

Appendix 3 – External Audit Compliance (May 2025)

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



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By email: 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.

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By post: People and Performance Service
Performance and Improvement Team
Conwy County Borough Council
PO Box 1
Colwyn Bay
LL29 0GG

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

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.

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Audit Compliance

We are for the first time presenting an update on our audit compliance as part of our Self-Assessment documentation, which ensures all relevant performance information is considered together in one place. The table below provides an update on our progress against actions identified in support of regulatory activity that has taken place.

1. [Local Government Use of Data \(Local Report\)](#)

Title	Status	Update
Compile a data audit to identify who holds what data for what purpose. Start date: May 2019 Due Date: September 2024	Green On Track	Services complete a corporate spreadsheet on an annual basis to identify the data we hold as an organisation. The findings were included in the Data Protection Audit (satisfactory rating). Follow-up took place in October 2024 and provided a high assurance rating. This was reported to the Governance and Audit Committee in November as part of the Internal Audit Performance Report. Recommend sign-off.

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

Title	Status	Update
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. Start date: November 2019 Due Date: January 2026	Amber Within tolerance	A Community Asset Transfer policy will not be produced; however, the new Asset Management Plan will include reference to the Community Asset Transfer and lean on the new WG guidance. Timescales for publishing the Asset Management Plan were agreed by Cabinet in May 2025. It is expected to be reported through the democratic process in January 2026. Amend end date from April 2025 to January 2026.

3. An Examination of Leisure Services (Local Report)

Title	Status	Update
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. Start Date: February 2020 Due Date: October 2025	Green On track	Draft strategy in consultation with Strategic Director.
Revisit with Denbighshire and Gwynedd their facilities strategies and confirm if there are opportunities to complement provision across boundaries. Start Date: February 2020 Due Date: October 2025	Green On track	Draft strategy in consultation with Strategic Director. Still working with CLOW and other North Wales LA's through Actif North Wales to review options for more collaboration. Conwy also represented on the Betsi Cadwaladr University Health Board's Healthy Weight Healthy Wales Programme board which is identifying critical pathways and tasks to help reduce obesity and diabetes in Wales.
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. Start Date: February 2020 Due Date: October 2025	Green On track	EQIA survey conducted in February 2025. The responses included users and non-users of the service and the reasons why services are not accessed. This data is now ready to be used to develop options for increased participation. Amend end date from April 2025 to October 2025.
The Council should complete its work on developing a plan which delivers a financially sustainable leisure service. Start Date: February 2020 Due Date: October 2025	Green On track	Draft strategy in consultation with Strategic Director.

4. Procurement Well-being in Wales (National Report)

Title	Status	Update
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. Start date: May 2021 Due date: December 2025	Green On track	We are awaiting a steer from the Welsh Government. An update is anticipated during the Summer 2025. Amend end date from December 2024 to December 2025.
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. Start date: May 2021 Due date: December 2025	Green On track	We are working with the Net Zero Emissions Supply Chain project team. Information is being gathered to inform projects, contracts and procurement processes going forward, the type of questions to use and the answers that can be expected. This is ongoing and progress is slow whilst authorities wait for collective guidance from Welsh Government. An update is anticipated during the Summer. Amend end date from December 2024 to December 2025.

5. Leave No-one Behind – Age Friendly Recovery (National Report)

Title	Status	Update
Undertake community-level audits of vulnerable older people who have been digitally excluded during the pandemic, and provide user-friendly devices with access to the internet. Start date: February 2022 Due date: April 2026 End date: April 2026	Green On track	We are currently applying for the “World Health Organisation Age Friendly Status,” which requires us to consult with vulnerable groups including those who are digitally excluded. An action plan is being developed responding to the Older People’s Commissioners Report on Older People’s experiences of digital exclusion in Wales. This first element of the recommendation is being addressed as part of the above. Due to lack of resources, we are unable to deliver the second element of the recommendation in its entirety. However we have provided user friendly devices to housebound residents to access audio books, which has reduced isolation to media and made a positive impact. Recommend sign-off.

6. Assurance and Risk Assessment (Local Report)

Title	Status	Update
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. Start date: September 2023 Due date: December 2025	Green On track	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. 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.

