

Appendix 3 – Statutory Recommendation Status Summary April 2023

Statutory Recommendation	Summary	Milestones
<p>S1 - It is imperative that senior officers and senior members take effective corporate grip of long-standing service issues highlighted by the findings in this report (including SLT, SCT, the waste service, the ERP system, and Lion Farm) and prioritise corporate effort in managing the issues identified and embed the solutions into the Council</p>	<p><u>Organisational Culture</u> Assurance Activity to ensure effective contributions of Scrutiny and Audit.</p> <ul style="list-style-type: none"> • Survey to Scrutiny and Audit Members, and Officers attending Committees is being carried out on an ongoing basis to support continuous improvement. Findings were reported to IPRM in April 2023. The information continues to be shared with Democratic Services on a weekly basis so improvement can be implemented at first opportunity. • Consideration being given to survey for 2023-24 Municipal Year linked to the Member-Officer relationship survey (conducted in April). <p><u>Corporate Oversight</u> ERP</p> <ul style="list-style-type: none"> • Project milestones on track. HR and payroll are on the critical path and risk of slippage, but this is being managed by PMO. On track for April 2024 Go Live. <p><u>Strategic Direction</u> Strategy Development and Refresh</p> <ul style="list-style-type: none"> • Regen Strategy and Pipeline: Update report across all the projects covering April- September was presented at November Cabinet. Next update due June 2023. • The options for procuring a strategic delivery partner are being actively explored. Engagement is taking place with one of the framework 	<ul style="list-style-type: none"> • Oracle Fusion Implemented- On track. • Regeneration pipeline: strategic delivery partner in place – due in July <p>Completed milestones:</p> <ul style="list-style-type: none"> • Review of SCT Contract concludes- Complete • Review of scrutiny arrangements- Complete • Approval of any changes to scrutiny (if required following review)- Complete • Termination notice for SLT contract approved by Cabinet- complete • Revised contract governance arrangements in place for Serco contract- complete • Waste and Recycling Recovery Plan Implementation - Complete • Street Cleansing Recovery Plan approval – Resubmission to Waste Management Board in - Complete

	<p>providers. This will feed into the report to procure a strategic delivery partner planned for Cabinet in June/July</p> <ul style="list-style-type: none"> • VERTO- Procurement complete and implementation phase has commenced. <p><u>Decision Making</u> No actions in this theme</p> <p><u>Procurement & Commercial</u></p> <p><u>Waste Contract:</u></p> <ul style="list-style-type: none"> • Service Delivery Plan includes street cleansing plan 2023/24 • Annual Plans complete for 2022/23 New plan for 2023/24 due to Contract Senior Management meeting and next Waste Board • Next RCV order placed by Serco • Fleet group meetings are taking place as scheduled the last one was held on 30th March 2023. • Continuation of quarterly monitoring through PMF. <p><u>SEND Transport:</u></p> <ul style="list-style-type: none"> • GBS appointed to deliver robust contact management procedures and to support upskilling of team to ensure sustainability • Preparations being made for SEND3 procurement • Lessons learnt completed and being presented to Wider Leadership Team in June. <p><u>New System Procurement:</u></p> <ul style="list-style-type: none"> • Performance Management System- Corporate Performance Manager now in place. Options appraisal commenced linked to Local Partnerships PMO conversation around use of Verto. New timescale to be confirmed by next monitoring period <p><u>Asset Management</u></p>	<ul style="list-style-type: none"> • SERCO contract performance reporting embedded in Performance Management Framework - Complete • Option appraisal for future leisure management options – Complete • Scrutiny work Planning event - Complete • Procure new support provider to deliver Oracle Fusion-complete • Approval of Regeneration Strategy and Pipeline- Complete • Early Help Strategy approved and launched- Complete • Corporate Parenting Strategy Refresh Approved- Complete • SEND Transport procurement published- complete • SMBC/SCT Leadership meetings - Complete • SCT Contract performance reporting embedded within Council PMF-Complete
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	<ul style="list-style-type: none"> Phase 2 of Tech Forge project underway. Integration of data into the system is expected in May 23. Phase 2 configuration and integration due to be completed August 23. <p>Lion Farm:</p> <ul style="list-style-type: none"> Some slippage in timescales due to the Expert Determination process. Final determination now due 5th May. <p>Leisure Contract:</p> <ul style="list-style-type: none"> An extension to the termination notice with SLT was agreed (subject to Board and Cabinet Member approval) to allow for finalisation of Deed of Variation. This will extend the current Management and Funding Agreement to the point of the handover of the Sandwell Aquatics Centre 13 July. Continuation of quarterly reporting through PMF. <p><u>Partnerships & Relationships</u></p> <p>Sandwell Children’s Trust</p> <ul style="list-style-type: none"> Contract commenced 01/04/23 The new KPIs along with accompanying tolerances will be implemented in Q2 Continuation of quarterly reporting through PMF alongside SCT governance arrangements 	
<p>S2 - The Council must ensure that the learning in relation to commercial decisions, procurement and contract management</p>	<p><u>Organisational Culture</u></p> <p>Officer Learning and Development</p> <ul style="list-style-type: none"> Management and Development Programme Broad scope agreed- Manager essentials Pilot session took place 20 April for Manager skills workshop. Sessions booked for May and June and promotion in April Team Talks. 	<ul style="list-style-type: none"> Regular Resident Survey in place – in procurement Corporate Governance Training Delivery -Commenced <p>Completed milestones</p>

