

ACTION PLAN IN RESPONSE TO THE REPORT IN PUBLIC INTEREST – April 2021 UPDATE

Appendix 1

1. The Council has fully accepted all recommendations made by the external auditor (R1-R20)
2. The Council has added additional recommendations LBC1-4
3. There are 9 high priority recommendations from the external auditor for the Council to urgently address:

High Priority Actions	High Priority Actions
R1a Children's Social Care	R12 Revolving Investment Fund
R1b Adult Social Care	R14 Treasury Management
R2 Adequacy of Council Reserves	R18 Ongoing investment in Brick by Brick
R3 Use of Transformation Funding	R20 Governance of subsidiaries
R9 Budget Challenge/Rigour	

Overall accountability for the action plan rests with the Interim Chief Executive

Recommendation 1a – HIGH PRIORITY				
The Executive Director Children Families and Education needs to address the underlying causes of social care overspends in children’s social care and take effective action to manage both the demand and the resulting cost pressures.				
Cabinet Member Accountability: Councillor Flemming, Cabinet Member for Children, Young People and Learning				
Action	Original Deadline	Progress made to date	Updated Deadline	Accountability
i) Develop a strategy for managing demand and expected impact / outcome and set up panels to manage activity and cost: <ul style="list-style-type: none"> - Weekly care panel to divert children from care - Bi-weekly Children Looked After review panel to identify children who can be supported to be reunited with families from care, and to systematically review higher cost placements 	February 2021	Outcomes from care panel & new entries to care are monitored weekly at DLT. Process maps to formalise challenge, authorisation and decision making for Children in Care / at risk of care. The Interim Director is reviewing/refreshing from March – April 2021 Transformation of Early Help Offer to enhance multi agency partnership provision with scoping workshop held on 22 nd March 2021.	April 2021	Interim Director, Early Help and Children’s Social Care
ii) Develop a monthly Corporate Finance, Performance and Risk report to progress, track and measure activity. Specifically for Children’s social care, this will monitor the effectiveness of actions to reduce the number of local children in care. This progress report will bring together data on the monthly movement in numbers of children in care, the achievement of care outcomes, the financial impact	Monthly Departmental Leadership Team (DLT) meetings whilst Corporate Finance, Performance & Risk report is developed with	The PMO is presenting an approach to monthly Corporate, Finance, Performance and Risk Reporting to Cabinet on April 12 th . The monthly reports will develop over time as recommendations are progressed.	Monthly Departmental Leadership Team (DLT) meetings whilst Corporate Finance, Performance &	Interim Executive Director, Children Families and Education

ACTION PLAN IN RESPONSE TO THE REPORT IN PUBLIC INTEREST – April 2021 UPDATE

Appendix 1

including full year forecast, and benchmarking against best practice.	target date for May 2021		Risk report is developed with target date for June 2021	
iii) The progress report will be routinely presented to the Children’s Improvement Board, Executive Leadership Team, Cabinet, General Purposes and Audit Committee and Scrutiny & Overview Committee which will bring a greater level of control and transparency (see Recommendation 5 which will also be incorporated into this process). The first report to members will be accompanied by detail outlining the statutory and non-statutory areas of service and the impact of demand management across the service.	March 2021	The Corporate Finance, Performance and Risk report will provide an update on improvement actions across the Council including Children’s. Detail on the statutory and non-statutory areas of service will be shared as an appendix from previous work carried out in November 2020.	May 2021	Interim Executive Director, Children Families and Education
iv) Secure independent external challenge through the Partners in Practice programme to enable valid judgements to be made about the correct level of funding to meet the needs of Croydon’s children in care.	January 2021	Report from LB Camden received under Partners in Practice Programme – December 2021 Independent Financial Adviser commissioned by the DFE to provide expert challenge and support commenced on 22/2/21 for a period of 9 months.	Ongoing support until November 2021	Interim Executive Director, Children Families and Education
v) Data set used to inform progress report to be collated, updated and shared with GPAC to allow members to monitor progress on managing demand within social care.	New recommendation	Dataset in development, aligned to the CRP performance reporting.	July 2021	Interim Executive Director, Children Families and Education

Recommendation 1b – HIGH PRIORITY				
The Executive Director Health, Wellbeing and Adults needs to address the underlying causes of social care overspends in adults social care and take effective action to manage both the demand and the resulting cost pressures.				
Cabinet Member Accountability: Councillor Campbell, Cabinet Member for Families, Health and Social Care				
Action	Original Deadline	Progress made to date	Updated Deadline	Accountability
i) Commission a diagnostic of spend and opportunities to be carried out by the Local Government Association (LGA) National Care & Health Improvement Adviser Finance and Risks to inform future shape of transformation opportunities.	COMPLETED October 2020	This was carried out and used during November 2020 to inform development of the Adult Social Care Improvement Plan	Completed	Executive Director Adult Social Care
ii) Review the current service delivery models of adult social care and gateway services to right size the budget and delivery model to benchmark with comparator Councils in relation to population and service outcomes.	December 2020	Data has been collected which provides benchmarking of Croydon ASC care spend vs other Councils, this was factored in to the Adult Social Care Improvement Plan. Budget modelling has been agreed for ASC for 21/22 budget. Service modelling forms part of adult's improvement plan.	Completed during budget round February 2021	Executive Director Adult Social Care
iii) To create a placements board to challenge the Council on current cost of placements, managing demand for new placements and ensuring value for money in procurement of placements	January 2021	Placements boards have been implemented in the Council to challenge placements and reduce expenditure. Daily challenge panel has been in place since S114. All spend is then promoted to the Spend Control Panel, as agreed with then S151 Officer. Placements programme is in place with an agreed scope. Funding	In place and operating	Executive Director Adult Social Care

ACTION PLAN IN RESPONSE TO THE REPORT IN PUBLIC INTEREST – April 2021 UPDATE

Appendix 1

		also agreed for Care Cubed placements tool agreed at ELT on 8 March 21.		
iv) Use the output from the diagnostic review to remodel financial implications to help shape the Medium Term Financial Strategy (MTFS)	December 2020	Diagnostic review and benchmarking data has been used to shape the Adult Social Care Improvement plan. Croydon Adults Improvement plan has been fully developed and aligned to budget as signed off at March Cabinet. LBC delivery tracker being updated fortnightly.	Completed	Director of Finance, Investment & Risk
v) Develop a monthly Corporate Finance, Performance and Risk report to progress, track and measure activity. This will include monitoring of the new service delivery model to track progress and challenge effectiveness of the plan.	Monthly DLT meetings whilst wider Finance, Performance & Risk Report is developed with target date for May 2021	The PMO is presenting an approach to monthly Corporate, Finance, Performance Risk Reporting to Cabinet on April 12 th . The monthly reports will develop over time as recommendations are progressed.	Monthly DLT meetings whilst wider Finance, Performance & Risk Report is developed with target date for June 2021	Executive Director Adult Social Care
vi) Progress will be governed by reporting to the Executive Leadership Team, Cabinet, General Purposes and Audit Committee and Scrutiny & Overview Committee which will bring a greater level of control and transparency. The first report to members will be accompanied by detail outlining the statutory and non-statutory areas of service and the impact of demand management across the service.	May 2021	The Corporate Finance, Performance and Risk report will provide an update on improvement actions across the Council including Children's. Detail on the statutory and non-statutory areas of service will be shared as an appendix from	June 2021	Executive Director Adult Social Care