7. Public Sector Readiness for Net Carbon Zero by 2030 (National Report)

Title	Status	Update
Implement Carbon Literacy Training modules for all staff, Senior Leader and Elected Members. Start date: September 2023 Due date: March 2026	Green On track	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. Amend the end date from March 2025 to March 2026.

8. Time for Change – Poverty in Wales (National Report)

Title	Status	Update
Review our integrated impact assessments or equivalent. Start date: September 2023 Due date: March 2027	Green On track	The council is looking at reviewing 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. The appointment of a new Inclusive Conwy Manager will help with the equality aspect of this.

9. Springing Forward (Local Report)

Title	Status	Update
Demonstrate that the sustainable development principle is at the heart of future considerations for our assets and workforce. Start date: September 2023 Due date: January 2026	Green On track	Assets This recommendation will be included as part of the Asset Management Plan – the anticipated completion date is January 2026. Workforce The People Strategy has been published. This aspect of the recommendation is completed. Recommend sign-off.

Title	Status	Update
Further develop the use of benchmarking to inform planning, budget setting and to measure the longer-term success of asset and workforce initiatives. Start date: September 2023 Due date: October 2025	Green On track	Assets 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 really well for us - attending LGA, WLGA and Audit Wales good practice events and using our networks to ask questions and seek new ideas. Workforce The council is networking and benchmarking good practice in relation to HR via 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 statistics. A new set of PI's has been agreed across Wales and data will be available via Data Cymru annually as part of their website dashboards. At the time of writing this update, the year-end benchmark information was still being finalised by Data Cymru.

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

Title	Status	Update
Develop local action plans that articulate a clear vision for building control to be able to plan effectively to implement the requirements of the Act. These plans should include: - Assessment of risks. - key roles of building control to ensure safe buildings, well-being and corporate objectives. - how will building control be resourced to deliver statutory responsibilities. - Include outcome measures focussed on building control services. Start date: November 2023 Due date: December 2025	Green On track	Building Control have in place service plans and risk registers that fall under the various headings of the Corporate Plan and Well-being Assessment and are monitored twice annually (business as usual). A key function and purpose of building control and building regulations is to ensure that buildings constructed are fit for purpose (business as usual). Building Control runs on a cost neutral basis (business as usual within existing resources). We are currently developing our outcome measures. Amend end date from March 2025 to December 2025.
Urgently review our financial management of building control and ensure we are fully complying with Regulations. They should - Establish a timetable of regular fee reviews. - Revise fees to ensure services are charged in accordance with regulations. - Annually report and publish financial information in line with the regulations. - Ensure staff are provided with training of the regulations. Start date: November 2023 Due date: December 2025	Green On track	Annual reports are published in line with CIPFA guidance (business as usual). Training plans have been developed for all team members (Completed). Fees are being reviewed and we aim to issue a report by December 2025, this will include a timetable of regular fee reviews. Due to staff shortages. Amend end date from April 2025 to December 2025.

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

Title	Status	Update
Review our overall approach to EIAs considering the findings of this report and the detailed guidance available from the EHRC and the Practice Hub. Start date: May 2023 Due date: March 2026	Green On Track	The new Inclusive Conwy Manager started in January 2025. Working with the Inclusive Conwy Steering Group they will review and simplify the council's approach to Equality Impact Assessment, with guidance. It is our ambition that it becomes digitised. Amend the due date from March 2025 to March 2026.

12. [Homelessness Reviewed \(National Report\)](#)

Title	Status	Update
Create a factsheet outlining what a client may expect from the service, ensuring an Easy Read format is available. Start date: May 2023 Due date: December 2024 End date: December 2024	Green On track	Fact sheet in place providing clients with information on what they can expect from Temporary Accommodation. Recommend sign-off.
Ensure there is a plan to provide regular training on equality and human rights to all decision makers and to reviewing officers. Start date: May 2023 Due date: December 2024 End date: December 2024	Green On track	All Housing officers complete the corporate equality eLearning modules. Completions are monitored monthly. Recommend sign-off.
Create working relationships with stakeholder / partner agencies, such as 'Take Notice,' to help improve services. Start date: May 2023 Due date: March 2025 End date: March 2025	Green On Track	Good progress with internal and external partnerships is taking place e.g. Social Care and Housing Working Group in place / Stori and Probation embedded in the team and a Partnerships Manager has been appointed. This work is ongoing and is business as usual. Recommend sign-off.

