

# Appendix 2 – External Audit Compliance (October 2025)

This document presents an update on outstanding actions that have been identified in support of external regulatory audit recommendations, as at October 2025.

**Mae'r ddogfen hon ar gael yn Gymraeg. This document is available in Welsh. We are also happy to provide this document in large print, audio, and braille, please contact the Performance and Improvement Team (contact details are on the next page).**



**Conwy - Sir flaengar sy'n creu cyfleoedd**

**Conwy - a progressive County creating opportunity**

## **We want to hear your views!**

We value the rich diversity of Conwy and believe it's essential for all voices to be heard and acknowledged. We want to hear from you about the things that affect you. Are our long-term goals right for your community, and are we doing the right things? For more information or to share your thoughts on anything in our Corporate Plan, please contact us.

**By email:** [countyconversation@conwy.gov.uk](mailto:countyconversation@conwy.gov.uk)

**By telephone:** 01492 57 4000

Rydym yn croesawu galwadau ffôn yn Gymraeg a Saesneg. We welcome telephone calls in English and Welsh.

BT Relay Service Customers with hearing or speech impairments can contact any Council service by dialling **18001** before the number they require.

**By Sign:** British Sign Language users can contact us using a Sign Language interpreter through the InterpretersLive! Service, provided by Sign Solutions – visit

[www.conwy.gov.uk/signing](http://www.conwy.gov.uk/signing)

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We welcome correspondence in both English and Welsh. There will be no delay in responding to correspondence received in either language.

## **Young People**

Young people are the future and we want to hear your views. Services working with young people want to listen and give you the chance to speak up. Conwy Youth Council is all about giving you a voice and a choice in decisions that affect you.

If you want to get involved, visit the [Youth Council Facebook page](#), or go to our [Youth Service website](#), or contact us:

**By email:** [youthservice@conwy.gov.uk](mailto:youthservice@conwy.gov.uk)

**By telephone:** 01492 575100

Rydym yn croesawu galwadau ffôn yn Gymraeg a Saesneg. We welcome telephone calls in English and Welsh. BT Relay Service Customers with hearing or speech impairments can contact any Council service by dialling **18001** before the number they require.

**Through Facebook and Instagram:** @GIconwyYS

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Visit our [‘Have your Say’](#) webpage.

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# Audit Compliance

The table below provides an update on our progress against actions identified in support of regulatory activity that has taken place.

## 1. [Community Asset Transfer \(National Report\)](#)

Title	Status	Update
<p>(FN01-04) Produce a Community Asset Transfer policy and ensure the policy adequately covers aftercare, long term support, post transfer support, signposting access to finance, and sharing the learning about works well.</p> <p><b>Start date:</b> November 2019 <b>End Date:</b> January 2026</p>	<p>Green On track</p>	<p>A Community Asset Transfer policy will form part of the new Asset Management Plan once Welsh Government have issued guidance. This is due to be published by the end of 2025.</p>

## 2. [An Examination of Leisure Services \(Local Report\)](#)

Title	Status	Update
<p>(FN01-02) Review the recently completed building condition surveys and identify a prioritised programme of improvements for our built leisure facilities which aligns with our strategy for leisure services.</p> <p><b>Start Date:</b> February 2020 <b>End Date:</b> March 2026</p>	<p>Green On track</p>	<p>Leisure is working in partnership with the Facilities Management Team to develop up-to-date condition surveys after investments over the past 5 years. The findings from the surveys will inform the prioritised programme of improvements.</p> <p>The strategy for leisure services will be approved before the end of 2025 to 2026 financial year.</p> <p>Amend end date from 31 October 2025 to 31 March 2026.</p>
<p>(FN04-01) Revisit with Denbighshire and Gwynedd their facilities strategies and confirm if there are opportunities to complement provision across boundaries.</p> <p><b>Start Date:</b> February 2020 <b>End Date:</b> March 2026</p>	<p>Amber Monitor</p>	<p>As a result of new private competition within Gwynedd and Denbighshire and possibly Conwy (PureGym) more time will be required to develop this recommendation. Further consideration of this recommendation will take place at year end.</p> <p>Amend end date to 32 March 2026.</p>

