

Appendix A

Audit Committee 12 June 18

WAO Proposals for Improvement – Six month Status update report

Swansea Council is tracking proposals for improvement made by the WAO.

Some of these proposals are very similar to each other and are grouped together where appropriate.

The following is a summary of progress and next steps.

<ul style="list-style-type: none">• WAO Corporate Assessment 2014/15 Proposal P4. Ensure service business plans consistently incorporate workforce and asset management requirements as expected in corporate guidance.	
Progress	Next Steps
Senior managers have been issued with an updated Workforce Plan for completion and supported through workshops. Service plans include relevant assets sections supported by a corporate approach to managing assets.	Completion of Service Planning 2018/19 and review Annual Workforce Plan. Corporate landlord budgets for utilities, rental outgoings to be “centralised” during 2018/19. Simple landlord “tenant” agreement to be implemented across service areas.

WAO Annual Improvement Report 2015/16 Proposal P2. Improve external reporting of performance by: <ul style="list-style-type: none">• developing the Council’s website;• engaging user groups;• assessing readability and comprehension, and;• assessing opportunities to communicate performance information using different media.	
Progress	Next Steps
A new ICT system Data, Action & Risk Tool (DART) to gather performance data is complete; the reporting functionality is being developed as part of a rolling development programme.	Completion of the work to develop DART reporting functionality. Investigate with technology partner further possible options for improving performance reporting.

WAO Annual Improvement Report 2015/16 Proposal P4 Improve performance management by increasing the coverage, positive impact and frequency of formal staff appraisals.

Progress

A live online appraisal functionality is in place in addition to the paper-based process. An annual appraisal audit sample is undertaken to provide an assessment of implementation of the process.

Next Steps

Continue to review the implementation of employee performance management process. Review of behaviours and competencies due in 2018/19.

WAO Annual Improvement Report 2015/16 Proposal P5 Ensure timescales for the delivery of specific savings proposals are realistic and act to drive delivery.

WAO Annual Improvement Report 2015/16 Proposal P6 Ensure responsibility for delivery of planned savings is assigned to specific managers' services.

WAO Savings Planning 2017/18 P1

Strengthen financial planning arrangements by:

- ensuring that savings plans are sufficiently well developed and risk assessed before inclusion in the budget;
- assigning responsibility for the delivery of all planned savings to specific managers' services.

Progress

A 4-year costed plan has been developed for the current budget cycle, including specific / assured as well as transformational savings – as detailed in the MTFP. All savings are assigned to a lead Head of Service / Director over the next 4 years.

Next Steps

A 4-year tracker is being developed and tested to capture savings from *Sustainable Swansea* and emphasise delivery.

Identify policy options for closing any savings gaps evident at the latter end of the 4-year plan.

WAO Good Governance 2016/17 Proposal P1 Improve public access to information about the Council's Commissioning Review activity and outcomes by linking together all the website information about the overall programme and signposting its availability

Progress

Meeting held with web and internal communications teams to identify and discuss options.

Next Steps

External web pages are being designed. A video will be developed explaining the overarching aims of the programme. A collection of outcome success stories across a selection of the original commissioning reviews will also be available for the public to view.

WAO Good Governance 2016/17 Proposal P2 Whilst potential financial savings are consistently identified the Council should ensure that the process for concluding a review consistently identifies the intended impact for service users and the means by which that impact will be evaluated in the future

Progress

Meeting held with web and internal communications teams to identify and discuss options.

Next Steps

Outcomes will be demonstrated using success stories; a series will be developed and published for the public on the improved web pages.