Title	Status	Update
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. Start date: May 2023 Due date: October 2025	Green On Track	The Review of the Homelessness service is currently taking place. As part of this review, we are developing a report to highlight strengths and weaknesses within the service. In response we will develop an action plan for service improvement. This recommendation will be addressed as part of this review. Amend end date from March 2025 to October 2025.

13. Use of Performance Information (Local Report)

Title	Status	Update
Evaluate the existing engagement processes and strengthen areas where required. Start date: July 2024 Due date: December 2025	Green On track	This is being progressed as part of our Stakeholder Engagement Survey work. Amend end date from March 2025 to December 2025.
Review Annual Report format to include greater evaluation of Council progress and impact on service users. Start date: July 2024 Due date: December 2025	Green On track	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. Our Stakeholder Engagement Survey work will also support the framework. Amend end date from March 2025 to December 2025.
Develop key principles for writing performance reports with an emphasis on evaluation of outcomes and include these in the performance management framework. Start date: July 2024 Due date: December 2025	Green On track	We will consider some key principles for good reporting as part of our upcoming update of our Performance Management Framework guidance. Amend end date from March 2025 to December 2025.

Title	Status	Update
Quality assure all Corporate Plan measure PI method statements to make sure they include information about how the data is validated. Start date: July 2024 Due date: March 2025 End Date: March 2025	Green On track	Our Corporate Plan Performance Management Framework has recently been reviewed. Considerable work has been put in by the Performance and Improvement Team and service business managers to ensure that we clearly understand how and where data will be sourced for each measure. Methodology statements have been put in place where there is any ambiguity around either the source of the data, or where data may be prone to inconsistency. Recommend sign-off.
Remind services about the requirement to validate data they collect and analyse to ensure accuracy. Start date: July 2024 Due date: March 2025 End Date: March 2025	Green On track	As part of our work to review both our Performance Self-Assessment reporting and the Corporate Plan Performance Management Framework, the Performance and Improvement Team have reminded service business managers of the importance of validating data submitted through CAMMS. The Performance and Improvement Team will also always query data that appears to be inconsistent prior to reporting. Reports are further checked by the business managers, Heads of Service prior to further scrutiny and challenge by elected members. Recommend sign-off.

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

Title	Status	Update
Submit a request to the Youth Council to seek feedback on our current online offerings. Start date: July 2024 Due date: October 2024 End Date: March 2025	Green On track	Youth Council approached to request feedback on digital strategy and particularly digital offerings e.g. website, engagement etc. LGA Digital Inclusion group informing how we design and implement digital solutions. Strategies and any areas of website offer the opportunity online to offer feedback to inform design or strategic priorities. We will review feedback within the digital work stream and amend digital strategy /priorities where appropriate and reasonable. Recommend sign-off.

Title	Status	Update
Seek further feedback from other key groups regarding the Digital Strategy and / or online services. Start date: July 2024 Due date: October 2024 End date: October 2024	Green On track	Strategies and any areas of our website offer the opportunity online to offer feedback to inform design or strategic priorities. We will review feedback within the digital work stream and amend the digital strategy /priorities where appropriate and reasonable. Recommend sign-off.
Seek alternate funding where there are currently no funds to support actions contained within the Digital Strategy. Start date: July 2024 Due date: December 2027 End date: May 2025	Green On track	This approach will be supported through the adoption of the Digital Work stream within the Corporate Resilience Strategy and Board. Recommend sign-off.
We will mandate officers working on transformation projects to ensure monitoring arrangements are clear from the outset to measure success or otherwise of work carried out. Start date: July 2024 Due date: December 2027 End date: May 2025	Green On track	This will be actioned on an ongoing basis for each transformation project. Lead officers in the ITDT Service are aware of this requirement. Recommend sign-off.
Maintain current approaches to collaboration and consider where further opportunities may exist (along with funding support) to collaborate in areas of work. Start date: July 2024 Due date: December 2024 End date: December 2024	Green On track	Work alongside Chief Digital Officer at WLGA continues with a view to sharing expertise, knowledge and costs where appropriate for digital IT solutions. Some Triple Value Impact proposals also taken to WLGA and / or other regional or national groups such as Fostering. Ascertaining value is dependent on accurate information from providers or comparison to previous levels of spend / efficiencies. This is business as usual. Recommend sign-off.