ACTION PLAN IN RESPONSE TO THE REPORT IN PUBLIC INTEREST – April 2021 UPDATE

Appendix 1

		previous work carried out in November 2020.		
vii) Ensure that cost of care tool is used effectively to track all case expenditure to improve financial control, identify areas of focus for further improvement and to enable better decision making.	December 2020	<p>Review of Controc/Liquid Logic to be finalised in April 2021.</p> <p>Leads have been identified to align a response on both the LAS (case notes system) and Controcc (finance system), and they are aligned with the overarching Corporate Programme Office workstream, ensuring there is alignment with the children’s service element of the review.</p> <p>SAO is holding weekly meetings to manage progress and have approached internal audit to review.</p>	April 2021	Executive Director Adult Social Care
viii) Training to be provided to members to understand the budget for Adult Social Care and share rationale for persistent overspend in service. Training to also inform members on the complex health and care landscape in the borough.	May 2021	Training request has been recorded under LBC recommendation 3 and the Council will look to deliver alongside the other training proposed.	May 2021	Executive Director Adult Social Care
IX) Data set used to inform progress report to be collated, updated and shared with GPAC to allow members to monitor progress on managing demand within social care	New recommendation	A finance and performance workstream has been established and meets fortnightly. The key objectives for this workstream are to ensure a dashboard is developed enabling the senior management team to track activity against the benchmarking forecasts set out in the adults	May 2021	Executive Director Adult Social Care

		improvement plan; and against the move towards both London (younger adults) and England (older adults) averages.		
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Recommendation 2 – HIGH PRIORITY				
The Council (including Cabinet and Scrutiny and Overview Committee) should challenge the adequacy of the reserves assessment which should include a risk assessment before approving the budget.				
Cabinet Member Accountability: Councillor King, Cabinet Member for Croydon Renewal				
Action	Original Deadline	Progress made to date	Updated Deadline	Accountability
i) Develop a reserves strategy as part of the Medium Term Financial Strategy (MTFS) and present it for approval with the Budget reports to Cabinet and Full Council. This needs to incorporate a clear assessment of risks and liabilities that demonstrate all current and future exposure has been thought through and factored into the recommendations. Strategy to map the financial governance process around agreeing additions to reserves to be included to reduce risk of duplication and that there were no gaps in approach.	February/March 2021	The MTFS and 21/22 Budget agreed on 8 th March contains a clear strategy for growing the reserves base up to a level which by 23/24 would give a general fund reserve in excess of £60 million	Complete	Interim Director of Finance, Investment and Risk
ii) In considering future budget reports, Cabinet will assure itself that all risks and liabilities have been properly considered by requesting that the Scrutiny & Overview Committee and the General Purposes and Audit Committee review the adequacy of the strategy and its relationship to the MTFS prior to Cabinet taking a decision.	February/March 2021	From April 2021 Financial Monitoring reports will be provided to Cabinet on a monthly basis to ensure Members have increased oversight on any emerging pressures or movements. The 21/22 Budget was reported to Scrutiny on 16 th February 2021 and comments were verbally reported to cabinet on 8 th March 2021. Future year's timescales will need to include time for both this and reference to GPAC and Scrutiny	Complete	Interim Director of Finance, Investment and Risk
iii) Training to be delivered to relevant members to raise understanding of reserves	New Recommendation	Cross reference to LBC rec 3 as this will form part of the wider Member	May 2021	

ACTION PLAN IN RESPONSE TO THE REPORT IN PUBLIC INTEREST – April 2021 UPDATE

Appendix 1

		<p>Development Programme to be developed and agreed.</p> <p>A programme of training for members will be taken to the Ethics Committee on 5th May.</p>		Director of HR
<p>iv) Council to identify the most appropriate mechanism for the Scrutiny & Overview Committee to monitor and assess progress made against delivering the budget throughout the year. As a part of this any update would need to provide reassurance that effective budget controls are in place to mitigate against potential pressures.</p> <p>Furthermore, the Council is to consider approach to providing reassurance to Members that effective budget controls were in place to mitigate against potential risks to the delivery of the budget</p>	New Recommendation	<p>The Council has taken steps to give all members further regular insight into the status of its financial performance. For the 2021/22 financial year the Council will begin reporting to members on financial performance on the in year budget, via a new report structure, each month through the Cabinet process as opposed to the current quarterly process. These papers will be published for Scrutiny to review, call in and challenge where they feel appropriate.</p> <p>The Council has already implemented a number of controls to mitigate against potential budget risks. This includes the continued operation of our Spending Control Panel, existing budget tracker, the development of finance training to increase financial literacy in the Council and the ongoing work to improve our financial control system.</p> <p>A forensic financial audit has been commissioned</p>	May 2021	Interim Director of Finance, Investment and Risk

Recommendation 3 – HIGH PRIORITY				
The Chief Executive should oversee a review of the outcomes achieved from the use of transformation funding to demonstrate that the funding has been applied in accordance with the aim of the scheme.				
Cabinet Member Accountability: Councillor King, Cabinet Member for Croydon Renewal				
Action	Original Deadline	Progress made to date	Updated Deadline	Accountability
i) A review of all schemes previously funded from transformation capital receipts be undertaken and a report produced that assesses whether the funding has been applied in accordance with the scheme.	January 2021	This work is ongoing and is subject to detailed discussions with the external auditor, report will be made to GPAC as part of the report on the 2019/20 accounts.	Review April 2021	Interim Director of Finance, Investment & Risk
ii) Training to be delivered to relevant members on transformation funding to raise understanding.	New Recommendation	Cross reference to LBC rec 3 as this will form part of the wider Member Development Programme A programme of training for members will be taken to the Ethics Committee on 5 th May.	May 2021	Interim Director of Finance, Investment and Risk/ Director of HR

Recommendation 4				
The s151 officer should set out the strategy for applying capital receipts for transformation annually as part of the budget setting process.				
Cabinet Member Accountability: Councillor King, Cabinet Member for Croydon Renewal				
Action	Original Deadline	Progress made to date	Updated Deadline	Accountability
i) A strategy for funding transformation to be incorporated into the budget setting process using the current Ministry of Housing, Communities and Local Government (MHCLG) Flexible Use of Capital Receipts Scheme.	January 2021	Following extension of the Flexible Use of capital receipts scheme. Proposals for the use of up to £5 million of capital receipts, subject to availability of receipts will be drafted and agreed by ELT.	April 2021	Interim Director of Finance, Investment & Risk
ii) In the absence of any national capital receipts for transformation scheme, the strategy for funding transformation will set out how future schemes will be funded using invest to save principles using rolling investment that is set aside and supported by business cases that demonstrate return. Any business case will have to demonstrate governance of the programme to assure the section 151 officer and Cabinet that the deliverables are being met. All schemes approved for funding under this strategy will be assessed individually and against the overarching risk exposure and affordability for the Council.	February 2021	See 4i above.	April 2021	Interim Director of Finance, Investment & Risk
iii) There will be an annual report to the Scrutiny & Overview Committee and GPAC on the use of transformation funding and the delivery of schemes. A corporate strategy needs to be developed to assess future transformation projects prior to funding. This	December 2021	Report to be prepared at the end of each financial year from 21/22 onwards	June 2022	Interim Director of Finance, Investment & Risk

