

Wales Audit Office
Annual Improvement Report
September 2017
Executive Response

The Auditor General for Wales provided a summary of the inspection and regulatory work undertaken by the Wales Audit Office during 2016/17.

The report is generally positive with four new voluntary Proposals for Improvement

There are no new statutory recommendations.

In our response we set out how we will make improvements to ensure full compliance with the spirit and detail of the report.

Listed below are the Proposals for Improvement along with our response and current status of progress.

Proposal for Improvement	Response	Progress Status
Good Governance report		
P1. Clearly defining the arrangements for scrutinising the impact of individual service changes	<p>Pre-implementation</p> <ul style="list-style-type: none"> - Integrated impact assessment 'tool' developed and being used by portfolios - Tool provides end to end process of defining service change, impact of service change, risks and mitigation, and transition planning and evaluation. - Gateway approval processes built into Integrated Impact Assessment for all service changes prior to consideration by members. 	G
	<p>Post-implementation</p> <ul style="list-style-type: none"> - Efficiency monitoring (monthly) - Quarterly report as narrative of all significant service changes to Cabinet and Corporate Resources Overview and Scrutiny Committee - Include selective reviews in Overview and Scrutiny forward work programmes 	A
P2. Ensuring that Equality Impact	Integrated Impact Assessment tool	A

Assessments (EIS) that are produced are of a consistently high quality	and Gateway approval processes specifically including Equality Impact Assessments will improve consistency and quality of all impact assessments and their interdependencies.	
P3. Reviewing, and where necessary improving, the effectiveness of its decision-making arrangements explicitly in relation to service change.	Further refining to improve: <ul style="list-style-type: none"> - Consistently high quality business cases - Incorporation of evaluation post implementation within business planning methodology - Evaluation of key changes post implementation considered by Programme Boards, Cabinet and Overview and Scrutiny - Annual review of the quality of the budget-led service change decision-making process 	G

Proposal for Improvement	Response	Progress Status
Council's Effectiveness of the Efficiency Savings Programme		
Introduce a more robust and systematic approach to post-project evaluation, suitable for:		
- evaluating the non-financial impact of efficiency / change initiatives	- Integrated impact assessment tool developed and being used by portfolios	G
	- Tool provides end to end process of defining service change, impact of service change, risks and mitigation plus transition plans and evaluation.	G
	- Gateway approval processes built into Integrated Impact Assessment for all service changes prior to consideration by members.	G
- capturing, sharing and promoting learning and good practice.	Further refining to improve: <ul style="list-style-type: none"> - Consistently high quality business cases - Incorporation of evaluation post implementation within business planning methodology - Evaluation of proposals post implementation considered by Programme Boards and Cabinet - Overall effectiveness of decision-making reviewed by Corporate Resources Overview and Scrutiny 	A A A A

	Committee.	
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