Improvement Plan Theme Progress Summary October 2022

Theme	Summary	Achievements this period (Aug-Oct)	Key Milestones
Organisational Culture	 Summary Statement: Progress is being made across all workstreams. Slippage is being experienced in a couple of areas that are classed as medium risk one of which is due to the impact of the by-election. In addition there is some slippage relating to the establishing the desired organisational culture (which is rated as a green risk). Of the 16 main action areas, there are: zero main actions with a red risk rating, 7 main actions with a green risk rating, 9 main actions with a green risk rating. Of the 7 actions with an amber risk rating: 3 live sub-actions to deliver the action are on track 2 sub-action have or will experience medium slippage or issues. These actions relate to: Create the right environment for that organisational culture to thrive Organisational Development Strategy and Plan Approved- being redefined as Workforce 	 October Member Development programme part of BAU Final interview for CEx taken place September: CEx long-list interviews undertaken 4 sessions between Members and Officers with LGA have taken place August: CEx recruitment out to advert Training provider in place for Directorship 	 Part 2 engagement desired culture - August – December 2022- Commenced Corporate Governance Training Delivery - Autumn 2022 - Commenced Approval of document / statement setting out desired organisational culture – On track for Jan 2023 Organisational Development Strategy and Plan Approved – On track for March 2023

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	 Strategy. This is dependent on the outcomes of the culture listening groups which will conclude in October. Design and deliver Corporate Governance Training for Members: *Effective decision-making training- (delay of Council date due to by-election) 2 sub-actions have been marked completed this month. These actions relate to: Ward and Casework Leadership Team conversation to identify mechanisms to embed and sustain the required approach and process forward and casework (linked to desired organisational culture) Deliver Member Development Programme Deliver Member Development Programme Deliver Member Development Programme Deliver Member Development Programme Actions to respond to employee survey outcomes to be identified and embedded in improvement plan 2 sub-actions are not yet due to commence 	and Trusteeship Training Organisational Culture Champion training commenced Listening groups scheduled and invites to 460 employees issued	 Appointment of Permanent Chief Executive- On track for Nov 2023 Complete: Budget Holder Role Profile Approved Employee Engagement Survey Report New Member Induction Employee Engagement Survey Results Meeting structures to support regular dialogue between Senior Leadership (Officer and Member) confirmed for new Municipal Year- Part 1 Engagement - Starting the Conversation

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			 Scope of Corporate Governance Training approved Member Development Programme approved Corporate Governance Training – Procurement for delivery partner
	 Organisational Culture Workstream Updates Establishing Organisational Culture Consultancy engaged. Phase 1 engagement has been complete. Culture champing Listening sessions have been carried out. Survey to be isse Outcome session to be held with LT November 22. Draft of culture will then be refined and work commence on workfor Officer Learning and Development Preparatory discussions are taking place for the revision of Outcome server discussions are taking place for the	sues October/November. of document setting out the orce strategy. of corporate induction	desired organisational
	Guidance around decision making is being issued to Office	ers in October. Dates for th	aming are being agreed.

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	 Range of corporate governance training has been delivered on Effective decision-making training scheduled to condelegation approvals. Procurement and Officer-Member behaviour training A broader Management Development Programme and rev2023 following the approval of the OD Strategy and Plan. Officer and Member Relationship Regular meetings with Whips are being diarised. Regular meetings with Group Leaders have been taking pmeetings between Cabinet and Leadership Team in place 1 more session to take place with Officers (Nov) and there any further actions required. Member Learning and Development Member Development Committee. Centre for Governance and Scrutiny are providing training Effective decision-making training to be delivered in Nove date change). Annual refresher training of Corporate Governance training Forward Plan for All Member Briefings in place for new Member Development for the provide the place for new Member Development for the provide the place for new Member Development for place for new Member Developm	ed linked to the constitution mmence late November link og commenced as planned. vision to the Corporate Inde place and these have been a for Municipal Year e will then be a report product to regular business of the E g on 28 Nov. mber/December to key offi- ing planned in November 22 unicipal Year. Latest briefir	ked to scheme of uction will be rolled out in meeting needs. Regular uced by LGA, identifying Ethical Standards and cers <i>(delay due to Council</i> in the standards and
	 Leadership Team Review of All Member Briefings to ensu compiled to report back on the last 12months as a closure Internal Communications 		. Driening note will be

