Document	Document Reference	Area e.g.. Education, Corporate	Improvement Action / Recommendation	Ref	Recommendation/Improvement	Date Received	Responsible Portfolio Holder	Responsible Officer	CIP / SIP Start Date BRAG Status	Work Undertaken	New capabilities embedded. Evaluation against recommendations completed. Action closed.
AIR Arrangements to Support Safeguarding of Children	433A2015 343A2014	Audit	Recommendation Proposal for Improvement	P6 P4	Identify and agree an appropriate internal audit programme of work for safeguarding.	01/08/2015 01/09/2014	Cllr Wynne Jones	Ian Halstead		Safeguarding is considered as part of the annual internal audit risk assessment with a current risk rating of High. This means that the service will be audited every 2 years. Internal Audit reviews have been carried out as part of the work programme 2014/15 and 2016/17 and will be part of the Internal Audit work programme for 2018/19.	Reasonable assurance will be gained that internal control systems are present in the safeguarding system.
CSSIW	WG25949	Social Care	Recommendation	CSSIW1	The corporate governance arrangements for social care commissioning need to be clarified and strengthened in order to effectively challenge and test the design, planning and delivery of the demanding work programme that Powys is facing.	01/05/2015	Cllr Stephen Hayes	Amanda Lewis		• Older People Commissioning Strategy • Older People's Accommodation Strategy • Learning Disabilities Commissioning Strategy • Accountability Framework Created	• That current and future adult social care commissioning activity is evidence based, tested, been subject to consultation with stakeholders prior to the commencement of any commissioning processes. • That elected members and senior managers / partners are assured of the robustness and integrity of the governance arrangements. • That front line staff are engaged understand their role in contribution the delivery of good outcomes for citizens.
CSSIW	WG25949	Social Care	Recommendation	CSSIW2	The commissioning strategy for older people must be based on a rigorous analysis of need and demand at community level and include local infrastructure and innovative and collaborative solutions. It should also consider models of best practice used elsewhere.	01/05/2015	Cllr Stephen Hayes	Lee Anderson		• Desktop research of other local authorities commissioning strategies •Draft Commissioning Strategy reviewed following engagement with stakeholders. •Plain English Campaign commissioned to assess accessibility and clarity of the strategy. •Formal Consultation Following recent governance changes awaiting draft Strategy approval by Joint Partnership Board	• That current and future adult social care commissioning activity is evidence based, tested, been subject to consultation with stakeholders prior to the commencement of any commissioning processes. • That elected members and senior managers / partners are assured of the robustness and integrity of the governance arrangements. • That front line staff are engaged and committed understand their role in contribution the delivery of good outcomes for citizens. • Utilised best practice from other local authorities
CSSIW	WG25949	Social Care	Recommendation	CSSIW3	The approach to commissioning social care services should make greater use of service user and carer experiences and facilitate a wider conversation with its communities about what future service models might look like.	01/05/2015	Cllr Stephen Hayes	Louise Barry Dylan Owen		•Service User Engagement Forums •Service user questionnaires •Engagement with Local Members Community and Town Councils •Public Sector Engagement Event	• Our Service Users are at the centre of their care. • Service User voices are heard and their views help shape services.
CSSIW	WG25949	Social Care	Recommendation	CSSIW5	The knowledge and skill base for managers in commissioning and the management of contractual relationships needs to be developed through a range of solutions including training and mentoring opportunities.	01/05/2015	Cllr Stephen Hayes	Louise Barry Dylan Owen		A permanent, well-qualified and experienced Senior Commissioning Manager is in post and has restructured the commissioning service. All team members of the commissioning team have been trained via an Oxford Brooks University accredited course. The Council continues to seek to 'grow our own' commissioners as well qualified and experienced commissioning officers are in short supply throughout the UK and especially in rural Wales. We continue to develop the skills, experience and operational effectiveness of the team in order to improve performance given how vital this arm of the service is in our transformational and modernisation approach. The commercial services team and the ASC commissioning team work together to share knowledge and skill and increase capacity and resilience in a commissioning approach to service delivery.	• Powys County Council develops a suitably qualified and technically competent commissioning workforce to commission services that increase the independence and safeguards service users.
Review of the Letting of a Domiciliary Care Contract to Alpha Care Limited	692A2015	Domiciliary Care Domiciliary Contract Letting to Alpha Care	Recommendation	R1	The Authority should ensure that the weaknesses and/or deficiencies in the arrangements established to let the current domiciliary care contract are not replicated in any future domiciliary care procurement exercise. These include deficiencies in: -governance and accountability; -the way the contract was structured; -information made available to tenderers; and -the way in which tenders were evaluated.	01/01/2016	Cllr Stephen Hayes	Amanda Lewis		This work has been undertaken following completion of the earlier CSSIW Action Plan. The Local Authority is committed to strong and effective commissioning arrangements, and has worked to ensure that all staff involved in the development of commissioning initiative, contracts, and tender evaluation are appropriately trained and follow corporate protocol. This includes agreement and adherence to clear governance arrangements for both the strategic planning of health and adult social care services under the umbrella of the Regional Partnership Board and the commissioning / tender evaluation requirements that result from this strategic planning. As the Council progresses its journey as a 'commissioning council' we have established the Cabinet led Commissioning and Procurement board in order to ensure oversight of commissioning and procurement activity across the council as a whole.	A suite of Integrated Commissioning Strategies have been developed in partnership with PtHB to fully align to the HASCILB programme. These include: •Older People (currently out to consultation). •Learning Disabilities •Carers •Substance Misuse •A draft Integrated Assistive Technology Commissioning Strategy will be presented to the Joint Partnership Board for approval to undertake formal consultation. •A first draft of an Integrated Physical Disability and Sensory Impairment Commissioning Strategy is complete. •Governance arrangements for each strategy and all resulting commissioning activity is clearly detailed within strategies. •Measures are monitored through the Council's Quarterly Business Meeting. •Governance of each strategy is via an appropriate thematic partnership board that report to the HASCILB Programme Board. •Monitoring and scrutiny processes have been enhanced through additional authority being given to the Joint Partnership Board (PCC & PtHB) to oversee joint commissioning activity. •A Corporate Gateway process has been agreed to provide effective challenge and management control across commissioning activities. •Projects agreed for implementation via the Gateway process are managed in line with corporate project management processes.PID's overseen by respective thematic boards that report to HASCILB. • ITT Guidance incorporated into the Council's Contract Procedure Rules. •Face to face training provided for evaluator by CST. •IPC presented their review of best practice models, and future proposed domiciliary care commissioning model in January 2016. •A draft domiciliary care strategy and market position statement was presented in March 2016. •Before tenders are evaluated, members of the Commercial Services Team provide face to face or phone training to the identified evaluators for that tender.
