

REF (CISCREC)	Committee Date	Agenda Item	Detail of recommendation:	Cabinet Date	Response received to date	Date of Response	Response Detail	Accepted?: Y/ N/ P[ARTIAL]	Notes
0.14	1st Feb 2023	5	Move to a 2-stage corporate complaint process with extended timescales at each of the two stages	27-Feb-23	Y	TBC		Y	
0.15	1st Feb 2023	5	introduce accessibility of different languages on the council's website reflective of the ethnic makeup of the borough, to make it easier for customers to access service and navigate information relating to service requests	27-Feb-23	Y	TBC	The Councils website is now judged as 10th in the country for accessibility.	Y	
0.16	1st Feb 2023	5	Make the online complaint page more robust	27-Feb-23	Y	TBC		Y	
0.17	1st Feb 2023	5	Encourage officers to use various communication methods when investigating complaints	27-Feb-23	Y	TBC		Y	
0.18	1st Feb 2023	5	Strengthen the learning and improvements captured through complaints and ensure that these are incorporated in all future complaints' report	27-Feb-23	Y	TBC		Y	
0.19	23-Jan-23		The start of the procurement process must be well managed, with clear outcomes and deliverables in the procurement specification, which include outcomes-based deliverables, gateways, monitoring, timelines, milestones and reporting.	27-Feb-23	Y	October 24 2023	The Commercial service works closely with service areas to plan timely procurement activity which is assisted by a robust forward plan, this ensures that the procurement process is well managed and tenders are scored against the outcomes and deliverables in the specification. The service ensures that comprehensive records are maintained including a register of the progress of live procurements.	P	P indicates response suggesting that relevant mechanisms were already in place
0.2	23-Jan-23		When assessing tenders for work they should be scored against the outcomes and deliverables in the specification and the results retained as evidence.	27-Feb-23	Y	October 24 2023	as above	P	P indicates response suggesting that relevant mechanisms were already in place
0.21	23-Jan-23		Where authority is delegated to Officers for the award of a high value/high risk contract, this should be in consultation with the lead member. Members must be properly consulted with evidence of decisions in writing and their agreement clearly sought.	27-Feb-23	Y	October 24 2023	The Council has updated its constitution with a list of significant officer decisions which require a formal decision report to be published. This includes contracts over the financial threshold of £180k and any decision exercised following specific delegation from Cabinet. Such record should record the consultation process and comments from the consultee. This takes place during briefings	Y	
0.22	23-Jan-23		Council staff must follow a proper governance process, as set out in the updated Contract Procedure Rules, including having an effective and up to date forward procurement plan.	27-Feb-23	Y	October 24 2023	The Council has an annual procurement plan agreed by Cabinet and this is updated throughout the year as required, with the last one approved at September cabinet.	P	P indicates response suggesting that relevant mechanisms were already in place

0.23	23-Jan-23		Cabinet reports for procurement must set out the evidence base for a particular recommendation and have an effective options appraisal as part of the report. Consideration should be given to phasing procurement and reserving future decisions to Cabinet for high value / high impact commissioning.	27-Feb-23	Y	October 24 2023	All procurement activity that require a cabinet report, have an options appraisal, however it is important that a business case methodology is used and cabinet authority is sought at the most appropriate time during the procurement cycle. Where cabinet authority is not required, a full business case is developed which sets out case for change, the options appraisal and the cost/benefit of the proposal. In addition, the forward plan report to cabinet in April and September provides an outline of the procurement including deliverables and outcomes.	P	P indicates response suggesting that relevant mechanisms were already in place
0.24	23-Jan-23		Contracts on the Council's contract register must be risk assessed to identify the scale of the risk for each contract. This should be done using a standardised risk assessment matrix that considers contract value, business value and impact, sourcing and contractual complexity, and	27-Feb-23	Y	October 24 2023	These actions are underway as part of the development of the contract management strategy and toolkit, which will assist contract managers to appropriately contract manage high risk contracts. This is due to be in place by the end of October 2023.	Y	
0.25	23-Jan-23		There must be a dedicated contract manager for high-value/impact contracts identified through the risk assessment process. This officer should be appropriately trained and should have responsibility for monitoring the contract and ensuring compliance with the contractual requirements. The officer should keep records of contract meetings and should convene formal monitoring meetings as required by the contract. The officer should raise any risks with the relevant Executive Director. The officer should have access to legal and finance advice, as required, to assist with their role.	27-Feb-23	Y	October 24 2023	as above	Y	
0.26	23-Jan-23		Meaningful Key Performance Indicators must be developed for contracts and reviewed and followed up regularly at contract review meetings to ensure that any performance issues are discussed and challenged accordingly. For more significant commissioning arrangements, contract review meetings should include operational and strategic meetings with key officers in attendance. These meetings should be confidential to allow for full and frank discussion, with opportunity to agree minutes to be put in the public domain where updates are to be provided to a formal member meeting. If a contractor is invited to attend a formal Member meeting, consideration should be given to allowing this to take place in Part 2 to allow for a more detailed discussion about any issues.	27-Feb-23	Y	October 24 2023	This action is underway as part of the development of the contract management framework. The council's contract management support lead is involved at the earliest stages of procurement of high risk contracts to ensure that appropriate KPI's are identified and a contract management plan is in place to monitor them. This is due to be in place by the end of March 2024.	Y	