Title	Status	Update
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. Start date: July 2024 Due date: March 2026	Green On track	Proposal to review this before 31st March 2026. Amend end date from December 2024 to March 2026.

15. [Sustainable Development – Making the Best Use of Brownfield Land and Empty Buildings \(National Report\)](#)

Title	Status	Update
Investment Strategy to be progressed, which will seek to promote the area, town centre first approach and PDL / Empty Buildings. Start date: July 2024 Due date: February 2026	Green On track	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. Amend end date from February 2025 to February 2026
Support wider community-based asset work to bring forward an assessment of deliverable sites. Start date: July 2024 Due date: September 2025	Green On track	On track for completion in September 2025. Amend end date from February 2025 to September 2025.

Title	Status	Update
Review and update the Place Plan Toolkit, including introducing Place Plan Conformity Supplementary Planning Guidance. Start date: July 2024 Due date: October 2025	Green On track	All work is subject to political approval in September 2025. The Conformity Assessment guidance is complete following a Planning Aid Wales Stakeholder event.
Ensure that Place Plans, Place Making Plans and Community / Regeneration Plans are used to prioritise and as evidence for regeneration funding. Start date: July 2024 Due date: October 2025 End date: May 2025	Green On track	Conwy's eight major towns – Abergele and Pensarn; Towyn and Kinmel Bay; Colwyn Bay (including Mochdre, Rhos on Sea, and Old Colwyn); Conwy (including Deganwy and Llandudno Junction); Llanrwst; Llandudno (including Craig y Don, Penrhyn Bay, and Llandrillo yn Rhos); Llanfairfechan; and Penmaenmawr all have Place Plans, Kickstarter Plans, or Community Plans in place. These plans are regularly used and referenced to prioritise regeneration projects, as required by major funders. However, the Local Authority has very limited resources, making it challenging to give each area the attention it deserves. We are focusing on delivery through partnerships to maximize reach and benefit, which includes supporting the implementation of these plans. The above conformity guidance will further support this process in addition to the review of the Place Plans Toolkit. The action is now part of on-going business as usual. Recommend sign-off.
Consider ambitious approaches to regeneration as part of our Investment Strategy. Start date: July 2024 Due date: February 2026	Green On track	Investment Strategy has not been progressed, as we cannot identify external funding to undertake the strategy and have no funding internally. Amend end date from February 2025 to February 2026.

16. Social Enterprise (National Report)

Title	Status	Update
Review and update the vision in the Third Sector Charter so that it represents the vision of the whole authority. Start date: March 2024 Due date: September 2025	Green On track	Ownership of this action is currently being reviewed. Amend the end date from March 2025 to September 2025.
Undertake a mapping exercise to provide a baseline assessment incorporating all relevant elements within the checklist. Start date: March 2024 Due date: December 2025	Green On track	We do not have the capacity currently due to the implementation of the new contracts register and impending implementation of the new PA2023. Amend end date from December 2024 to December 2025.
Develop the Contracts register to identify third sector organisations that we fund. Start date: August 2023 Due date: August 2024	Green On track	The new contracts register will allow us to do this. This is in progress – it was delayed as part of the Phase 2 implementation and we have had further issues more recently with testing. We are hoping the new system will be live by end of July 2025. Amend end date from March 2025 to July 2025.
Develop the CPR process to enable Small and Medium-sized Enterprises to provide a quote for a tender rather than a comprehensive tender document. Start date: April 2024 Due date: July 2025	Green On track	Revised thresholds in new Contract Procedure Rules (CPRs) will allow for quotes to be provided for higher value procurements. Hopefully the new CPRs should be agreed and approved by the end of the summer. We also have a duty under the new Procurement Act to consider barriers Small and Medium-sized Enterprises may face in participating in public procurements, and consider whether these barriers could be reduced or removed. This duty is provided for in the new CPRs.

