



Management Response

Local Authority: Newport City Council

Report title: Good governance when determining significant service changes

Issue date: March 2017

Document reference: 244A2017

Ref	Proposal for Improvement	Intended outcome/benefit	High priority (yes/no)	Accepted (yes/no)	Management response	Completion date	Responsible officer
The Council's governance arrangements for service change could be strengthened by:							
P1	Reviewing its change programme so that it is better aligned to its overall vision for service change;	The Council has a clearly defined change programme to support the delivery of its overall vision.	Yes	Yes	<p>Actions identified:</p> <ul style="list-style-type: none">The council intends to review its change programme to align it with its strategic vision and corporate strategy. <p>Due to the local government elections, the corporate plan will be developed with the post-election administration to align with their manifesto. The priorities of the corporate plan will incorporate the Wellbeing objectives to provide an integrated and holistic set</p>	Nov 17	Head of People and Business Change

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					of objectives and will be underpinned by the specifics set out in the strategic Newport 2020 document. The Change programme will be developed in order to align with the overall vision outlined in the Corporate Plan and Newport 2020.		
P2	Clearly defining the criteria it will use to decide what is included in its change programme;	Clear criteria are used to determine what is covered by the Council's change programme to ensure it focuses on those areas relevant to its vision.	Yes	Yes	<p>Actions identified:</p> <ul style="list-style-type: none"> The criteria for inclusion in the change programme will be developed and agreed at an officer and political level, considering public engagement and feedback, and the sustainability principle of the WFG Act. 	Nov 17	Head of People and Business Change
P3	Providing support and training to Members to equip them with the appropriate skills to consider future service changes;	Members are equipped to consider and challenge service change proposals and options appraisals effectively.	Yes	Yes	<p>Actions identified:</p> <ul style="list-style-type: none"> The Democratic Services Committee has agreed the basis of an induction/training programme post-election 2017 Individual training and development plans will include development of skills for decision-makers assessing options for service delivery changes and Scrutiny members effectively challenging and evaluating the outcomes of those service changes. 	May 17 and On-going	Head of Law and Regulation

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					<ul style="list-style-type: none"> Review of Scrutiny arrangements for partnerships as the shape of the council continues to change. 		
P4	Ensuring that the findings from stakeholder engagement and consultation are consistently included in business cases to inform officer and member decision-making; and	To ensure members take account of the findings from stakeholder engagement when considering service change proposals and decisions.	Yes	Yes	<p>Actions identified:</p> <ul style="list-style-type: none"> The guidance for business case production will be strengthened to ensure that the findings from stakeholder engagement and consultation are consistently included in business cases; this will be assured as part of the council's business case assurance process. Changes to the FEIA process to support this. 	Nov 17	Head of People and Business Change
P5	Setting out how the impact of proposed changes will be measured and monitored in proposals and business cases.	To strengthen and improve the transparency of impact monitoring arrangements to facilitate a greater understanding of the impact of service changes.	Yes	Yes	<p>Actions identified:</p> <ul style="list-style-type: none"> The impact of proposed changes will be measured and monitored as part of the existing change programme governance process. In addition to the Financial Improvement Plan which currently measures and monitors the financial impact of proposed changes, a performance improvement plan will also be developed, in order to monitor all of the non-financial impacts. The identification of measures will be 	Nov 17	Head of People and Business Change

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					included as part of the business case.		