up the risks identified. This will be introduced alongside the Wellbeing Section 47 to be used in line with Eclipse.	ons	Open
2020-21 CIW Risk Based Inspection November 2020	Deborah Driffield	Child Protection plans Review the focus on risk in CP plans. Children's Services	What we will do: Ensure the perspective of all statutory partners in the development of plans is embedded.	See Mid-year assessment updates		Update December 2021 Monitor via care planning action in DDP. (31/12/21) 5 key priorities being implemented alongside a review by the Practice Development Groups.		Open
2020-21 CIW Risk Based Inspection November 2020	Jane Thomas	routinely offered. The local authority must ensure people are routinely offered and supported to make informed choices about	Ensure people are consistently and correctly advised about direct payments •Monitor data on direct payments offered / in place - on a team basis •Explore opportunities to include mandatory fields for DP on CareFirst / Eclipse to ensure offer is appropriately captured •Beview information on DP and update to ensure clear written information is available •Set out communication strategy for citizens, professionals and other colleagues. Review procedures including Safeguarding arrangements to give confidence to professionals on the use of direct payments Review current arrangements for Direct Payments and complete options appraisal for future arrangements	See Mid-year assessment updates		Update December 2021 Direct Payments Project Group initiated, with project plan currently being drafted. Project Plan will have two main focuses for the review: 1)Internal processes for the referral and use of Direct Payments 2) A review of the Direct Payment Service with options appraisal and recommendations for future provision (March 2022) The Direct Payment project group have been progressing and are considering training options with a Cardiff context for Social Workers: training around the practical and financial elements has already been rolled to some teams. Additional work is being looked at to map current processes and review the policy and procedures for direct payments. (March 2022) Strengthening of contract monitoring arrangements in place with DPs support provider – awareness raising of DPs undertaken via advice service and the Comms team. (March 2022) In progress An initial data analysis has been completed in relation to hours and related costs. KPI will be developed as part of the ongoing review.	put	Open
2020-21 CIW Risk Based Inspection November 2020	Jane Thomas	carers' assessments wanting the focus to be on the needs of the cared for. Managers need to consider the variation in practice between teams and promote learning from its own areas of positive practice. The local authority must ensure carers are provided with the right information, advice and assistance to support them Adult Services,		See Mid-year assessment updates		Update December 2021 This work is taking place as part of the locality working project, access work to services. (March 2022) A review of carers assessments has taken place. We are making better use of the carers gateway, and it has been agreed to relocate the service into ILS The Service will be located in the First Point of contact, by January 2022: Every call into the first point of contact will have an explanation of the benefits of a carers assessments, and an active offer to speak with an assessor at that point, or an appointment made. From Feb: we will ensure all carers assessments are offered, either by phone, virtually or face to face. The assessors will be fully trained on all links to the ILS community connections teams, which actively supports isolation and access to community support, income maximisation, life time improvements and mucl more Our Holistic visiting service will ensure they actively offer carers assessments, and we will work with our hubs, to ensure when they identify with an informal carer, they can sign post to the first point of contact. In then look to develop services to support the informal carer, and the cared for person within hubs and local community groups, and in association with a citizen engagement and carers		Open
2020-21 CIW Risk Based Inspection November 2020	Jane Thomas	RELATIONSHIPS: Concerns were raised about the attitude of some members of staff Adult Services, Housing & Communities	Better understand and monitor the cause of complaints •Managers to proactively address any complaints about attitude and support staff to communicate more positively •Ensure themes arising from complaints are identified and lessons learned sessions undertaken for staff Support staff to communicate negative decisions in a positive way: •Ensure all staff are aware of the wide range of positive offers that can be made to support people •Continue to roll out collaborative conversations training and monitor impact •Consider further customer service training •Consider merits of providing Motivational Interviewing Training for teams Communicate and value compliments Regularly report on both compliments and complaints	See Mid-year assessment updates		Update December 2021 Annual report on complaints has recently been finalised for Adults and Children's Services. Complaints are considered at Adult Services Management Team (March 2022) The complaints process is being reviewed and is being restructured to sit within adult services with a new complaints manager and additional resource. A new complaints and engagement officer role is currently in through JEQ. The remit for this role will include strengthening our engagement with the workforce via surveys and focus groups etc. As set out in QA section above work is underway to strengthen complaints arrangements in Adult Services to make them more closely aligned to training and policy development. Work is progressing on a restructure for the training unit which will strengthen the training arrangements within Adults and Children's Services. It is expected that consultation on the proposed new structure will commence at the beginning of November. These new arrangements will allow for better training plans and monitoring.	bing sping s	Open
2020-21 CIW Risk Based Inspection November 2020	Jane Thomas	peoples' care and support plans and personal circumstances. It is of concern that this involved people discharged from hospital. This is a area the local authority should review as good communication with	an	See Mid-year assessment updates		Update December 2021 A full review of SPA and CRT is underway. proposals for the future should be complete by January. This project will then move into the implementation phase. The "to be" model for CRT and FPOC Hospitals has been developed in Q2. In conjunction with the @home locality programme where we have explored a number of "to be" options. An options paper is to be pres to the locality board with a decision expected in Q3. This also includes the tender, procurement and commencing implementation of the new call monitoring and scheduling system for CRT. We have set up weekly working groups with CRT Health, Local authority and Social Care. From which we have put together proposals for a To BE model interfacing the pink army with SPA and discharge services in the community setting. The next steps are to agree the process and milestones, system support, in conjunction with staff, out of which will come a full written process along with a MOU, for both organisations. January to March we intend to begin a trail of the proposed services, which will be located on site in UHW, on 3 trial wards. We will build in bi-weekly evaluation of the impact and benefits, to compare with the constant of the trial model is found to be beneficial, we will scale up across all our hospital sites.	to	Open
2020-21 CIW Risk Based Inspection November 2020	Jane Thomas	SAFEGUARDING: Further work is required to embed the key areas as identified in the local authority's Adult Safeguarding Audit Report in February 2020. We identified, however, the need to strengthen and qualify information gathered during the course of managing safeguarding reports and undertaking section 126 enquiries. Adult Services, Housing & Communities	arrangements with clear actions and milestones	See Mid-year assessment updates		Update December 2021 Service Improvement plan has been developed. Will be updated for the last % of the financial year (March 2022) Practice guidance has been is completed in draft and presented to Adult Services Management Team for comments. This should be finalised shortly Pending consultation with ASMT Self and peer auditing has been introduced Reviewing and developing a local protocol for Large Scale Enquiries within and Adult Safeguarding Context Introduction of weekly team development hour to embed good practice and consistency across the service Quantitative data collection has been used to monitor timescales		Open