Title	Status	Update
<p>(FN05-03) Undertake a review of data to establish if we can identify who isn't using our leisure facilities. Work with partners across the region to ensure clarity about appropriate positioning in the market.</p> <p><b>Start Date:</b> February 2020 <b>End Date:</b> October 2025</p>	Complete	<p>Data reviewed and used to deliver amendments to fees and charges in April 2025, including the removal of legacy fees.</p> <p>We are unable to work with partners across the region to clarify appropriate positioning due to the PureGym threat. Each Local Authority must act differently depending on the offer.</p> <p>Recommend sign-off.</p>
<p>(FN06-01) The Council should complete its work on developing a plan that delivers a financially sustainable leisure service.</p> <p><b>Start Date:</b> February 2020 <b>End Date:</b> March 2026</p>	Green On track	<p>A 5-year plan has been developed to support the strategy and cost reduction vision. This is currently in draft and will be considered through the democratic process before the end of 2025 to 2026.</p> <p>Amend end date from October 2025 to March 2026.</p>

### 3. [Procurement Well-being in Wales \(National Report\)](#)

Title	Status	Update
<p>(FN02-01) Apply WG mechanism or tool to monitor and report on activities, both in individual procurement exercises and overall, how procurement spend is meeting the well-being goals and objectives.</p> <p><b>Start date:</b> May 2021 <b>End date:</b> December 2025</p>	Green On track	<p>Welsh Themes, Outputs and Measures framework System (TOMS) still undergoing active development and refinement through a cross sector working group led by the Welsh Government. A working draft of the Welsh TOMS was reviewed by the working group in August 2025 with several measures modified. Pilot authorities are currently trialling the new TOMS with support from the Social Value Portal.</p> <p>Extend end date from December 2025 to September 2026 to provide time for the TOMs to be piloted.</p>

Title	Status	Update
<p>(FN04-01) Clearly set out how we have considered the carbon impact of our procurement decisions, and in the case of construction or infrastructure contracts, clearly require schemes to be net zero carbon over their lifetime.</p> <p><b>Start date:</b> May 2021</p> <p><b>End date:</b> December 2025</p>	Complete	<p>This has been addressed in the new Contract Procedure Rules with the requirement for suppliers to produce Carbon Reduction Plans in accordance with WPPN 06/21.</p> <p>Recommend sign-off.</p>

#### 4. [Assurance and Risk Assessment \(Local Report\)](#)

Title	Status	Update
<p>(FN01-01) In order to meet its net zero ambition, the Council needs to fully cost its action plan and ensure that it is aligned with its Medium-Term Financial Plan.</p> <p><b>Start date:</b> September 2023</p> <p><b>End date:</b> tbc</p>	<p>Green On track</p>	<p>WLGA and Local Partnerships have produced a Net Zero Scenario Planner, personalised to each local authority. Using data provided by the council the scenario planner will highlight the capital costs and potential emissions savings associated with decarbonising the council's building portfolio across a range of scenarios towards net zero. The planner is being launched in April 2025.</p> <p>Subject to funding restrictions, the Council will need to prioritise across all of its ambitions, so once any additional costs are known, decisions will have to be taken on whether it is affordable.</p>

## 5. [Public Sector Readiness for Net Carbon Zero by 2030 \(National Report\)](#)

Title	Status	Update
<p>(FN01-01) Implement Carbon Literacy Training modules for all staff, senior leaders, and elected members.</p> <p><b>Start date:</b> September 2023</p> <p><b>End date:</b> March 2026</p>	<p>Green On track</p>	<p>The net zero e-learning module was presented and approved at the Climate Challenge Programme Board in April 2024. An additional cost of £7,000 has been determined by the designers to produce the final module, therefore services internal to the council are being explored to produce the final version at zero cost. We are continuing to explore options with officers from the IT service.</p>