ACTION PLAN IN RESPONSE TO THE REPORT IN PUBLIC INTEREST – April 2021 UPDATE

Appendix 1

should include a requirement to identify the intended outcomes, risk exposure, ongoing affordability, how success will be measured, how progress will be tracked, and any interdependencies with other projects and any wider benefits.				
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Recommendation 5				
The General Purposes and Audit Committee should receive reports on the actions being taken to address the Dedicated Schools Grant deficit and challenge whether sufficient progress is being made.				
Cabinet Member Accountability: Councillor Flemming, Cabinet Member for Children, Young People and Learning				
Action	Original Deadline	Progress made to date	Updated Deadline	Accountability
i) The Dedicated Schools Grant recovery plan should be presented to General Purposes and Audit Committee and Scrutiny and Overview Committee for review and agreement to ensure that it is adequate to meet objectives and timelines that have been set.	February 2021	Reviewed at GPAC 4 March 2021	Complete	Interim Director of Education
ii) Special Educational Needs Finance Board to be established and chaired by the interim Director of Education to oversee the delivery of the Dedicated Schools Grant recovery plan.	COMPLETED October 2020	Initial meetings held with further meetings to be scheduled to update on the progress of the DSG recovery plan.	Complete	Interim Director of Education
iii) Training to be provided to members to ensure the committee possess a working understand of education funding and budgets	New Recommendation	DSG training has been delivered to members of Scrutiny Committee, Labour Group and Conservative Group	Complete	Interim Director of Education /Head of Learning &OD
iv) Implement the 'New Approach to Special Educational Needs delivery' strategy working with schools to ensure that more of our Special Educational Needs pupils are educated in mainstream provision to include: <ul style="list-style-type: none"> • Developing more capacity within the post-16 provision • Opening of new Special Educational Needs free schools 	Early adopter Locality areas from September 2020 Ongoing discussions with current provider (Croydon College) for 2020/21 academic year Opened September 2020 in temporary location and from September 2021 in substantive location	Initial review of the impact of the project in the early adopter areas has been undertaken. Report to go to School Forum for the agreement to widen the project to two further locality areas. 1% increase in CYP with an EHCP being educated in a Mainstream school.	Review June 2021	Interim Director of Education

ACTION PLAN IN RESPONSE TO THE REPORT IN PUBLIC INTEREST – April 2021 UPDATE

Appendix 1

v) Progress against the recovery plan to be included in the monthly budget monitoring report to Children’s, Families and Education Department Leadership Team, the Executive Leadership Team, the Children’s Improvement Board and the quarterly Cabinet, General Purposes and Audit Committee and Scrutiny & Overview Committee which will bring a greater level of control and transparency.	Quarter 3 report to Cabinet February 2021	Progress update to be included in the monthly budget monitoring to Education SLT and CFE DLT.	May 2021	Interim Executive Director, Children Families and Education Head of Finance - CFE
vi) Progress on Dedicated Schools Grant recovery plan to be reported to the Schools’ Forum on a termly basis	December 2020	Included in the forward plan of agenda items for Schools’ Forum	Review June 2021	Interim Head of Finance, Children, Families and Education

Recommendation 6				
The Executive Director Children, Families and Education needs to review the services provided to UASC and to identify options to meet their needs within the grant funding provided by the Home Office.				
Cabinet Member Accountability: Councillor Flemming, Cabinet Member for Children, Young People and Learning				
Action	Original Deadline	Progress made to date	Updated Deadline	Accountability
i) Complete a forensic review of grant income against the total expenditure for unaccompanied asylum seeking children and care leavers over the past 3 years, including the co-ordination of pan-London arrangements	December 2021	Review completed and is informing Council's approach to UASC support offer.	Completed	Interim Head of Finance, Children, Families and Education
ii) Negotiate with the Home Office and Department for Education to secure the same financial support provided to other port of entry authorities such as Kent and Portsmouth to cover the exceptional overhead costs caused by the volume of unaccompanied asylum seeking children received in the Borough. <ul style="list-style-type: none"> • Full cost recovery for exceptional overheads provided by Croydon such as age assessments, the social care duty service at Lunar House and legal fees. Due to volumes in the Borough from its port of entry position, these cannot be absorbed within normal overhead cost as per all other local authorities. • Increased funding for children cared for over and above the voluntary national rate to match the funding of Croydon's children in care. 	Initial meeting end November 2020	Meetings have been held with senior officials in the Home Office and Department for Education, underpinned by forensic review and modelling of additional costs. Negotiation of full cost recovery for the age assessment team is at an advanced stage. The DfE have requested other councils to take full care responsibility for UASC placed by Croydon in their area.	Review June 2021	Interim Executive Director, Children Families and Education
iii) Work with London local authorities to safely transfer responsibility for an agreed number of children in Croydon's care to reduce disproportionate burden on Croydon.	Initial meeting held October 2020	Follow up meeting and presentation to London DCSs 22/3/21	Review June 2021	Interim Executive Director, Children Families and Education
iv) Introduce a needs based approach to withdrawing services to young people whose appeal rights are exhausted alongside earlier, robust triple planning as part of their pathway at 16 plus. This will assist and	December 2020	Feb 21 – 50 SW's trained in HRA Assessment Practice first 20 in cohort identified	Review June 2021	Director Early Help and Children's Social Care

ACTION PLAN IN RESPONSE TO THE REPORT IN PUBLIC INTEREST – April 2021 UPDATE

Appendix 1

support a planned, safe voluntary return when all legal routes to remain have been exhausted and avoid a forced detention and removal when young people have no recourse to public funds, limited access to NHS and education and cannot work legally in UK.		March 21 – 15 HRA's commenced – target is 10 completed in 28 days		
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Recommendation 7				
The Executive Director Children, Families and Education needs to identify the capacity threshold for the numbers of UASC that it has the capacity to deliver safe UASC services to.				
Cabinet Member Accountability: Councillor Flemming, Cabinet Member for Children, Young People and Learning				
Action	Original Deadline	Progress made to date	Updated Deadline	Accountability
i) Draw on the analysis and review at 6 (i) to develop options to establish a capacity threshold for Croydon for unaccompanied asylum seeking children that is commensurate with other Local Authorities and in line with the nationally agreed standards and funding.	December 2020	The voluntary national rate is the equivalent of 0.07% of the child population. In Croydon that equates to 66 children. This underpins the forensic review and modelling completed in 6i	Completed	Interim Executive Director, Children Families and Education
ii) Present options for the Council to deliver safe services within the capacity threshold to the Children’s Improvement Board, Cabinet and General Purposes and Audit Committee and Scrutiny & Overview Committee to increase levels of control and improve transparency.	February 2021	Options for the delivery of safe services will be developed for cabinet, currently included on the forward plan for June 2021	June 2021	Interim Executive Director, Children Families and Education

Recommendation 8
 The Cabinet reports on the financial position need to improve the transparency of reporting of any remedial action taken to address in year overspends.

