Improvement Plan Theme Progress Summary October 2022

Theme	Summary	Achievements this period (Aug-Oct)	Key Milestones
Organisational Culture	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 byelection. 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 an amber 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: 	 Part 2 engagement determining 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 including Finance Training Programme Deliver Member Development Programme 1 main action has been marked complete this month: 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 Consultancy engaged. Phase 1 engagement has been complete. Culture champile Listening sessions have been carried out. Survey to be issert outcome session to be held with LT November 22. Draft of culture will then be refined and work commence on workform. Officer Learning and Development Preparatory discussions are taking place for the revision of the session. 	sues October/November. If document setting out the orce strategy.	_

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	 Range of corporate governance training has been delivered linked to the constitutional approvals. Effective decision-making training scheduled to commence late November linked to scheme of delegation approvals. Procurement and Officer-Member behaviour training commenced as planned. A broader Management Development Programme and revision to the Corporate Induction will be rolled out in 2023 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 place and these have been meeting needs. Regular meetings between Cabinet and Leadership Team in place for Municipal Year 1 more session to take place with Officers (Nov) and there will then be a report produced by LGA, identifying any further actions required. 		
	 Member Learning and Development Member Development Programme in place and moved in 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 Briefings to ensure compiled to report back on the last 12months as a closure 	g on 28 Nov. mber/December to key offi ng planned in November 22 unicipal Year. Latest briefir are they are meeting needs	cers (delay due to Council
	Internal Communications		

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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 receives. EES Action plan will be monitored twice a year. Recruitment of Chief Executive Final interviews with Chief Officer Terms and Conditions Containing due 8 November 	taff briefing taking place in Neing presented on 03/11 mployee Engagement Surveions and Directorate-specific ognition scheme have been a	ovember. ey 18/10. actions. added 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, 2 4 main actions with an amber risk rating 2 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 an All Member Brief September: • Q1 Performance Management Report meto Cabinet • ERP Contract signing attended.	restructuring 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: Programme and Project Management System Implementation • Further exploration taking place of Verto system to fulfil transformation programme needs • Zero sub-actions have been completed this month. • Zero sub-actions are not yet due to commence	 Project Management training rolled out to key project members for Oracle Fusion August: ERP Contract Awarded Financial Services new structure in place July: Business process reengineering resources have been approved. 	Complete: Establish Performance Management Framework Improvement Plan approved Procure new support provider to deliver Oracle Fusion First Performance Management Report
	Corporate Oversight Workstream Updates ERP		
	Key project members have received training. Ongoing training.	ning to be arranged as needed in	the future.

Theme	Summary Achievements this period (Aug-Oct) Key Milestones
	 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 Secretary of State – next submission due in December 2022. Awaiting formal response from DLUHC. Initial scoping of work has commenced for the Continuous Improvement plan
	 Performance Management Q1 report considered by Budget and Corporate Scrutiny Management Board 13/10/22, and an All Member briefing on Q1 report being held 18/10/22. Preparations underway for Q2 report to Cabinet in December. Monthly Budget monitoring is taking place and report received by leadership team monthly.
	 Organisational Structure and Enabling Corporate Core KPIs and standards developed for financial services section by November Review of corporate debt recovery processes underway covering multiple teams- completion date December 22.
	 C.Co in place to support finance transactional processes. Series of back office process reviews are being progressed through the Fusion Programme. Approach to transformation being considered by LT 03/11/22
	Programme and Project management Leadership Team approved governance and framework.

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	 In Nov, Leadership Team will consider how we manage pi manage approval and progress of projects, project and promethodology, 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. Of the 6 main actions with an amber risk rating:	Corporate Parenting Strategy Approved Review of MTFP concluded Microsite creation for information around priority projects for stakeholders launched September: Equality policy review complete	 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
	 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 	First Resident's Survey completed	Residents' survey completed. Plans to sustain approach being developed

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	Corporate Asset Management Strategy Development *Corporate Asset Management Strategy Approved (delay due to by election) Develop and Implement the Commercial Strategy Commercial Strategy Approved Business Cases Presented Commercial Opportunity Assessment report to be received by Leadership Team. Equality and Diversity Continue to embed Equality, Diversity and Inclusion (EDI) staff networks Continue to deliver on Equalities Commission Board priorities *Equality Policy approved- Scheduled for Nov 22 (delay due to by election) Two sub-actions have or will experience significant slippage or issues. Equality and Diversity Review of Council EDI decision making process Equality, Diversity and Inclusion Strategy approved 6 sub-actions have been marked complete this month	Budget Consultation Completed July: Corporate Procurement Strategy approved Budget Consultation Launched	 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		 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