17. [Together We Can - Community Resilience and Self-Reliance \(National Report\)](#)

Title	Status	Update
Review our EqlA following the review of the corporate plan. Start date: January 2025 Due date: March 2025 End Date: February 2025	Green On track	An updated Equality Impact Assessment for the Corporate Plan was presented alongside the revised Corporate Plan that was approved by Council on February 27, 2025. Recommend sign-off.

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

Title	Status	Update
Include an analysis of the strategic position in the Waste Strategy. Start date: November 2024 Due date: September 2025 End date: May 2025	Green On track	A Waste Strategy for Conwy was drafted with support from Local Partnerships and was presented to the Economy and Place Overview and Scrutiny Committee in April. It was subsequently approved by Cabinet on in May. Recommend sign-off.
Include an analysis of the 5 ways of working and consideration of the sustainable development principle in the democratic report for the Waste Strategy. The issue of citizen involvement and lessons learnt will be raised at the ERF service performance review when talking about Waste performance. Start date: November 2024 Due date: September 2025	Green On track	The 5 ways of working and consideration of the well-being goals is included in the democratic report for the Waste Strategy, which is being presented to the Economy and Place Overview and Scrutiny Committee in the Summer. The Strategy was presented to the Economy and Place Overview and Scrutiny Committee in April and subsequently approved by Cabinet on 13th May. It will now go out for public consultation and the results from this will be presented to Economy and Place Overview and Scrutiny Committee. Amend end date from March 2025 to September 2025.
The democratic report for the Waste Strategy will consider a longer-term vision. Start date: November 2024 Due date: September 2025 End date: May 2025	Green On track	A Waste Strategy for Conwy was drafted with support from Local Partnerships and was presented to the Economy and Place Overview and Scrutiny Committee in April. It was subsequently approved by Cabinet in May. Recommend sign-off.

Title	Status	Update
Share analysis of fly tipping data over recent years with officers from Regulatory Services (enforcement). Start date: November 2024 Due date: June 2025 End date: November 2024	Green On track	Analysis was completed and sent to Regulatory Services on in November 2024. Recommend sign-off.
Provide more detail of the work ERF and Regulatory Services will undertake to prevent fly-tipping. Start date: November 2024 Due date: June 2025 End date: June 2025	Green On track	Regulatory Services enforce where an offence has been committed and there is sufficient evidence to prosecute. In addition, a successful bid to UK Shared Prosperity Funding has allowed us to purchase mobile cameras as part of a Better Open Spaces project, which can be deployed using intelligence into problem areas both as a deterrent and an enforcement tool to identify offenders. Recommend sign-off.
Present an annual report on recycling and waste performance to Members. Start date: November 2024 Due date: September 2025	Green On track	The 1st annual Waste Performance Report will be presented to Economy and Place Overview and Scrutiny Committee in September 2025. Amend end date from June 2025 to September 2025.
Consider our arrangements for the replacement of vehicles, plant and equipment alongside other pressures and priorities within the service. We will continue to assess grant funding opportunities as they become available. Start date: November 2024 Due date: March 2025 End date: March 2025	Green On Track	We have considered arrangements for our vehicle replacement programme, aligned with our capital funding process, with vehicle specifications being prepared and orders placed as appropriate. Following confirmation of capital funding for the replacement programme, orders have been placed for new recycling and refuse vehicles, with orders currently extending to April 2026. Due to the specialist nature of the council's fleet, once an order is placed delivery of the new vehicle can take several months. Recommend sign-off.

19. [Financial Sustainability \(Local Report\)](#)

Title	Status	Update
Implement the resilience plan and transformation plan. Start date: March 2024 Due date: December 2026	Green On track	Implementation of the resilience plan continues to progress. A Resilience Strategy will be presented to Members in late spring / early summer, further outlining current and planned work. We continue to engage with CIPFA to challenge and review areas of pressure and scope for further savings delivery.