Cabinet Member Accountability: Councillor Young, Cabinet Member for Resources and Financial Governance and Councillor King, Cabinet Member for Croydon Renewal

Action	Original Deadline	Progress made to date	Updated Deadline	Accountability
<p>i) A review of financial reporting best practice is to be undertaken and the results used to design reports and a system of reporting that will improve its approach to managing finance, performance and risk to introduce a greater level of transparency and better grip of expenditure. All departments will be required to report against their budgets to the Departmental and Executive Leadership Teams on a monthly basis.</p>	<p>September 2021</p>	<p>A process for monthly reporting is being developed with the draft report to come to Cabinet in June 2021. These reports will develop iteratively over the coming months.</p> <p>A monthly Corporate Finance, Performance and Risk update report is being developed for Cabinet. This will be a developing process to be fully embedded and adopted by staff come September 2021.</p>	<p>June 2021</p>	<p>Interim Director of Finance, Investment & Risk</p>
<p>ii) The Council will develop a new corporate framework for monthly reporting that includes finance, performance and risk. This will report to the Executive Leadership Team, Cabinet, General Purposes and Audit Committee and Scrutiny and Overview Committee as appropriate.</p> <p>The new framework will include progress against service delivery, departmental actions plans, savings opportunities and actions contained within the Croydon Renewal Plan. All actions will be assigned to accountable people (including relevant cabinet member) and will be tracked through a central reporting team to ensure that the process is joined up, consistent and timely. This will be a recognised Programme Management Office function using savings and actions trackers</p>	<p>April 2021</p>	<p>The Council is actively developing a new Corporate framework to deliver monthly Corporate Finance, Performance and Risk update reports. These will monitor implementation of improvement actions across the Council (including those contained in the RIPI and as part of the CRP) and set out KPIs and accountable officers.</p> <p>The PMO is presenting an approach to monthly Corporate, Finance, Performance Risk Reporting to Cabinet on April 12th. The monthly</p>	<p>April 2021</p>	<p>Interim Chief Executive</p>

ACTION PLAN IN RESPONSE TO THE REPORT IN PUBLIC INTEREST – April 2021 UPDATE

Appendix 1

		reports will develop over time as recommendations are progressed. The monthly reports will develop over time as recommendations are progressed.		
iii) A review of the capacity within the Finance Team to ensure there is adequate support for departmental cost centre managers to fulfil their responsibilities as budget holders.	November 2020	A proposed structure for the finance team to ensure the service has the right support for departmental cost centre managers was developed in November 2020. This will be reviewed as part of the financial forensic audit.	Review May 2021	Interim Director of Finance, Investment & Risk

Recommendation 9 – HIGH PRIORITY				
The Council (including Cabinet and Scrutiny and Overview Committee) need to show greater rigor in challenging underlying assumptions before approving the budget including understanding the track record of savings delivery.				
Cabinet Member Accountability: Councillor King, Cabinet Member for Croydon Renewal/ Callton Young, Cabinet Member for Resources and Financial Governance				
Action	Original Deadline	Progress made to date	Updated Deadline	Accountability
i) To support the Annual Budget setting process Budget Development Meetings will be held for each department and will be attended by Executive Directors, Corporate Leadership Team and Members with accountability for their service area and staff who are responsible for service delivery that understand what impact growth and savings plans will have on the services. To support this process Members will be provided with a clear set of proposals that demonstrate cost pressures (growth) and savings opportunities with narrative and comparators on budget and outcomes delivered to describe the impact of the decisions that are required to be taken.	October / November 2020 -	Proposals were provided to members with a formal decision in November Cabinet. Saving opportunities for 21/22 were set out across all services and have been incorporated into delivery of Croydon Renewal Plan. The Council recognises further savings will be necessary to achieve a sustainable budget in the long term. Discussions for further savings next year will be scheduled starting from April 2021.	Complete	Interim Director of Finance, Investment & Risk
ii) To support the budget exercise the Council will seek external support to test the draft budget proposals, seek ideas and good practice and will take the same approach by seeking support for the scrutiny process.	December 2020	Various support from external sources has been utilised to date to offer capacity and advice. This includes the LGA, Council peers and CIPFA. The Council will continue to use such opportunities moving forward.	Complete	Interim Director of Finance, Investment & Risk
iii) Develop a budget savings tracker that profiles savings by month to enable Members to track that savings are on target. This will need to correlate with the finance, performance and risk reporting that Council will introduce.	January 2021	An in year savings tracker has been developed to monitor identified savings and escalate any delivery challenges. In year savings are rag rated based on confidence in delivery.	Complete	Interim Director of Finance, Investment & Risk

ACTION PLAN IN RESPONSE TO THE REPORT IN PUBLIC INTEREST – April 2021 UPDATE

Appendix 1

<p>iv) To increase understanding of the choices Cabinet Members are making with regards to the emerging budget and to effectively challenge budget assumptions, Scrutiny and Overview Committee Members to receive regular briefings on the progress of budget setting.</p>	<p>January 2021</p>	<p>Budget Discussions were conducted across January and February 2021. This included focused discussion on the 21/22 budget for specific directorates. Discussion took place at Children and Young People Sub-Committee, Health & Social Care Sub-Committee, at Scrutiny, Streets, Environment & Homes sub-committee and finally the Scrutiny & Overview Committee.</p> <p>The Council will continue to keep Scrutiny committees sighted on budget matters.</p>	<p>Complete</p>	<p>Interim Director of Finance, Investment & Risk</p>
<p>v) To review the budget setting-timetable to ensure that the Scrutiny & Overview Committee has the time to digest and review the budget proposals and underlying assumptions and for Cabinet to respond fully to any challenge or comments and for Cabinet to be able to consider changing its proposals.</p>	<p>April 2021</p>	<p>The Council is taking action to ensure budget discussions happen at an earlier date and more opportunities are offered to members to offer input into the budget and review its management. These actions include finalisation of Council meetings forward plan up until April 2022 with dates marked for policy discussions and monthly financial performance updates at Cabinet.</p> <p>Additionally, budget developments meetings will begin in Spring 2021 as opposed to Autumn meaning savings will be identified and shared with members earlier in year.</p>	<p>Complete</p>	<p>Interim Director of Finance, Investment & Risk</p>

Recommendation 10				
The General Purposes and Audit Committee must challenge officers on the progress in implementing the Financial Consultant’s recommendations to improve the budget setting, monitoring and reporting process and actions to address the Head of Internal Audit’s concerns on internal controls.				
Member Accountability: Councillor Karen Jewitt, Chair of General Purposes and Audit Committee				
Action	Original Deadline	Progress made to date	Updated Deadline	Accountability
i) Delivery of the Financial Consultant’s recommendations and the Head of Internal Audit’s concerns will be reported to the General Purposes and Audit Committee and to the Improvement Board as part of the Croydon Renewal Plan.	October 2020	<p>Phase 1 of the review have been established and the work on the 75 recommendations in the initial review is ongoing. Updates on these will be presented to GPAC, with dates set aside in June and September.</p> <p>In March ELT agreed a renewed Internal Audit Governance Framework. The agreed framework states the Head of internal Audit is to regularly prepare reports for DLTs and ELT (4 times a year for each) to ensure visibility on existing concerns and mitigating actions in place,</p> <p>The Head of Internal Audit is regularly attending GPAC and can use the meeting as an opportunity to provide updates on concerns and the management actions being delivered to address the concerns.</p>	Update to come in June	Interim Director of Finance, Investment & Risk
ii) That a piece of work be undertaken to clarify the roles of GPAC and Scrutiny to reduce duplication and ensure right things are being reviewed at the right time	New Recommendation	Updates on phase 1 of the Finance Review are currently scheduled on the GPAC work plan up until September including updates on	September 2021	Interim Executive Director of Resources