<p>highlighted in this report are understood through the organisation</p>	<ul style="list-style-type: none"> • Monthly face to face induction sessions in place for new starters without laptops. • Data on completion of induction will be collected as part of Oracle implementation. <p>Embedding Constitutional Changes</p> <ul style="list-style-type: none"> • Series of learning and development activity has taken place during 2022. This month, effective report-writing training and contract management training has been delivered. • Development and Training plan for 2023-2024 in final stages of preparation (including decision making, procurement, fin regs). <p>Member Learning and Development</p> <ul style="list-style-type: none"> • All Member briefings have continued to take place and pre-meeting briefings with LT taking place as part of the preparations. Reflections on this municipal year and proposals for next municipal year are being pulled together for discussion with LT in line with the results from the Officer-Member survey response. • As per update last month, MDP approved by ESMDC and delegation in place for Chair to agree final version. Following confirmation that min. 18 new Councillors following the election, the induction programme within MDP is undergoing further updates to reflect that significant change. The induction programme is due to be signed-off by early May. <p>Corporate Oversight</p> <p>Performance Management</p>	<ul style="list-style-type: none"> • Commercial Strategy approved – approved • HRA 30 Year Business Plan approved • Revised Financial Regs - approved • Implementation of Asset Management System -phase 1 complete • Revised Scheme of Delegation – approved • Corporate Asset Management Strategy Approved- Approved • Budget Holder Role Profile agreed - Complete • Establish Performance Management Framework – Complete • First Performance Management Report - - Complete • Revised PCR, and Sale of Land and Buildings Protocol – Complete • New Member Induction- Complete • Member Development Programme - Complete and BAU • Asset Management System Procured- complete
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- Preparations underway for Q4 report to Cabinet in July.
- Work underway to refresh measures within performance management framework linked to the Corporate Plan refresh. This includes a set of customer service standards. These have been drafted and the next stage is to confirm the final metrics. Leadership Team discussed this in April and a revised/final set is going to Leadership Team in May.

Strategic Direction

Strategy Development and Refresh

- **Commercial Strategy:** strategy approved by Cabinet Member for Finance and Resources in March 2023

Procurement & Commercial

Corporate Asset Management:

- Phase 1 implemented.
- Phase 2 commenced. The integration of data into the system is on track for May 23.
- Phase 2 Configuration and organisation of data due for completion by August 23.

Partnerships & Relationships

No actions in this theme

<p>S3 - Senior leadership, both officers and members, must demonstrate that they can continue to work together effectively, that they operate in line with the Council's values, codes, policies, and procedures, and that there is zero tolerance to inappropriate behaviours. This includes changing the organisational culture in relation to complaints so that they restore balance and proportionality.</p>	<p>Organisational Culture Establishing Organisational Culture</p> <ul style="list-style-type: none"> • Workforce Strategy priorities and action plan developments underway. <p>Officer Learning and Development</p> <ul style="list-style-type: none"> • Management and Development Programme Broad scope agreed, and pilot took place in April. • Monthly face to face induction sessions in place for new starters without laptops. • Data on completion of induction will be collected as part of Oracle implementation. <p>Officer and Member Relationship</p> <ul style="list-style-type: none"> • Member Officer Survey launched in April as an additional mechanism for insight into the health of the Officer and Member Relationship to aid continuous improvement. Response rate has been low. Further comms has taken place with staff and Group Leaders and Chief Whips to encourage responses. Consideration to be given to timescales for repeat survey and reflections on reasons for response rate. <p>Member Learning and Development</p> <ul style="list-style-type: none"> • All Member briefings have continued to take place and briefings with LT taking place as part of the preparations. Reflections on this municipal year and proposals for next municipal year are being pulled together for discussion with LT in line with the results from the Officer-Member survey response. • As per update last month, MDP approved by ESMDC and delegation in place for Chair to agree final version. Following confirmation that min. 18 new Councillors, the induction programme within MDP is 	<ul style="list-style-type: none"> • Workforce Strategy – On track for May 2023 <p>Completed milestones</p> <ul style="list-style-type: none"> • Organisational Culture – Part 2 Engagement – determining the desired culture – complete • Approval of document / statement setting out desired organisational culture – ‘Our Values: Our Behaviours’- Complete • Organisational Culture - Part 1 Engagement – Starting the Conversation- Complete • New Member Induction - Complete • Meeting structures to support Senior Leadership (Officer and Member) – Complete • Member Development Programme approved- Complete
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undergoing further updates to reflect that significant change. The induction programme to MDP is due to be signed-off by early May.

Corporate Oversight

No Actions in Theme

Strategic Direction

No actions in Theme

Decision Making

No actions in Theme

Procurement & Commercial

No actions in Theme

Partnerships & Relationships

No actions in Theme