

**PROGRESS UPDATE ON THE ANNUAL GOVERNANCE STATEMENT ACTION PLAN**

**Cabinet Member** Cllr Neal Davey  
**Responsible Officer** Head of Communities & Governance

**Reason for Report:** To provide the Committee with an update on progress made against the 2012/13 Annual Governance Statement Action Plan.

**RECOMMENDATION(S):** The Committee note the progress update and request that progress against any outstanding actions be reported to their next meeting on the 11 March 2014.

**Financial Implications:** None.

**Legal Implications:** Failure to meet the statutory guidance in relation to the Council's governance arrangements.

**Risk Assessment:** None arising from this report.






**1.0 Introduction**

- 1.1 The purpose of this report is to provide Members of the Committee with an update on the progress that has been made against the actions in the Annual Governance Statement action plan.
- 1.2 The action plan is attached as Appendix A and progress updates have been noted on the document.
- 1.3 The next update of any outstanding recommendations will be presented to the Committee at their meeting on 11 March 2014.








**Contact for more Information:** Amy Tregellas  
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**Circulation of the Report:** Management Team and Cllr Neal Davey

**List of Background Papers:** None

Action	Target Date / Responsible Officer	Progress Update	Status
<b>Consultation</b>			
1	Publish results from internal consultation exercises on SharePoint Communications Manager	Information to be published on the internal communication page on Sharepoint as and when internal consultation takes place	
<b>General</b>			
2	Make sure there is adequate holiday cover for first aiders, fire wardens, child protection officers and dignity at work advisors July 2013 Head of HR and Development and Head of Housing and Property Services	The Facilities and Corporate Buildings Manager has reminded all First Aiders and Fire Wardens to use the Outlook calendars to show when they are on leave. There is also sufficient cover in respect of child protection officers and recent refresher training has rolled out to all staff and members.	
<b>Health and Safety Audit</b>			
4	Complete all actions arising from the Health & Safety Audit October 2013 Head of Environmental Services	The majority of actions have been completed or are on course to be completed. The target date for the revision of the sickness statistics that go to the Health & Safety Committee to be amended due to the changes to the HR system date revision.	
<b>Internal Controls</b>			
5	When updating the Social media Policy, include a section directed at Members September 2013 Head of ICT	Completed.	
<b>Performance Management</b>			
6	Develop the Performance page of the Council's website to include all performance reports September 2013 Head of Communities and Governance	Completed - the Performance page on the Council's website has been updated to include all performance reports and reports for quarters 1 and 2 have been uploaded.	

**Key:**  = on target or completed  = action started but target date slippage  = action not commenced & way off target

7	Liaise with Member Services on their annual review of the schedule of meetings to accommodate timely reporting of performance and risk	September 2013 Head of Communities and Governance	The Head of Communities and Governance has spoken with the Principal Member Services Manager to discuss dates for the reporting schedule for Performance and Risk reports for 2013/14.	
8	Present report to Cabinet and Policy Development Groups detailing the savings made through smarter procurement	December 2013 Head of Finance	A verbal update has been given to the Cabinet. The Head of Finance is currently giving consideration to the format and frequency of public reporting	
<b>Risk Management</b>				
10	Amend Project Risk Assessment template to conform to the 5x5 risk scoring matrix	July 2013 Head of ICT	Template amended and the corporate risk management strategy is published along with the template to give officers guidance on the 5x5 matrix	
11	Amend Job Description template to include a general section regarding responsibility toward Risk Management (as with Health and Safety and Equality and Diversity)	Revised template by July 2013 Head of HR and Development	Not yet amended	
12	Update the Emergency Plan	December 2013 Head of Environmental Services	The restructure of Environmental Services is nearing completion and the officer that becomes the deputy Emergency Planning Officer will update the plan and website page once allocated	
<b>Training and Information for new starters</b>				
13	Amend Induction Programme to include Financial Regulations, Procurement Policy and Scheme of Delegation	December 2013 Head of HR & Development	Slight slippage on the target date for this due to long term sickness. The Learning and Development Team are meeting on 13 <sup>th</sup> January to review the induction programme. No future Induction sessions have been scheduled at the present time	
<b>Actions carried forward from 2011-12 Action Plan</b>				
15	Put together a formal communication strategy incorporating internal and external communications – suggest this follows a review of internal and external communications	November 2013 Head of Customer Services	The Communication Strategy has been drafted and will now come forward to Management Team and then go to Cabinet.	








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16	<p>Carry out refresher training on the CRM system for handling of complaints, to include:</p> <ul style="list-style-type: none"> <li>Complaint status: upheld, not upheld or comment noted</li> <li>Completing the field to say lessons learnt and what has changed as a result</li> <li>To attach any relevant documents to the CRM system</li> </ul>	September 2013 Head of Customer Services	<p>The appropriate officers have received brief refresher training regarding complaints on CRM.</p> <p>CRM is due to have a major system update, following which full training will be given to officers.</p>	
17	Complete update of the Business Continuity Plan, to include a quick summary guide for all employees	September 2013 Head of ICT	An executive summary has been produced and presented to Senior Officers Forum. It is available for all staff and Members to see on SharePoint. A section has been added to the Policy and the Head of ICT will now produce an article to make all staff aware in the Link	
19	Finalise and update the internal audit customer survey	September 2013 Internal Audit Team Leader	Internal Audit Customer Surveys are being sent to Service Managers following System Audits (not Core Audits). The Internal Audit Team Leader has received positive feedback from all three System Audits surveyed to date and included a summary of this feedback in the Internal Audit Progress Report to the Audit Committee 24/09/2013.	
20	Publish the Events Safety Guide on the Council's website	September 2013 Head of Communities and Governance	The Events Safety Guide has been drafted and was published on the Council's website by the end of September.	
21	Send updated Performance Policy to Management Team for approval (including updates regarding Business Plan monitoring) and distribute summary guide for Members	October 2013 Head of Communities and Governance	Events have overtaken this deadline as, following performance management training for Scrutiny Committee on 21 <sup>st</sup> October, it was agreed that a Scrutiny working group will look at the Council's performance management arrangements prior to the policy going to Management Team. Revised target date of 31 <sup>st</sup> March 2014.	



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