ACTION PLAN IN RESPONSE TO THE REPORT IN PUBLIC INTEREST – April 2021 UPDATE

Appendix 1

		<p>phase 1. It is suggested that it remain this way but Scrutiny call in as they feel appropriate to ensure correct level of challenge.</p> <p>Phase 2 and 3 of the finance review have been delayed to prioritise other pieces of work.</p>		<p>Interim Director of Finance, Investment & Risk</p>
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Recommendation 11				
The s151 officer needs to revisit the Growth Zone assumptions following the pandemic and make recommendations to Cabinet and Council for the continued investment in the scheme.				
Cabinet Member Accountability: Councillor King, Cabinet Member for Croydon Renewal				
Action	Original Deadline	Progress made to date	Updated Deadline	Accountability
i) The Council have commissioned PwC to undertake a strategic review of the Growth Zone with completion expected November 2020. The report with recommendations on a way forward will be discussed with Cabinet and agreed by Members.	December 2020	PwC report to cabinet made recommendations on future of GZ. These are now being implemented	Complete	Interim Director of Finance, Investment & Risk
ii) Revised financial model profile to be presented alongside budget review in February 2021 to Cabinet, General Purposes and Audit Committee and the Scrutiny and Overview Committee.	February 2021	The March cabinet report sets out a direction of travel, with 1 year of capital expenditure. Considering the current macro-economic climate (i.e. impact of pandemic) and challenges facing Croydon and its economy, this means that the financial model will need updating throughout this calendar year. Dates for GPAC and Scrutiny & Overview Committee are being scheduled. An update on the report will go to Cabinet in December 2021.	Progressed – further update December 2021	Interim Director of Finance, Investment & Risk
iii) Cabinet paper with revised profile and recommendations to be issued March 2021.	March 2021	See 11ii	Complete	Interim Director of Finance, Investment & Risk
iv) The Council needs a mechanism in place to review projects to use the learning to inform any future work. This should be extended across all areas of the Council, with learning retained centrally as a corporate resources.	New recommendation	Project closure process in place as part of the governance of all projects.	Complete	Interim Director of Finance, Investment & Risk

Recommendation 12 – HIGH PRIORITY				
The s151 officer should review the financial rationale and associated risks and make recommendations to Cabinet and Council on whether the Revolving Investment Fund should continue.				
Cabinet Member Accountability: Councillor King, Cabinet Member for Croydon Renewal				
Action	Original Deadline	Progress made to date	Updated Deadline	Accountability
i) The Council have commissioned PwC to undertake a strategic review of the Revolving Investment Fund with completion expected in November 2020. The report with recommendations on a way forward will be discussed with Cabinet and agreed by Members.	December 2020	Report by PwC on governance & strategic review delivered in November 2020 to Cabinet. Treasury Management strategy updated 1st March limits new lending under the RIF to BBB working capital loans only	Complete	Interim Director of Finance, Investment & Risk
ii) Recommendations to be presented alongside budget review in Feb 2021 to Cabinet, General Purposes and Audit Committee and Scrutiny and Overview	February 2021	See recommendation 12i	Complete	Interim Director of Finance, Investment & Risk
iii) Cabinet paper with recommendations to be issued March 2021.	March 2021	See recommendation 12i	Complete	Interim Director of Finance, Investment & Risk

Recommendation 13
 The s151 officer should review the purchase of Croydon Park Hotel to identify lessons learned to strengthen future due diligence arrangements.

Cabinet Member Accountability: Councillor King, Cabinet Member for Croydon Renewal

Action	Original Deadline	Progress made to date	Updated Deadline	Accountability
i) The Council have commissioned PWC to undertake a strategic review of assets that have been purchased with completion expected in November 2020. The report with recommendations on a way forward will be discussed with Cabinet and agreed by Members.	December 2020	On February 18 th Cabinet agreed the approach set out in the Interim Assets Strategy. This included, in the appendices, options for an approach on the future of Croydon Park Hotel. An update with a decision on the future of Croydon Park Hotel is provisionally scheduled for September 2021.	Complete	Interim Director of Finance, Investment & Risk
ii) Recommendations, including lessons learned, will inform changes required to governance arrangements and training/development that might be required. These recommendations to be presented alongside budget review in February 2021 to Cabinet, General Purposes and Audit Committee and Scrutiny and Overview.	January 2021	Under Treasury management strategy changes no new investments will be made. Lessons learned paper to be prepared.	September 2021	Interim Director of Finance, Investment & Risk
iii) Review and re-write the asset investment strategy that was approved by Cabinet in October 2018 incorporating advice from each of the Strategic Reviews. The review will explicitly consider best practice from the sector and lessons learned from other local authorities, the external auditor and the National Audit Office on effective investment practice.	March 2021	Interim Asset Strategy has been approved at February 18 th Cabinet to fast track income generation and achieve “quick wins.” A 3 year 21-24 Asset Strategy is being developed.	Complete	Interim Director of Finance, Investment & Risk / Executive Director of Place
iv) Cabinet paper with recommendations to be issued March 2021. Update to be provided at Scrutiny on 9 th February	March 2021	The Interim Assets Disposal Strategy, was discussed at both Cabinet and Scrutiny & Overview Committee in February.	Complete	Interim Director of Finance, Investment & Risk

Recommendation 14 – HIGH PRIORITY
 The Cabinet and Council needs to re-consider the Treasury Management Strategy for ongoing affordability of the borrowing strategy, the associated risks and identify whether alternative options can reduce the financial burden.

Cabinet Member Accountability: Councillor Young, Cabinet Member for Resources and Financial Governance and Councillor King, Cabinet Member for Croydon Renewal

Action	Original Deadline	Progress made to date	Updated Deadline	Accountability
i) The Treasury Management Strategy will be reviewed as part of the budget setting for 2021/22 and will take into consideration the outcome of the strategic reviews to factor in the overall financial position and best practice from other local authorities. The report with recommendations on a way forward will be discussed with Cabinet and agreed by Members.	February 2021	Treasury Management strategy updated and agreed by Council on 8 th March 2021	Complete	Interim Director of Finance, Investment & Risk
ii) The outcome of the strategic reviews that the Council have commissioned will inform the Treasury Management Strategy for 21/22 onwards and any changes in governance that may be required.	February 2021	See recommendation 14i	Complete	Interim Director of Finance, Investment & Risk

Recommendation 15
 The Chief Executive should arrange detailed Treasury Management training to assist Members to better understand and challenge the long-term financial implications of matters reported within the Treasury Management Strategy.

Cabinet Member Accountability: Councillor Young Cabinet Member for Resources and Financial Governance

Action	Original Deadline	Progress made to date	Updated Deadline	Accountability
i) Members to attend training sessions facilitated by the Local Government Association to cover treasury management to enable better and effective financial leadership.	January 2021	Treasury management training was offered to all members on the 3 rd March 2021. Session was recorded and will be distributed to all Members and all budget managers.	Completed	Interim Chief Executive

Recommendation 16
 The s151 officer should revisit the Minimum Revenue Provision policy to demonstrate that a prudent approach is being taken.