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	 Comms messages have taken place and training sessions relationship. Director Live Events have taken place over Autumn. All St Paper outlining comms on IP to date and future plans is be Employee Engagement Leadership Team considered action plan in response to E EES specific action plan in place containing corporate action Actions around staff conference and formal employee recording to the plan will be monitored twice a year. Recruitment of Chief Executive Final interviews with Chief Officer Terms and Conditions C ratification due 8 November 	aff briefing taking place in Nov eing presented on 03/11 mployee Engagement Survey ions and Directorate-specific ac ognition scheme have been ad	ember. 18/10. ctions. ded to OC.E2.
Corporate Oversight	 Summary Statement: Progress is being made across all workstreams. Of the 11 main actions there is 1 main action with a red risk rating, 4 main actions with an amber risk rating 6 actions with a green risk rating. Of the 1 main action with a red risk rating: All sub-actions are now complete with the Q1 report presented to Cabinet, Scrutiny and an All Member briefing. New actions are proposed for inclusion within this workstream. 	 October: Q1 Performance Management Report made to Scrutiny and a an All Member Briefing September: Q1 Performance Management Report mad to Cabinet ERP Contract signing and mobilisation 	 completed- On track for December completion of AD level. Oracle

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	 Of the 4 main actions with an amber risk rating: 2 live sub-actions to deliver the action are on track 1 sub-action has or will experience medium slippage or issues. This action relates to: Programme and Project Management System Implementation Further exploration taking place of Verto system to fulfil transformation programme needs 2 Zero sub-actions have been completed this month. 2 Zero sub-actions are not yet due to commence 	 Project Management training rolled out to ke project members for C Fusion August: ERP Contract Awarde Financial Services new structure in place July: Business process re- engineering resources been approved. 	 Establish Performance Management Framework Improvement Plan approved Procure new support provider to
	Corporate Oversight Workstream Updates		
	 ERP Key project members have received training. Ongoing training 	ining to be arranged as nee	ded in the future.

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	 Procurement complete and contract awarded Support provider in place New milestones to be added to Improvement Plan Improvement Planning, Monitoring and Learning Commissioners report prepared and submitted to Sec Awaiting formal response from DLUHC. 		sion due in December 2022.	
	 Performance Management Q1 report considered by Budget and Corporate Scruti briefing on Q1 report being held 18/10/22. Preparations underway for Q2 report to Cabinet in De 	report considered by Budget and Corporate Scrutiny Management Board 13/10/22, and an All Memb		
	 Organisational Structure and Enabling Corporate Con KPIs and standards developed for financial services s Review of corporate debt recovery processes underw 22. C.Co in place to support finance transactional process progressed through the Fusion Programme. Approach to transformation being considered by LT 03. 	ection by November ay covering multiple teams- c ses. Series of back office proc		
	 Programme and Project management Leadership Team approved governance and framework 	rk.		

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	 In Nov, Leadership Team will consider how we manage pi manage approval and progress of projects, project and progress change methodology, business change methodology, setting up P Verto system is being looked at further exploration neede 	ogramme mgmt methodolo MO, managing benefits life	gy, business analysis
Strategic Direction	 Summary Statement: Progress is being made, however some specific issues emerging around the EDI agenda along with the forthcoming decision to adopt the LGA equalities framework review are impacting on the ability to deliver on the actions to the original timescales. Slippage has also occurred against original timescales for the Commercial Strategy. Locality Working Workstream placed on hold and proposed creation of Customer Journey Workstream. Of the 13 main action areas, there are: zero actions with a red risk rating, 6 actions with an amber risk rating, 7 actions with a green risk rating. Of the 6 main actions with an amber risk rating: 7 live sub-actions to deliver the action are on track 4 sub-actions have or will experience medium slippage or issues (two of which are related to delays due to the by-election). These actions relate to 	 October Corporate Parenting Strategy Approved Review of MTFP concluded Microsite creation for information around priority projects for stakeholders launched September: Equality policy review complete First Resident's Survey completed 	 Approval of Medium- Term Financial Plan and Capital Strategy- on track for November Cabinet Corporate Procurement Strategy – Commenced Commercial Strategy Commenced Regular Resident Survey in place- 2022 budget consultation and Residents' survey completed. Plans to sustain approach being developed