## 6. [Time for Change – Poverty in Wales \(National Report\)](#)

Title	Status	Update
<p>(FN04-01) Review our integrated impact assessments or equivalent.</p> <p><b>Start date:</b> September 2023</p> <p><b>End date:</b> March 2027</p>	<p>Amber Monitor</p>	<p>No further progress has been made with this action. The council understands that it needs to review its approach to integrated impact assessments, streamlining and digitising the process. It is, however, a considerable piece of work and capacity is limited at present to take the work forward.</p>

## 7. [Equality Impact Assessments – More Than a Tick Box Exercise \(National Report\)](#)

Title	Status	Update
<p>(FN01-01) Review our overall approach to Equality Impact Assessments (EIAs) considering the findings of this report and the detailed guidance available from the EHRC and the Practice Hub.</p> <p><b>Start date:</b> May 2023</p> <p><b>End date:</b> March 2026</p>	<p>Green On Track</p>	<p>Research for good practice is being undertaken, and additional training has been attended by the Inclusive Conwy team ahead of reviewing the approach to EIAs. We are meeting with Equality and Human Rights Commission in November 2025.</p>

## 8. Springing Forward (Local Report)

Title	Status	Update
<p>(FN01-01) Demonstrate that the sustainable development principle is at the heart of future considerations for our assets.</p> <p><b>Start date:</b> September 2023</p> <p><b>End date:</b> January 2026</p>	<p>Green On track</p>	<p>This recommendation will be included as part of the Asset Management Plan, which we anticipate completing in January 2026.</p>
<p>(FN02-01) Further develop the use of benchmarking to inform planning, budget setting and to measure the longer-term success of asset and workforce initiatives.</p> <p><b>Start date:</b> September 2023</p> <p><b>End date:</b> April 2026</p>	<p>Green On track</p>	<p><b>Assets</b></p> <p>We are working on this as a team to assess what benchmarking measures would be of use to us. A key challenge is that the structure of each council does vary and therefore we are not always comparing like with like. We find informal benchmarking works well for us - attending LGA, WLGA and Audit Wales good practice events and using our networks to ask questions and seek new ideas.</p> <p><b>Workforce</b></p> <p>The strategy has a series of performance measures that are now being populated post year-end. Some measures are performance indicators; others are data outturns. This information will be included in the next progress report on the strategy. The council is networking and benchmarking good practice in relation to HR through North Wales, All Wales, and UK networking groups. Members of the team are also part of an all-Wales HR benchmarking development group, which is developing new HR benchmarking stats. A new set of performance indicators have been agreed across Wales and data will be available through Data Cymru. At the time of writing this update, the year-end benchmark information was still being finalised by Data Cymru.</p>

## 9. Cracks in the Foundation – Building Safety in Wales (National Report)

Title	Status	Update
<p>(FN01-01) Develop local action plans that include outcome measures focussed on building control services.</p> <p><b>Start date:</b> November 2023 <b>End date:</b> December 2026</p>	<p>Amber Monitor</p>	<p>Due to staff shortages and additional national mandatory training requirements, the team have not been able to progress this.</p> <p>Amend end date from 31 March 2025 to 31 December 2026.</p>
<p>(FN02-01) Urgently review our financial management of building control and ensure we are fully complying with Regulations. They should</p> <ul style="list-style-type: none"> <li>- Establish a timetable of regular fee reviews.</li> <li>- Revise fees to ensure services are charged in accordance with regulations.</li> </ul> <p><b>Start date:</b> November 2023 <b>End date:</b> April 2026</p>	<p>Amber Monitor</p>	<p>Again, due to staff resources this has not been addressed, but the team are awaiting a meeting with the service accountant to consider this matter further and they aim to issue a report by April 2026.</p> <p>Amend end date from 31 December 2025 to 30 April 2026.</p>