Cabinet Member Accountability: Councillor King Cabinet Member for Croydon Renewal

Action	Original Deadline	Progress made to date	Updated Deadline	Accountability
i) Link Asset Management has been commissioned to carry out a review of the Minimum Revenue Position policy. The report with recommendations will be discussed with General Purposes and Audit Committee and then on to Cabinet.	December 2020	Minimum Revenue Provision Policy Statement 2020/21 went to Cabinet 1 st March as part of the Treasury Management Strategy.	Complete	Interim Director of Finance, Investment & Risk

Recommendation 17 The Cabinet and Council should reconsider the financial business case for continuing to invest in Brick by Brick before agreeing any further borrowing.				
Cabinet Member Accountability: Councillor Hamida Ali, Leader of the Council				
Action	Original Deadline	Progress made to date	Updated Deadline	Accountability
i) PwC has been commissioned to undertake a strategic review of Brick by Brick with completion expected in November 2020. The report with recommendations regarding the financial business case will be reviewed by the Scrutiny and Overview Committee prior to being presented to Cabinet.	December 2020	Phase 1 of the Strategic Review set out a number of options around BBB. This was received at Cabinet in November 2020 and it was agreed by members for further work to be carried out to advice on the best approach for BBB. The additional paper went to Cabinet in February 2021. It recommended an approach to build out of sites by Brick by Brick combined with a sale of sites under construction whilst still considering the option of a sale of the business, with a further report to Cabinet in April / May 2021. This specific action is complete however, ongoing activity with regard to BBB still needs to be taken hence further updates suggested.	May 2021	Interim Chief Executive
ii) Council to review the risks relating to Brick by Brick to ensure they are appropriately listed on the risk register	New Recommendation	The Risks for Brick by Brick have been reviewed and are as follows per the Corporate Risk Register: 1. Investigation or ownership	Complete	Interim Director of Finance, Investment & Risk

		<p>taken on all activities that the Council undertakes by the Executive Leadership Team, Cabinet and all Scrutiny Committees (including GPAC).</p> <p>2. There is no effective challenge, review, investigation or ownership taken on all activities that the Council undertakes by the Executive Leadership Team, Cabinet and all Scrutiny Committees (including GPAC).</p> <p>**These risks specifically relate to financial strategy, treasury management strategy (including borrowing), capital investment strategies and appropriateness of continuing investment and association with BBB**</p>		
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Recommendation 18 – HIGH PRIORITY
 The Cabinet and Council should review and reconsider the ongoing financial rationale for the Council in the equity investment arrangement with Brick by Brick.

Cabinet Member Accountability: Councillor King Cabinet Member for Croydon Renewal

Action	Original Deadline	Progress made to date	Updated Deadline	Accountability
i) PwC has been commissioned to undertake a strategic review of Brick by Brick. The report and recommendations will consider the ongoing financial rationale and equity invested and will detail options for the Council that will be considered by the Scrutiny & Overview Committee Cabinet prior to being presented to Cabinet.	December 2020	<p>This paper went to Scrutiny & Overview Committee and Cabinet in February 2021.</p> <p>The Cabinet paper noted that the Council has never made any equity payments, as planned, and is not in the financial position to do so. It was noted BBB sales proceeds were meant to be placed in an account for the Council to apply interest repayment and, if excess, to substantive loan repayment. Unfortunately, this process has not occurred and instead sale proceeds were retained by BBB effectively replacing the Council’s equity share.</p> <p>The Council needs to review existing arrangement, change the current agreements or replace it with fresh loans.</p> <p>It is recommended that the current arrangements continue but in a modified way to give Brick by Brick capacity to have working capital to ensure that funds are available to build out units on site</p>	Complete	Interim Chief Executive

Recommendation 19
 The s151 officer and monitoring officer should monitor compliance with loan covenants with Brick by Brick and report any breaches to Members.

Cabinet Member Accountability: Councillor King Cabinet Member for Croydon Renewal

Action	Original Deadline	Progress made to date	Updated Deadline	Accountability
<p>i) Loan covenants are within scope of the PwC strategic review and will be considered as part of the overall recommendations.</p> <p>A review of the existing loan covenants and their governance is to be undertaken. Learning from this review, a new system of control for all loan agreements entered into by the Council will be presented to Members and this will form part of the new Corporate Finance, Performance and Risk reporting system.</p> <p>The review and the proposed new system for loan covenants will be presented to GPAC & Scrutiny and Overview Committee prior to being presented to Cabinet for approval.</p>	<p>January 2021</p>	<p>Loan agreements to be redrafted to provide a comprehensive single agreement</p> <p>The February Cabinet report agreed that detail of the revised loan scheme be delegated to the Chief Executive after consultation with the leader and appropriate lead members</p>	<p>May 2021</p>	<p>Interim Executive Director of Resources</p> <p>Interim Director of Finance, Investment & Risk</p>

Recommendation 20 – HIGH PRIORITY				
The Cabinet and Council should review its arrangements to govern its interest in subsidiaries, how the subsidiaries are linked, and the long-term impact of the subsidiaries on the Council’s financial position and how the Council’s and taxpayers’ interest is safeguarded.				
Cabinet Member Accountability: Councillor Young, Cabinet Member for Resources and Financial Governance				
Action	Original Deadline	Progress made to date	Updated Deadline	Accountability
i) An audit of the Council’s approach to membership of each subsidiary board will be undertaken. The audit will involve officers of the Council and any Chairs/Members of company boards.	March 2021	A working group will be established with Legal and Finance to work through the existing list of companies that the Council has an interest in. The group will undertake work around the governance process, directorships, status and relationship with its third party companies as well as assist in elements of the wider asset management review.	Update to be provided June 2021	Interim Executive Director of Resources Interim Director of Finance
ii) As part of this review the membership balance of the boards will be considered in aggregate in regard to best practice for achieving diversity, skill set, sectoral knowledge and Croydon Council representation.	March 2021	See recommendation 20i	Update to be provided June 2021	Interim Executive Director of Resources Interim Director of Finance
iii) External guidance on best practice will be sought. Roles, responsibilities and legal requirements for local authority company directors and guidance on skill set will be sought and this will include the best way to assess the competence of Members and Chief Officers for these roles.	March 2021	See recommendation 20i	Update to be provided June 2021	Interim Executive Director of Resources Interim Director of Finance
iv) Process for identifying gaps in knowledge and or experience will be brought forward to include training	March 2021	See recommendation 20i	Update to be provided June 2021	Interim Executive Director of Resources