Section 33 arrangements – ICT Partnership	123A2015	ICT	Recommendation	R1	By October 2015, develop a revised ICT service performance framework to ensure identification, recording, monitoring and reporting of: • project milestones delivered in the medium term; • ICT-related cashable efficiencies; and • relevant ICT performance operational metrics and targets to agreed service standards.	01/04/2015	Cllr Avril York	Andrew Durant		Work has been undertaken to improve the reporting and performance framework within ICT. All SMT manager now provide detailed reports to the head of ICT and RMT.	Monthly Performance Indicators Quarterly KPI's and metrics Progress against ICT objectives Risks, Identification and management Financial monitoring and reporting
Section 33 arrangements – ICT Partnership	123A2015	ICT	Recommendation	R2	By July 2015, ensure that a section 33 memorandum of set of accounts is completed and provided annually for audit.	01/04/2015	Cllr Avril York	Andrew Durant		The section 33 memorandum formed part of the end of year accounts which regularly goes before audit committee	
Section 33 arrangements – ICT Partnership	123A2015	ICT	Recommendation	R3	By October 2015, ensure that good practice demonstrated in the management and financial control of the ICT partnership is shared with other current or emerging partnerships. This could be achieved by: • developing formal standards for partnership working; and • developing training and guidance for partnership managers (including financial management, business planning, performance management and risk management).	01/04/2015	Cllr Avril York	Andrew Durant		Guidance document was drafted jointly by head of ICT and Professional Lead - Culture and Leadership Development it was considered that the guidance was sufficient with access to advise for head of ICT so no s.33 training programme has been setup.	
Section 33 arrangements – ICT Partnership	123A2015	ICT	Recommendation	R4	Seek additional national funding where available to develop and pilot innovative community health and social care IT solutions. The partners should evaluate these initiatives and, if successful: • deploy these across Powys; and • promote these across Wales where there is a clear benefit.	01/04/2015	Cllr Avril York	Andrew Durant		Review of digital Powys was conducted the findings of which led to the programme being closed and effort diverted to WCCIS.	
Financial Resilience Assessment	196A2016	Finance	Proposal For Improvement	38	The Council recognises that further work is needed to optimise its income and deliver the Council's policy of full cost recovery as outlined in the Statement of Intent 2014-17. Cabinet recently approved a new Income Management and Service Cost Recovery Policy, and the Council has set a target of generating an additional £1.5 million of income over future years. The Charges Register is in its infancy and initial targets have been set for additional income generation from 2016-17. The Council's project, initially supported by PwC, to look at income generation/charging and cost recovery has raised the profile of income generation as a Council-wide response to the financial challenge. This project has identified a number of opportunities, some of which have been acted upon by the Council. For example, in relation to highways and cemetery service charges. In November 2015, the Council increased its Cemetery Fees by 65 per cent moving them from the lowest quartile in Wales into the highest quartile. The Council recognises that such an increase in fees will only achieve the targeted saving/cost recovery if demand for its services remains at the current levels, and that demand will need continued monitoring.	01/03/2016	Cllr Wynne Jones	Jason Lewis		Income now incorporated into the budget challenge process this will hold services to account on income commitments in the same way as third party spend reduction and savings	The council is now more able to optimise identified income generation and meet the identified targets than previously.
Financial Resilience Assessment	196A2016	Finance	Proposal For Improvement	42	In the current period of austerity, it is vital for the Council to subject its savings proposals to scrutiny and challenge. It must obtain an objective evaluation of their achievability, and of their potential impact on quality of service and the achievement of corporate priorities.	01/03/2016	Cllr Wynne Jones	Jason Lewis / Wyn Richards / Caroline Evans		Budget and Scrutiny challenge events of saving proposals have been established and will continue ongoing Finance Scrutiny Panel work programme has been created and will be managed moving forward Saving proposals will now complete Impact assessments for each proposal to ensure savings are achievable with minimal impact to service delivery and achievement or corporate priorities	
Arrangements to Support Safeguarding of Children	343A2014	Childrens Safeguarding	Proposal for Improvement	P3	Ensure all elected members and staff who come into contact with children on a regular basis receive training on safeguarding and child protection issues and the Council's corporate policy on safeguarding.	01/09/2014	Cllr Graham Brown	Jacqueline Davies		Councillors and elected members now undertake mandatory training in relation to adult and children's safeguarding. This training forms part of the members training programme and plan. A report went to full council on 23rd April 2015	