## 10. Homelessness Reviewed (National Report)

Title	Status	Update
<p>(FN01-14) Formulate a framework, in conjunction with advocacy groups, which will empower officers to make decisions / take action, particularly in relation to human rights and equality and reduce unnecessary reviews, without impacting upon the client's statutory right to a review.</p> <p><b>Start date:</b> May 2023</p> <p><b>End date:</b> January 2026</p>	<p>Green On Track</p>	<p>The management structure within Housing Solutions is now complete and Service Improvement Actions are being implemented, including development of a framework.</p> <p>Training to staff and regular case supervision meetings are now in place to support officers with decisions and decision making framework.</p> <p>A review of all decision letters has also been completed and new letters implemented.</p> <p>The review procedure has been updated and staff guidance put in place with input from Shelter Cymru and other agencies on how we communicate decisions, manage reviews and discussions before triggering a review. Amend end date from October 2025 to January 2026</p>

## 11. Use of Performance Information (Local Report)

Title	Status	Update
<p>(FN01-01) Evaluate the existing engagement processes and strengthen areas where required.</p> <p><b>Start date:</b> July 2024</p> <p><b>End date:</b> December 2026</p>	<p>Green On track</p>	<p>There are several workstreams being progressed to support this action. Our County Conversation: Stakeholder Engagement Survey has now been launched and will on an annual basis provide valuable user information for us. We now have capacity to consider more holistically how we engage as a council and to seek to make improvements to our engagement framework and online presence (including how we feedback to residents). Part of this will include establishing an internal network of key officers that regularly engage with our communities. Finally, to support our Resilience Strategy, we are looking to address our research capacity to bring improved data intelligence to support our decision making.</p> <p>Amend end date from 31 December 2025 to 31 December 2026.</p>
<p>(FN02-01) Review Annual Report format to include greater evaluation of Council progress and impact on service users.</p> <p><b>Start date:</b> July 2024</p> <p><b>End date:</b> July 2026</p>	<p>Green On track</p>	<p>Both our Performance Self-Assessment Report and Corporate Plan have recently been reviewed, with the Performance Management Framework for the Corporate Plan being significantly strengthened (as reported in our Performance Self-Assessment report). Our County Conversation: Stakeholder Engagement Survey work will also support the framework, and we will be looking to include results from that first survey in our year-end Performance Self-Assessment Report.</p> <p>Amend end date from 31 December 2025 to 31 July 2026.</p>

Title	Status	Update
<p>(FN02-02) Develop key principles for writing performance reports with an emphasis on evaluation of outcomes and include these in the performance management framework.</p> <p><b>Start date:</b> July 2024</p> <p><b>End date:</b> September 2025</p>	Complete	<p>Key principles for good report writing and evaluating outcomes have been included within the recently updated Performance Management Framework / Guide to Performance Management.</p> <p>Recommend sign-off.</p>

## 12. [Digital Strategy \(Local Report\)](#)

Title	Status	Update
<p>(FN03-02) Carry out an exercise to better evaluate benefits of collaboration work (or otherwise) that have already taken place and review the digital strategy to understand where any further collaboration opportunities may exist.</p> <p><b>Start date:</b> July 2024</p> <p><b>End date:</b> March 2026</p>	Complete	<p>Collaboration with Denbighshire County Council is already in place with regular meetings to review digital projects and associated benefits in both authorities. Monthly meetings are held with Heads of IT Group across the North Wales region where collaboration opportunities are considered; as well as bi-monthly meetings with the Digital Access Group to review opportunities for Digital Collaboration across the 22 Welsh Local Authorities (work led by SOCITM Wales and the WLGA Chief Digital Officer).</p> <p>Recommend sign-off.</p>