ACTION PLAN IN RESPONSE TO THE REPORT IN PUBLIC INTEREST – April 2021 UPDATE

Appendix 1

considerations. If necessary interim arrangements will be made to remove risks and ensure effective governance.			provided June 2021	Interim Director of Finance
v) Essential mandatory training will be undertaken on an annual basis and the retention of the director role for each Councillor and Council official will rely on completion of the recommended training.	March 2021	See recommendation 20i	Update to be provided June 2021	Interim Executive Director of Resources Interim Director of Finance
vi) The impact of these changes will need to be reflected in the Council's Constitution and relevant protocols.	March 2021	See recommendation 20i	Update to be provided June 2021	Interim Executive Director of Resources Interim Director of Finance
vii) Support for the effective governance of the Council's subsidiaries and retaining a corporate overview of activity of individual companies and the whole group of companies is to be developed.	March 2021	See recommendation 20i	Update to be provided June 2021	Interim Executive Director of Resources Interim Director of Finance
Viii) Raise awareness of the timing of the Annual General Meetings of subsidiaries amongst Members.	New Recommendation	See recommendation 20i	Update to be provided June 2021	Interim Executive Director of Resources Interim Director of Finance
IX) Cost effective mechanism to publish Board membership of Council subsidiaries to be investigated	New Recommendation	See recommendation 20i	Update to be provided June 2021	Interim Executive Director of Resources Interim Director of Finance

LBC Recommendation 1				
Given the challenges ahead there will need to be improvement of the Council’s approach to risk management to enable a satisfactory turnaround of the financial position.				
Cabinet Member Accountability: Councillor King Cabinet Member for Croydon Renewal				
Action	Original Deadline	Progress made to date	Updated Deadline	Accountability
i) An externally led review of the Council’s appetite for risk needs to be undertaken with Members and Officers to ensure that the council’s financial capacity for managing risk is fully understood.	January 2021	Cabinet risk management session has been carried out which will need to have a follow up session during the 21/22 financial year. A similar exercise for Corporate Management team to be developed.	Sept 2021	Interim Director of Finance, Investment & Risk Director of HR
ii) Corporate Finance, Performance and Risk management to be combined into one reporting function to remove silo thinking and increase the rigour to enable delivery of services, savings plans and the overarching Improvement Plan. This will require one new unified system of corporate reporting.	February 2021	PMO developing initial Corporate Finance, Performance and Risk report. These reports will be developed monthly and will provide updates from across the Council on key KPIs. A Cabinet report on the process of reporting will be considered April 12 th 2021. Iterative monthly updates are then expected to shared and developed iteratively.	June 2021	Interim Executive Director of Resources
iii) Risk considerations to be made at the outset of all new decisions will ensure the Council has capacity, capability and financial resources needed to deliver. The assessment of risk is on the individual decision and its impact on the whole of the Council.	November 2020	All new programmes of work will be subject to sign off at the Programme Steering Group who will be able to provide a council wide view and ensure that risks have been considered. This process is in evolutionary phase so too soon to record as complete.	Sept 2021	All Executive Directors
iv) Develop training for Members and Officers to understand effective risk management.	January 2021	Training request has been recorded under LBC recommendation 3 and the Council will look to deliver	May 2021	Interim Director of Finance Director of HR

ACTION PLAN IN RESPONSE TO THE REPORT IN PUBLIC INTEREST – April 2021 UPDATE

Appendix 1

		alongside the other training proposed. Update to be provided June 2021		
v) The Council to review the terms of reference in regards the General Purposes and Audit Committee and Scrutiny & Overview Committee with regards to risk management to ensure there are no gaps in governance, to remove silo thinking and that both committees have a clear understanding of their responsibilities. This will include new guidance and joint training	March 2021	This is part of the review undertaken by Centre for Governance & Scrutiny to identify gaps in governance.	June 2021	Interim Executive Director of Resources
vi) Councillors to be provided overview of Council risk function and how risks are constantly monitored and updated in the organisation	New Recommendation	Cabinet training workshop took place in January 2021. This will need to be developed further to ensure that proper attention to changing financial position is considered throughout the year.	May 2021	Interim Executive Director of Resources

LBC Recommendation 2				
Clarifying member and officer roles to support good governance arrangements				
Cabinet Member Accountability: Councillor Young Cabinet Member for Resources and Financial Governance				
Action	Original Deadline	Progress made to date	Updated Deadline	Accountability
i) The Council will need to undertake a review to consider its operating model to ensure it has capacity and specialist skills required to deliver the financial and operational improvements that are needed to deliver.	February 2021	The Interim Chief Executive has begun a consultation on the management arrangements for the council which is paused but due to recommence in near future.	September 2021	Interim Chief Executive
ii) The Member/Officer protocol is to be reviewed to ensure that it gives clarity on the respective roles and responsibilities for both Members and officers. The protocol should also explicitly place the seven principles of public life, known as the Nolan principles, at its heart. https://www.gov.uk/government/publications/the-7-principles-of-public-life Training will be held for all Councillors and senior officers to develop good practice.	March 2021	Process will begin in April. At next ethics committee proposals are to take a report reviewing the TOR of Ethics Committee incorporating a refreshed approach to the role of the Ethics Committee for members and the Council. This will include a work programme that includes member development, a reviewed code of conduct, member/officer protocol, training & development, complaints process and so forth.	Update on progress in June 2021	Interim Executive Director of Resources
iii) A review of the member and officer Codes of Conduct will be undertaken to incorporate any learning from recent events and to ensure that they explicitly include the seven principles of public life, known as the Nolan principles, as the basis of the ethical	March 2021	The Local Government Association Code of Conduct 2020 was reported into Ethics Committee in February 2021. Members have asked for a gap analysis to come back to the	June 2021	Interim Executive Director of Resources

ACTION PLAN IN RESPONSE TO THE REPORT IN PUBLIC INTEREST – April 2021 UPDATE

Appendix 1

standards expected of elected and appointed public office holders.		committee in April to inform any potential future changes This is linked to ii.		
iv) Development sessions for Members and officers to better understand each other’s respective roles.	March 2021	See LBC Recommendation 2 ii and iii.	June 2021	Interim Executive Director of Resources
v) Review the level of support and advice Scrutiny & Overview Committee and the General Purposes and Audit Committee receives from the Head of Paid Services, Section 151 Officer and Monitoring Officer to ensure that the advice is in line with their statutory responsibilities. With this include clarification on the ability and process for members to request information.	March 2021	A monthly meeting has been implemented between the Head of Paid Services, S151, Monitoring Officer and Scrutiny Chairs to provide opportunity for regular discussion and planning. An Information Sharing Protocol has been drafted to be agreed with Councillors. Workplan to be agreed and linked in to the Council’s forward plan. On the 30 th March the Centre for Governance and Scrutiny report is being presented to the Scrutiny & Overview committee	April 2021	Interim Executive Director of Resources
vi) Review the capacity of the organisation to support the Scrutiny & Overview Committee and the General Purposes and Audit Committee so that activity is prioritised within the financial resources for these functions.	Commenced October 2020	This needs to be considered in conjunction with LBC Recommendation 2 V. See above therefore.	April 2021	Interim Executive Director Resources