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·	agement Strategy <i>y election</i>) Commercial Strategy portunity Assessment eived by Leadership uality, Diversity and tworks Equalities Commission red- Scheduled for Nov <i>ction</i>) ience significant decision making Inclusion Strategy	 Equalities Policy approved- on track for November approval Equality, Diversity and Inclusion Strategy approved- Autumn 2023 Corporate Asset Management Strategy Approved- On track for November Cabinet HRA 30 Year Business Plan approved- On track for Spring 2023 Model for Locality Working Approved- On hold and incorporation within Customer Journey Workstream. Complete:

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	 Corporate Asset Management Strategy Development Confirmation of funding for remaining Workplace Vision components Refresh Corporate Parenting Strategy Re-focusing of strategic priorities Corporate Parenting Strategy approved Equality and Diversity 		 Approval of Communications and Corporate Affairs Strategy Approval of Regeneration Strategy and Pipeline- Early Help Strategy approved and launched Public Consultation to be carried out as part of budget process Corporate Parenting Strategy Refresh Approved
	Strategic Direction Workstream Updates		
	Strategy Development and Refresh		

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	 Aiming for scrutiny and Cabinet in November/December Discussions ongoing around capacity and expertion Software procurement not taken place yet. Demo Microsite created and launched at the end of Oct Corporate Asset Management Strategy: Workplace via management strategy due to Cabinet in November (inclusions has been incorporated within the customer Journ Commercial Strategy: Assessment Report received. To Commercial Strategy can be updated to reflect opporture Corporate Parenting: The strategy has been circulated HRA Business Plan: Draft plan is due at Safer neighbor 	 Microsite created and launched at the end of October. Corporate Asset Management Strategy: Workplace vision has been closed. New Corporate asset management strategy due to Cabinet in November (including surplus assets report). Options for hub locations actions has been incorporated within the customer Journey workstream. Commercial Strategy: Assessment Report received. To be reviewed by Leadership Team and then Commercial Strategy can be updated to reflect opportunities to be taken forward. Corporate Parenting: The strategy has been circulated and agreed by corporate parenting board members. HRA Business Plan: Draft plan is due at Safer neighbourhoods and active communities Scrutiny Board on 1 Nov. On track for Cabinet in February. Procurement of stock condition surveys due to go to tender November 		
	 Equality and Diversity. Review of council EDI decision making process – this for and the updated EIA form and guidance is being upload Approval of EDI strategy - Significant slippage in relation adoption of LGA Equalities Framework leading to pushin reprofiled through October's change control. This is refe of the equalities policy – but also seek approval of using Continue to embed Equality, Diversity and Inclusion (ED functioning better than others; Continue to deliver on Equalities Commission Board prior impacting on operation of staff networks and delivery on 	ed onto the intranet in to two components of EDI wing back original timescales. The prenced in the report going to the LGA Equalities Frameworks OI) staff networks – Ongoing wind porities. EDI legacy issues are	workstream due to Fimescales agreed to be Cabinet seeking approval ork. work – some networks are e resurfacing which is	

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	 Leadership Team in coming weeks. All these actions w Framework. *Equality Policy approved- Scheduled for Nov 22 (delated to be closed and actions in the second team proposed team proposed to be closed and actions in the second team proposed team proposed to be closed and actions in the second team proposed team propose	y due to by election) corporated within Customer laced on hold. pushed to the November Cat	Journey Workstream.
Decision Making	Summary Statement: Progress is being made across all workstreams.Of the 7 main actions there are: • zero main actions with a red risk rating, • 5 main actions with an amber risk rating, • 2 main actions with a green risk rating.Of the 5 main actions with an amber risk rating: • 4 live sub-actions to deliver the action are on track	October: • ARAC recommendations and report into SEND transport complete September: • SEND procurement exercise undertaken in line	 track for Nov Council. Council Decision on options for alternative election cycle- Due Nov 2022 Revised Financial

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	 4 sub-actions have or will experience medium slippage or issues. All bar one relate to delays due to the by-election: In-depth review and revision to Corporate Governance Documents *Effective Decision-Making Training- (delay due to by election) *Revised Scheme of Delegations agreed- (delay due to by election) Revised Financial Regs agreed Slippage relates to the remaining areas of the Financial Regulations that need reviewing. This will slip to December Council. As the key changes were approved in July, the risk and impact of the slippage of the outstanding bits is very low. Refresh decision making-arrangements including the role of Scrutiny *Review of scrutiny arrangements- (delay due to by election) 1 sub-action has or will experience significant slippage or issues. These actions relate to: In-depth review and revision to Corporate Governance Documents Revised Council Procedure Rules. This is Red rated due to an error in July's commentary and omission 	with contract procurement rules • Contracts now live August: • Consultation launched re 4- yearly election cycle	 On track for December Revised scheme of Delegations agreed- due for approval in November Approval of any changes to scrutiny (if required following review)- From Nov Complete: Options Paper to Leadership Team for 4 yearly election cycle Scrutiny work planning event Revised Procurement and Contract Procedure Rules agreed Revised Council Procedure Rules Revised Sale of Land and Buildings Protocol