0.27	23-Jan-23		A standardised framework for contracts should be implemented, which includes a contract management plan for each contract, tailored to take account of value and impact of the contract. This considers important mechanisms for the management of a contract, including roles, responsibilities and governance, dispute resolution, key performance indicators, and exit plans.	27-Feb-23	Y	October 24 2023	as above	Y	
0.28	23-Jan-23		When commissioning management consultancy, consideration should be given to the payment mechanism and if this is on a time and materials basis, there should be close monitoring of the value being delivered via this arrangement and consideration of alternatives, such as recruiting in[1]house resource.	27-Feb-23	Y	October 24 2023	Careful consideration is given to the commissioning of management consultancy and consideration of the options through development of the procurement business case that is scrutinised at procurement review board.	P	P indicates response suggesting that relevant mechanisms were already in place
0.29	23-Jan-23		When commissioning services, ensure that decisions are informed by data, including benchmarking data where available, to demonstrate value for money for Slough's residents.	27-Feb-23	Y	October 24 2023	This is done through improvement of business cases and cabinet reporting. Business cases are scrutinised at internal strategic boards to ensure that they meet the intended strategic aims.	P	P indicates response suggesting that relevant mechanisms were already in place
0.3	23-Jan-23		Ensure there is an effective mechanism to review commissioning activity, including reviewing whether the arrangement delivered on the intended strategic aims and capturing any lessons learned. Regular reports should be presented to CLT and the Lead Member responsible for contract management.	27-Feb-23	Y	October 24 2023	as above	P	P indicates response suggesting that relevant mechanisms were already in place
1	26 September 2023	3	<p><b>a. That where appropriate, the action/improvement plans to deliver the Directions are couched in terms of Outcomes: and</b></p> <p><b>b. Under Direction 5, Culture Change: The expression of outcome/s will prove helpful to:</b></p> <ul style="list-style-type: none"> <li>· Provide the focus for IRB work;</li> <li>· Establish the building blocks of a Public Engagement and Communication Strategy; and</li> <li>· Restore a more positive dialogue with residents, businesses and service users.</li> </ul>	16 October 2023					This recommendation was not formally addressed by cabinet at its last meeting, steps are being undertaken to resolve

2	24 October 2023	4	<i>That a plan is developed and implemented with the objective to increase, over time, the data collected relating to the protected characteristics of all service users/customers and residents, Services should be prioritised on agreed criteria that should include: potential for inequality to affect access; impact on the individual; cost of data collection, and ease of data collection. This will provide assurance that our services do not carry unconscious bias to the detriment of any individuals or communities of place, interest or association (including PCs as a priority). This should be reflected as an equality objective in the strategy.</i>	20 November 2023					Link to work on Evidenced based decision making?
3	24 October 2023	4	<i>That future reports on PSED offer greater emphasis/detail about objectives and work carried out in relation to residents and services.</i>	20 November 2023					
4	28 November 2023	4	Focus resources on those areas where self-assessment has identified the most opportunity for improvement. Consideration should be given to whether some areas could be safely deprioritised in order to deliver more impactful improvements in another areas.	15 January 2024					Relates to findings of the Task Group on ASC preparedness for CQC
5	28 November 2023	4	Carry out an audit of officers' data analysis skills to identify the analytical skills and capabilities of officers in different departments across the organisation. Staff with data skills should be used to help mitigate those risks identified by the self-assessment that are dependent on data collection, analysis and interpretation (recognising that not all risks are addressed by this skillset).	15 January 2024					Relates to findings of the Task Group on ASC preparedness for CQC
6	28 November 2023	4	Prepare an 'inspection visit action plan' that will be used to guide the council upon receipt of notification of a pending inspection.	15 January 2024					Relates to findings of the Task Group on ASC preparedness for CQC
7	28 November 2023	4	Ensure that the Integrated care systems/Board continues to be engaged with and that it understands its role and relevance in an inspection of Adult Social Care (noting that they will be subject to their own CQC inspection too).	15 January 2024					Relates to findings of the Task Group on ASC preparedness for CQC
9	28 November 2023	4	Document the Slough Story and a Vision for ASCs ambition as soon as possible and circulate it to stakeholders as the first phase in the Council's engagement on the pending CQC assessment.	15 January 2024					Relates to findings of the Task Group on ASC preparedness for CQC