20. [Governance of National Park Authorities \(National Report\)](#)

Title	Status	Update
Discuss the merits of reporting twice annually to Cabinet. Discuss with Powys County Council the framework that is being developed and if it would have value to Conwy. Start date: February 2025 Due date: March 2025 End Date: March 2025	Green On track	Representatives will now report twice annually to Cabinet. The framework being developed with Powys CC was discussed. We co-ordinate timetabling of meetings and have developed a feedback loop between Members of the National Park and Council officers to discuss opportunities, challenges and issues arising. We are undertaking a review of the Member Training Programme to identify areas of synergy. Recommend sign-off.

21. [Education Services \(Local Report\)](#)

Title	Status	Update
To implement a consistent team plan document. Start date: May 2024 Due date: November 2024 End date: November 2024	Green On track	A consistent approach to service planning and team planning has been implemented and shared with Estyn. This clearly evidences a focus on defined success criteria and ensuring actions are measurable and focusing on the impact they have achieved. Recommend sign-off.

Title	Status	Update
Implement a new service plan template that links clearly to individual teams plans with SMART actions with defined success criteria and monitoring / evaluation. Start date: May 2024 Due date: November 2024 End date: November 2024	Green On track	A new service plan template has been implemented from April 2024 detailing SMART actions, all of which have defined success criteria. Service area team plans have been implemented using the same approach to ensure there is consistency across all service areas within Education. The documents show clearly a link to the service plan outcomes, actions and team actions with the defined success criteria on the update documents for officers to measure success against when providing updates bi-annually. Recommend sign-off.

22. [Commissioning Older People's Care Home Placements \(Local / Regional Report\)](#)

Title	Status	Update
North Wales councils and Betsi Cadwaladr University Health Board need to ensure the consistent use of pre-placement agreements across the region. Start date: February 2022 Due date: December 2025	Red Target Not Met	The Pre Placement Agreement (PPA) is still not in place and has been further delayed by legal issues and challenges. Discussions between legal representatives of the different organisations has continued for the three years and progress is being made slowly. There are now only a small number of issues outstanding. A completed PPA is expected later in 2025. The delay has meant that the contract with all our care homes has expired and we now operate under an 'implied contract.' So far, the Care Providers in Conwy continue to honour the previous contract and it has had no impact on Conwy residents. It does however remain a risk and leaves us potentially open should a dispute arise. Amend end date from June 2025 to December 2025.

Title	Status	Update
North Wales councils and Betsi Cadwaladr University Health Board need to strengthen their partnership governance arrangements to ensure proper accountability and effective scrutiny. Start date: February 2022 Due date: November 2024 End date: November 2024	Green On track	The Regional Partnership Board concluded that it is the responsibility of each partner to ensure that appropriate governance arrangements are in place. A Statement of Common Ground has been produced with Conwy and Betsi Cadwaladr as part of the replacement development plan process and approved by Council. Progress is also being made through regular meetings with the Health Board to achieve a productive and collaborative relationship. This work is ongoing and will be monitored and reported to the Governance and Audit Committee twice annually as part of Risk 10 within our Corporate Risk Register – <i>“The risk that partners do not have aligned priorities, commitments or available resources to make effective decisions and support the successful implementation of shared outcomes.”</i> Recommend sign-off.

23. [Youth Justice Service \(Local Report\)](#)

Title	Status	Update
Undertake a detailed needs analysis to inform the board and partnership of the services that need to be provided within the Youth Justice Service. Start date: November 2024 Due date: September 2025 End date: May 2025	Green On track	Partnership Review has been undertaken with each agency / statutory partner. Areas of need and improvement were identified and progressed by the Operational Management Group with oversight from the Youth Justice Service Management Board. Performance reports and case studies are reported to the Management Board to ensure continued oversight of issues and concerns to ensure timely response to issues /outstanding need. This is now completed. Recommend sign-off.