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	 Aiming for scrutiny and Cabinet in November/December Discussions ongoing around capacity and expertise Software procurement not taken place yet. Demons Microsite created and launched at the end of Octob Corporate Asset Management Strategy: Workplace vision management strategy due to Cabinet in November (includ actions has been incorporated within the customer Journe Commercial Strategy: Assessment Report received. To be Commercial Strategy can be updated to reflect opportunitien Corporate Parenting: The strategy has been circulated and HRA Business Plan: Draft plan is due at Safer neighbour 		
	 Review of council EDI decision making process – this focus and the updated EIA form and guidance is being uploaded. Approval of EDI strategy - Significant slippage in relation to adoption of LGA Equalities Framework leading to pushing reprofiled through October's change control. This is refere of the equalities policy – but also seek approval of using the Continue to embed Equality, Diversity and Inclusion (EDI) functioning better than others; Continue to deliver on Equalities Commission Board priori impacting on operation of staff networks and delivery on Expression. 	I onto the intranet to two components of EDI who back original timescales. The need in the report going to the LGA Equalities Frameworks – Ongoing whites. EDI legacy issues are	vorkstream due to imescales agreed to be Cabinet seeking approval ork. vork – some networks are e resurfacing which is

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	Leadership Team in coming weeks. All these actions will be swept up as part of the LGA Equalities Framework. • *Equality Policy approved- Scheduled for Nov 22 (delay due to by election) Locality Working		
	 Workstream proposed to be closed and actions incorporated within Customer Journey Workstream. Pilot of town co-ordinator role was unsuccessful and placed on hold. Medium Term Financial Plan & Capital Strategy The Approval of MTFP and Capital Strategy has been pushed to the November Cabinet (delay due to by 		
	 Consultation and Engagement Budget consultation, residents survey and SHAPE survey being used to inform business planning and budge setting. Proposal for regular surveys due in November 		
Decision Making	Summary Statement: Progress is being made across all workstreams. Of the 7 main actions there are:	October:	 Review of scrutiny arrangements- On track for Nov Council. Council Decision on options for alternative election cycle- Due Nov 2022 Revised Financial Regulations agreed-

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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	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 Constitutional changes.	er 22 after approval at Co	uncil in November 22 of

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	 Revised scheme of delegation being prepared for Council in November Role and function of Scrutiny and Audit Review of scrutiny arrangements are ongoing and due to be reported to full Council in November. LGA have been complimentary around scrutiny arrangements Scrutiny work plans have been agreed and workplans are in the process of being delivered. Follow up discussion due to take place in October to manage the position on historic issues with ARAC chair. Survey to Scrutiny and Audit Members, and Officers attending Committees conducted over September. Findings were reported to IPRM 6 October. Surveys will continue to be sent out after meetings and reported quarterly. 		
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

Theme	Summary	Achievements this period (Aug-Oct)	Key Milestones
	 4 actions with a green 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: Papers have been submitted to the external party that will conduct the expert determination. Update required at IPRM 1 action with a green risk rating is experiencing a significant level of slippage:	 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:	 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

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	Theme		Achievements this period (Aug-Oct)	Key Milestones
Waste Contract:		3 sub actions are not due to start		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
		Procurement and Commercial Workstream Summary		
			BC officers.	

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	 Recommendations review is underway and briefing to Cabinet member planned for early November 2022. Street Cleansing Recovery plan presented to Waste Board 19 October 2022 Fleet replacement programme is in delivery phase with dates into 2023. 			
	 SEND Transport: 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. 			
	 New System Procurement: Initial market testing for Performance Management System and demonstration complete. Not progressed past soft market testing. Size and scale of system to be considered. Asset Management System is procured and implementation is on track for December 2022. 			
	 Lion Farm: Approved way forward is being implemented, papers have conduct the expert determination. Formal document detailing the respective roles and respective. 			
	 Leisure Contract: Decision made by Cabinet to transfer services to LATC (In the lambda of the la		mpany)	

Theme	Summary	Achievements this period (Aug-Oct)	Key Milestones
	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: • 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-

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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 systemwide deep dives conducted for health inequality VCS Strategy formation commences

Theme	Summary	Achievements this period (Aug-Oct)	Key Milestones
	 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 implementati 1/4/23. Revised contract will commence on 1/4/23. Negotiations have commenced between the Council and to 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 Op Partnership Board, Strategic Partnership Board, SCT Improvement Board and twice yearly updates to and Education Scrutiny Board. 		
	 Regional and Sub Regional Presence A number of actions complete Attendance at and engagement within agenda issues at Woongoing. 	/MCA, ABCA and BCLEP is	s 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 		
	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	greed.