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	from change control. Due for Council approval in November/December. • 1 sub-action is marked complete this month. This action relates to: • ARAC report and recommendations in relation to SEND Transport • Completion of report and recommendations • zero sub-actions are not yet due to commence		 Implementation of Scrutiny Recommendations for SEND (Special Educational Needs and Disability) Transport and Waste Completion of ARAC report and recommendations in relation to governance issues raised (SEND Transport, Waste Contract)
	 Decision Making Workstream Summary 4 Yearly Election Cycle Final decision report due at Council in November. (delay du Constitution and Governance Framework Training to be rolled our beginning of November/December further constitutional changes. (delay due to by election) Refresh of financial regulations will be presented to full Communication 	er 22 after approval at Co	ouncil in November 22 of

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	 Revised scheme of delegation being prepared for Council Role and function of Scrutiny and Audit Review of scrutiny arrangements are ongoing and due to been complimentary around scrutiny arrangements Scrutiny work plans have been agreed and workplans are Follow up discussion due to take place in October to mana Survey to Scrutiny and Audit Members, and Officers atten Findings were reported to IPRM 6 October. Surveys will conjuncted by a server of the se	be reported to full Council i in the process of being del age the position on historic ding Committees conducte	livered. issues with ARAC chair. d over September.
Procurement & Commercial	 Summary Statement: Progress is being made across all workstreams. Implementation of a corporate performance management system is rated as low risk but is experiencing a significant level of slippage. Of the 11 main actions there are: zero actions with a red risk rating, 7 actions with an amber risk rating, 	 October: Review of Serco Contract Complete Street Cleansing revised plan approved at Waste Board. 	 SEND Transport Contract Monitoring arrangements in place- Due in January Arrangement in place for future delivery of leisure services- May 2023

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	 4 actions with a green risk rating Of the 7 actions with an amber risk rating: 3 live sub actions are on track 1 sub-actions have or will experience medium slippage or issues. This action relate to: Lion Farm Options Agreement: Implement approved way forward: 	 LATC Chief Officer recruitment underway September: Lion Farm: Responsibilities of both council and developer clarified within formal documentation SEND Transport Contract has gone live 	 Fleet replacement complete- Mid 2023 Implementation of Asset Management System- On track for December completion Lion Farm report to Cabinet on determination of position of developer- date tbc as part of the ED process
	 4 sub actions have been completed this month. These relates to Review of the Serco contract Street Cleansing Recovery Plan approved by Waste Management Board Implementation of recommendations from Audit and Scrutiny in relation to SEND Transport: Recommendations related to procurement embedded in procurement process, and ARAC recommendations implemented Zero sub-actions have not yet been rated. 	 July: SEND contract awarded Cabinet decision on future delivery of leisure services 	 Complete: Termination notice for SLT contract approved by Cabinet Revised contract governance arrangements in place for Serco contract Asset Management System Procured

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	3 sub actions are not due to start		 SEND Transport procurement published Waste and Recycling recovery plan implementation Option appraisal for future leisure management options Street Cleansing Recovery Plan Approved Serco contract performance reporting embedded in PMF Review of Serco contract completed New SEND Transport contract in place
	Procurement and Commercial Workstream Summary		
	 Waste Contract: Frith contract review in progress supported by Serco & S 	SMBC officers.	