Title	Status	Update
Make sure that there are effective information-sharing agreements with the virtual school so that children can access the service without delay. Start date: November 2024 Due date: September 2025 End date: May 2025	Green On track	There are no virtual school Heads in Conwy or Denbighshire. A new pathway and guidance have been agreed, and this has been shared at Management Board and Youth Justice Service Team Meetings, and within education establishments in both counties. This work has been completed and processes are now embedded and reviewed regularly as part of the operational oversight of the Management Board, and as part of the work programme and oversight arrangements of the newly created Operational Manager role for partnerships within the Service. This is now completed. Recommend sign-off.
Monitor children's access to partnership services and address any barriers in a timely way. Start date: November 2024 Due date: September 2025 End date: May 2025	Green On track	This process of monitoring access to Partnership Services is now embedded within the Governance and leadership function of the Youth Justice Service Management Board. Partnership update proforma has been agreed and circulated to all partners and is reported on in all Management Board Meetings. Developments have been noted by the Youth Justice Board. Performance reports and case studies are reported to the Management Board to ensure continued oversight of issues and concerns to ensure timely response to issues / outstanding need. Recommend sign-off.

Title	Status	Update
Make sure that their services contribute effectively to keeping Youth Justice Service children safe and well by providing representation at the out-of-court decision-making panel, training social workers to understand their roles and responsibilities when co-working cases with the Youth Justice Service, and contributing to effective joint assessment and planning. Start date: November 2024 Due date: September 2025 End date: May 2025	Green On track	New protocol agreed. Joint 'anchor day' of Youth Justice Service and Youth Protection Service staff has been introduced to build personal relationships. Work undertaken to develop the Operational Management Group. Joint opportunities to work together informally to be further pursued through the Operational Management Group. Links with MASH (Multi Agency Safeguarding Hub) for Conwy and SPOA (Single Point of Contact) Denbighshire established, and agreement in principle to fund a Conwy and Denbighshire CCE (Child Criminal Exploitation) lead role. This is now completed. Recommend sign-off.

24. [Rapid Review of Child Protection \(National Report\)](#)

Title	Status	Update
Develop and approve Local Authority outcome letter. Letter to be created in Welsh Community Care Information System (WCCIS) also to ensure that Management Information System (MIS) can gather data. Start date: September 2023 Due date: October 2024 End date: May 2025	Green On track	This is now completed. Recommend sign-off.
Contingency plans need to be made more clear for children and young people to include young people transition to adult service in case of increased risk of significant harm. Start date: September 2023 Due date: September 2024 End date: May 2025	Green On track	This is now completed and embedded into practice. Recommend sign-off.

Title	Status	Update
Figures regarding the number of staff at the front door who can deliver a service through the medium of Welsh. Start date: September 2023 Due date: October 2024 End date: October 2024	Green On track	There are 16 staff members who are able to deliver a service in Welsh within The Family Support and Intervention Service (out of 45). Referral forms are bi-lingual and minutes are available in Welsh. Action is completed. Recommend sign-off.
Review multi-agency training and include risk assessment. Start date: September 2023 Due date: March 2025 End date: March 2025	Green On track	The initial training round has been completed and will now move over to business as usual. Recommend sign-off.
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. Start date: September 2023 Due date: June 2025	Green On track	The task and finish group has been established and is reviewing representation at strategy meetings. Group agreed to raise with partners at the Multi-agency Safeguarding Forum (December 2025), which has seen attendance improve. Amend the end date from March 2025 to June 2025.
Ensure a consistent national approach to training and development. Review and update safeguarding unit 2-day multi-agency training. Start date: September 2023 Due date: March 2025 End date: March 2025	Green On track	The training material has been updated to incorporate the new components, and new multi-agency training is schedule to take place in June 2025. Action is completed. Recommend sign-off.
Ensure consistency across the service with regard to risk assessments. The WCCIS system will be revisited with regard to where the care and support protection plans are logged. Start date: February 2025 Due date: March 2025	Green On track	A revised template has been implemented to capture the child's views on their daily lived experience and any improvements experienced under CPR. A new risk report and risk assessment has been implemented. Action is completed. Recommend sign-off.

Title	Status	Update
Ensure that relevant family members e.g. fathers, extended family have been invited as appropriate. Look at making improvements with regard to the assessments document. Start date: February 2025 Due date: March 2025 End date: March 2025	Green On track	The invitation list has been completed and implemented, documents have been revised and are in use. Recommend sign-off.
Review RASM and risk management plan. Start date: February 2025 Due date: December 2024 End date: December 2024	Green On track	The new processes are agreed. Recommend sign-off.

25. [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.