LBC Recommendation 3				
Ensuring that Members are appropriately trained across all aspects of the Council’s financial duties and responsibilities				
Cabinet Member Accountability: Councillor Young, Cabinet Member for Resources and Financial Governance				
Action	Original Deadline	Progress made to date	Updated Deadline	Accountability
i) A detailed training and development programme is being designed to enable all Members to fulfil their roles in regard to their role with sufficient rigour. The programme being developed will cover: <ul style="list-style-type: none"> • Financial management to include the importance of effective budget setting, a robust Medium Term Financial Strategy and rigorous budget monitoring (Add reserves) • Understanding funding sources, eg general fund, housing revenue account and direct schools grant • The role of Audit and the external auditor • Treasury management and capital strategies and the Council’s approach to subsidiaries • Risk assessment • Commercial Investment • Mentoring • Commissioning and Procurement Process • ASC Budget • Transformation Funding 	December 2020	A training programme is in development for all members including where appropriate, specific training for committee members. Some training has been carried out during the latter part of 2020 early 2021. This includes Finance, Treasury Management, Risk but this needs to form part of a wider programme of work that is being drawn up for agreement with Members. The Council will need to consider how it reports against attendance and records training on Mod.gov.	Training programme to Ethics Committee May/June 2021	Interim Chief Executive Interim Executive Director of Resources Director of HR
ii) Further work on Cabinet development will be undertaken to support members to explore priorities for the new Cabinet, agree how the Members will work together to make the most of shared skills and consider individual and collective leadership styles and ways of working.	January 2021	LGA have carried out a facilitated session for Cabinet members	Completed	Interim Executive Director of Resources

ACTION PLAN IN RESPONSE TO THE REPORT IN PUBLIC INTEREST – April 2021 UPDATE

Appendix 1

<p>iii) Target support to be provided for Cabinet Members, Scrutiny & Overview Committee Members and General Purposes and Audit Committee Members to strengthen the approach to reviewing the emerging plans, actions and risks that are being developed as part of the Croydon Renewal Plan, Financial recovery and progress against the Report in the Public Interest. In particular the training will include:</p> <ul style="list-style-type: none"> • The role of Scrutiny and Overview in relation to finance and General Purposes and Audit Committee • Developing an effective culture of scrutiny and key questioning skills • Maintaining a ‘big picture’ view of the financial pressures affecting the council • Assessing effectively budget and financial plans, budget monitoring, reserves approach • Challenging how resources are allocated • Scrutinising partnership arrangements • Key finance issues for Scrutiny and Overview Committee to consider 	<p>December 2020</p>	<p>See Recommendation LBC2 V</p>	<p>April 2021</p>	<p>Interim Executive Director of Resources</p>
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LBC Recommendation 4				
The Council develops an improvement programme that has the necessary elements for it to function effectively and within its financial resource.				
Cabinet Member Accountability: Councillor Hamida Ali, Leader of the Council				
Action	Original Deadline	Progress made to date	Updated Deadline	Accountability
i) Implement new Council management arrangements that ensure: <ul style="list-style-type: none"> • the delivery of high quality statutory services • finances are appropriately managed and controlled • a sound understanding of risk management is at the heart of the organisation 	April 2021	<ul style="list-style-type: none"> • Process for Monthly finance updates established and to be implemented • £1m investment for additional capacity in Finance. • Risk Review • Corporate management restructure (to be re-commenced in near future) • Council Ecosystem • Financial Control System developing • Priorities set to be achieved by September 2021. • Interim Assets Strategy delivered 	Update on next phase of work September 2021	Interim Chief Executive Officer
ii) Working with local residents, rebuild the trust with their local Council by focussing on effective delivery of core services, responding promptly and appropriately to queries and complaints and learning from good practice as well as failures and from each other.	April 2021	A Cabinet paper on a potential Community Panel is going to May Cabinet with operating principles and outcomes defined.	May 2021	Interim Executive Director of Resources
iii) Introduce a new system of internal control focussed on finance, performance and risk to manage financial expenditure, risk management, service performance and the delivery of Council priorities. This will follow a monthly cycle of Departmental Leadership Teams,	April 2021	The Council is accelerating work to deliver a renewed financial control system and a review and refresh of our internal meetings structure. Work on these is ongoing with delivery and	Update on these September 2021	Interim Chief Executive Officer

ACTION PLAN IN RESPONSE TO THE REPORT IN PUBLIC INTEREST – April 2021 UPDATE

Appendix 1

<p>Executive Leadership Team, Cabinet and Scrutiny & Overview as appropriate.</p>		<p>full compliance by staff expected in September 2021.</p> <p>The Council has already developed processes that will ensure monthly reporting on its financial performance and on Corporate Finance, Performance and Risk.</p>		
<p>iv) Building on the work done to date and listening to staff concerns about equality and diversity in the workplace, co-create a working environment that respects and values all our staff and take positive action to ensure that this is the case.</p>	<p>April 2021</p>	<p>The Council has launched a Guardians Programme in order to provide its staff a safe space to share concerns and have conversations around working issues including potential problems related to bullying or discrimination.</p> <p>The Leader & Interim CEO will be participating in a roadshow of staff engagement sessions not only to share corporate priorities but to hear directly from staff on their views and experiences. The Council has held a whole staff conference in March, to initiate such staff engagement and to start to create a working environment where staff are listened to and involved in priority setting process.</p> <p>The Council recognises it will take time to build staff trust and confidence.</p>	<p>Next update June 2021</p>	<p>Interim Executive Director of Resources Director of HR</p>

ACTION PLAN IN RESPONSE TO THE REPORT IN PUBLIC INTEREST – April 2021 UPDATE

Appendix 1

v) Create a new system of staff performance appraisal, co-created with staff and agreed with the trade unions.	April 2021	The Council has implemented a light touch solution to appraisals for 2020/2021 to recognise the sheer level of work and commitment staff have shown in the last year. Further work on re-developing appraisals in the longer term is ongoing.	Next update June 2021	Interim Executive Director of Resources Director of HR
vi) By working with Council staff, co-create an environment that is open to listening, free from fear, built on trust and openness and reflects the diverse borough that we serve.	Commenced with appointment of Interim Chief Executive	See recommendation LBC 4 iv	Next update June 2021	Interim Executive Director of Resources Director of HR
vii) Agree a training programme for Council staff that includes finance for non-financial managers, Business Case Development, understanding risk, project management and the Council's own governance processes.	January 2021	The Council training budget will be held centrally to assist with developing a corporate approach to staff training that creates consistency and efficiency in the way this is managed and delivered. The more specific approach to these areas for training will be agreed once the forensic financial exercise is complete.	May 2021	Interim Executive Director of Resources
viii) Ensure the actions contained in this plan are supported by a corporate programme office that can provide assurance to Members.	Complete	A PMO office has been established dedicated to coordinating and supporting the delivery of key improvement actions across the Council. This includes recommendations in the MHCLG Rapid Review, the RIPI and the Croydon Renewal Plan.	Complete	Interim Executive Director of Resources

ACTION PLAN IN RESPONSE TO THE REPORT IN PUBLIC INTEREST – April 2021 UPDATE

Appendix 1

ix) Corporate level sponsorship to be allocated to all projects to ensure clarity of responsibility for delivery.	New Recommendation	ELT members already allocated across all actions. Further project managers to be identified to deliver the recommendations.	Complete	Interim Chief Executive
x) Work needs to be undertaken as a priority to understand the future model of the Council, which would inform the direction of travel in the improvement journey.	New Recommendation	A restructure had been proposed and consulted on however, this was paused. The restructure is expected to recommence in the near future.	September 2021	Interim Chief Executive
xi) Council is to provide appropriate officer support is given to Scrutiny in order that it can fulfil its role.	New Recommendation	See recommendation LBC 2 V	April 2021	Interim Executive Director Resources