### 13. Sustainable Development – Making the Best Use of Brownfield Land and Empty Buildings (National Report)

Title	Status	Update
<p>(FN01-01) Investment Strategy to be progressed, which will seek to promote the area, town centre first approach and Previously Developed Land (PDL) / Empty Buildings.</p> <p><b>Start date:</b> July 2024 <b>End date:</b> February 2026</p>	<p>Amber Monitoring</p>	<p>Investment Strategy has not been progressed, as we cannot identify external funding to undertake the strategy and we have no funding internally. Whilst an investment strategy has not been progressed in full, an Employment Land Database has been made publicly available, which identifies sites based on their sustainability and availability. This includes all allocations, vacant properties, and land to support investors. The database has already been used for potential businesses seeking to move within or from outside Conwy. The Replacement Local Development Plan also identifies the brownfield investment hierarchy in policy form, which is subject to consultation late autumn, 2025.</p>
<p>(FN01-02) Support wider community-based asset work to bring forward an assessment of deliverable sites.</p> <p><b>Start date:</b> July 2024 <b>End date:</b> December 2025</p>	<p>Green On track</p>	<p>This action is delivered via 2 project areas as follows:</p> <p><b>Project 1: Placemaking Engagement with local communities to ensure local planning issues are progressed.</b></p> <p>This project involves direct engagement with local communities where deliverable development sites are being progressed via the RLDP. This work is now complete Further work will now be required as per Project 2 below,</p> <p><b>Project 2: Progressing review of Place Plan Guidance and Conformity Guidance.</b></p> <p>This project provides guidance to assist communities in progressing sites as a place plan/supplementary planning guidance (SPG) in line with RLDP Policy. This is an opportunity for communities to lead/be involved in progressing site development briefs for deliverable sites. This work is subject to political approval in December 2025</p> <p>Amend end date from October 2025 to December 2025</p>

Title	Status	Update
<p>(FN01-03) Review and update the Place Plan Toolkit, including introducing Place Plan Conformity Supplementary Planning Guidance.</p> <p><b>Start date:</b> July 2024</p> <p><b>End date:</b> December 2025</p>	<p>Green On track</p>	<p>All work is subject to political approval in December.</p> <p>Unfortunately, the RLDP has taken priority hence the delay in presenting through the political process as previously planned. Amend end date from October 2025 to December 2025</p>
<p>(FN01-05) Consider ambitious approaches to regeneration as part of our Investment Strategy.</p> <p><b>Start date:</b> July 2024</p> <p><b>End date:</b> February 2026</p>	<p>Amber Monitoring</p>	<p>Investment Strategy has not been progressed as we cannot identify external funding to undertake the strategy and have no funding internally.</p>

#### 14. [Social Enterprise \(National Report\)](#)

Title	Status	Update
<p>(FN01-03) Review and update the vision in the Third Sector Charter so that it represents the vision of the whole authority.</p> <p><b>Start date:</b> March 2024</p> <p><b>End date:</b> December 2025</p>	<p>Green On track</p>	<p>The Ownership of this recommendation has been reviewed. Internal Audit are reviewing the charter.</p> <p>Amend end date from September 2025 to December 2025.</p>
<p>(FN01-05) Undertake a mapping exercise to provide a baseline assessment incorporating all relevant elements within the checklist.</p> <p><b>Start date:</b> March 2024</p> <p><b>End date:</b> December 2026</p>	<p>Amber Monitor</p>	<p>We do not have the capacity currently due to the implementation of the new contracts register and impending implementation of the new Procurement Act 2023.</p> <p>Amend end date from December 2025 to December 2026.</p>
<p>(FN01-06) Develop the Contracts register to identify third sector organisations that we fund.</p> <p><b>Start date:</b> August 2023</p> <p><b>End date:</b> August 2024</p>	<p>Complete</p>	<p>A Contracts Register has been developed. Recommend sign-off.</p>