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	 Recommendations review is underway and briefing to Cab Street Cleansing Recovery plan presented to Waste Board Fleet replacement programme is in delivery phase with date 	d 19 October 2022	arly November 2022.	
	 Contract monitoring arrangements to be confirmed in Janual Recommendations from Children & Education Scrutiny Boy When subsequent internal audit report into SEND Transport be reported to ARAC as part of BAU reporting on audit wo Lessons Learnt from SEND Transport procurement 2 being New System Procurement: Initial market testing for Performance Management System 	All new contracts issued and accepted by operators new framework commenced 1.9.22 Contract monitoring arrangements to be confirmed in January 2023 Recommendations from Children & Education Scrutiny Board are being monitored When subsequent internal audit report into SEND Transport Procurement is conducted (March 2023), this will be reported to ARAC as part of BAU reporting on audit work programme. Lessons Learnt from SEND Transport procurement 2 being captured. System Procurement:		
	 soft market testing. Size and scale of system to be conside Asset Management System is procured and implementation 		2022.	
	 Lion Farm: Approved way forward is being implemented, papers have conduct the expert determination. Formal document detailing the respective roles and response 			
	 Leisure Contract: Decision made by Cabinet to transfer services to LATC (Lo Implementation phase has commenced. Chief Operating Officer recruitment in progress. Further legal vehicle structure session undertaken with Ca 		pany)	

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	Tax Advisors appointed.		
Partnerships & Relationships	 Summary Statement: Progress is being made across workstreams with some slippage in relation to the SCT KPI review, partnership structures around transition from children's to adult's 6 sub actions have been closed this month Of the 6 main action areas, there are: zero actions with a red risk rating, 5 actions with an amber risk rating, 1 action with a green risk rating. Of the 4 actions with an amber risk rating: 2 live sub-actions to deliver the action are on track 3 sub-actions have or will experience medium slippage or issues. These actions relate to: Continue with robust governance arrangements in place ensuring the accountability of SCT to deliver improved outcomes for children and young people in Sandwell in line with the contract 	 October SCT contract performance embedded within PMF September: Strategic Priorities form part of the Children & Families Strategic Partnership (CaFSP) work programme. Health and Wellbeing Strategy approved Review of Grants completed 	 Review of SCT Contract concludes- due Autumn 2022 for commencement from April 2023. Complete: Regular cross- SMBC/SCT Leadership meetings City Region Sustainable Transport Scheme approved by CA Board Sandwell asks of trailblazer devolution deal agreed Officer & Member representation agreed to key regional and sub-

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	 KPI Suite reviewed and agreed - due to be complete December 2022 for implementation in April 2023. Review partnership structures within the 'People's sphere' Partnership structures in relation to transition from children's to adult's services - review due to commence in November on the reviewing and remodelling of the pathway 6 sub-action has been completed this month SCT Performance reporting embedded within Council PMF Establish corporate approach to working with SCT on shared issues, such as corporate parenting and delivery of Early Help service Review partnership structures within the 'People's sphere'		regional meetings and clear VCS Grants review update report to Leadership Team Health and Wellbeing Strategy SCT Contract performance reporting embedded within Council PMF- Quarterly system- wide deep dives conducted for health inequality VCS Strategy formation commences

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	 Relationship with Voluntary & Community Sector (VCS) and Funding to Voluntary & Community Sector. Corporate review of grant funding 1 sub-actions is not yet due to commence 		
	Partnerships and Relationships Workstream Summary		
	 Sandwell Children's Trust Performance reporting embedded within Council PMF KPI Suite reviewed and agreed between Council and Trust by December 2022 ahead of implementation date 1/4/23. Revised contract will commence on 1/4/23. Negotiations have commenced between the Council and the Trust Contract review DFE- The review will focus on contract requirements, revised KPIs and governance arrangements as part of the DfE statutory direction. Assurance that approach to working together is effective is being supplied through the inclusion at Operationa Partnership Board, Strategic Partnership Board, SCT Improvement Board and twice yearly updates to Children and Education Scrutiny Board. 		
	 Regional and Sub Regional Presence A number of actions complete Attendance at and engagement within agenda issues at V ongoing. 	VMCA, ABCA and BCLEF	is much improved and
	Effective Local Structures		

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	 Transition from children to adult services -Meeting booked for November 22 to commence work on the reviewing and remodelling of the pathway. Going out to advert for a project lead. Following November meeting, actions to be decided and added to Improvement plan. ASC restructure will add a Learning Disability Team to the ASC structure which will assist with building the offer around transition for people with LD. Health and Wellbeing Strategy complete and approved by both Health & Wellbeing Board. Deep Dives are being completed as planned and on time. SHCP Board and Integrated Care Board are regularly reviewing the progress of deep-dives, the outcomes from them, and any follow up actions needed 		owing November I add a Learning Disability or people with LD. oard. ed Care Board are
	VCS (Voluntary and Community Sector) Relationship		
	 Review of grants complete as per timeline. Process to mee Strategy formation work has commenced 	et 2023/24 savings target a	igreed.