Title	Status	Update
<p>(FN01-07) Develop the Contract Procedure Rules process to enable Small and Medium-sized Enterprises to provide a quote for a tender rather than a comprehensive tender document.</p> <p><b>Start date:</b> April 2024</p> <p><b>End date:</b> October 2025</p>	Complete	<p>Contract Procedure Rules have been revised and are currently going through the democratic process.</p> <p>Amend end date from July 2025 to October 2025.</p> <p>Recommend sign-off.</p>

## 15. [Recycling and Waste Management \(Local Report\)](#)

Title	Status	Update
<p>(FN01-02) Include an analysis of the 5 ways of working and consideration of the sustainable development principle in the democratic report for the Waste Strategy.</p> <p>The issue of citizen involvement and lessons learnt will be raised at the Service Performance Review when talking about Waste performance.</p> <p><b>Start date:</b> November 2024</p> <p><b>End date:</b> September 2025</p>	Complete	<p>The 5 ways of working and consideration of the Well-being Goals is included in the democratic report for the Waste Strategy; The strategy was presented to the Economy and Place Overview and Scrutiny Committee in April and subsequently approved by Cabinet on 13th May.</p> <p>The Service Performance Review for Environment, Roads and Facilities was held in September and the good work undertaken by the service on Waste, including its handling of customer complaints and feedback was acknowledged by members.</p> <p>Recommend sign-off.</p>
<p>(FN01-05) Present an annual report on recycling and waste performance to members.</p> <p><b>Start date:</b> November 2024</p> <p><b>End date:</b> September 2025</p>	Complete	<p>A performance report was submitted for inclusion in the Members Brief in September 2025.</p> <p>Recommend sign-off</p>

## 16. Financial Sustainability (Local Report)

Title	Status	Update
<p>(FN01-01) Implement the resilience plan and transformation plan.</p> <p><b>Start date:</b> March 2024</p> <p><b>End date:</b> December 2026</p>	Complete	<p>A Resilience Strategy (including transformation) has been developed and approved by democracy in September 2025. A resilience programme has been established on the back of the strategy with five different workstreams created to deliver the programme objectives and measures of success. The resilience plan is part of the financial management workstream and work is progressing to deliver the remaining actions.</p> <p>Progress is routinely reported to democracy through our six-monthly Performance Self-Assessment reports (Goal 1 of the Corporate Plan).</p> <p>Recommend sign-off.</p>

## 17. Commissioning Older People’s Care Home Placements (Local / Regional Report)

Title	Status	Update
<p>(FN01-01) North Wales councils and Betsi Cadwaladr University Health Board need to ensure the consistent use of pre-placement agreements across the region.</p> <p><b>Start date:</b> February 2022</p> <p><b>End date:</b> December 2025</p>	Amber Monitored	<p>The latest regional Pre-Placement Agreement draft in August 2025 contained two amendments that the Council was not able to sign up to. Negotiations are ongoing around these two to find a common agreement so the final draft can be adopted. If required, a report will be brought through the democratic process to decide whether the Council can continue with the regional approach to the Pre-Placement Agreement. It is anticipated that a decision will be made by the end of December 2025.</p>

### 18. Rapid Review of Child Protection (National Report)

Title	Status	Update
<p>(FN02-01) A specific Multi-Agency Task and finish group needs to be set up to look into joint responsibilities for chairing and minute taking of the core group.</p> <p><b>Start date:</b> September 2023</p> <p><b>Due date:</b> December 2025</p>	<p>Green On track</p>	<p>The task and finish group has been established and is reviewing representation at strategy meetings. The group has agreed to raise this issue with partners at the Multi-agency Safeguarding Forum (December 2025), which has seen attendance improve.</p>

### 19. Urgent and Emergency Care – Flow out of Hospital (Regional Report)

Progress was reported to Denbighshire County Council's Scrutiny Committee on April 3, 2025. The full report and updated action plan can be accessed by clicking on the hyperlink above.