

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.

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 Any outstanding recommendations will be incorporated into the 2013/14 Annual Governance Statement, which will be presented in draft to the Committee at their meeting on 24 June 2014.

Contact for more Information: Amy Tregellas
Head of Communities and Governance ext 4246

Circulation of the Report: Management Team and Cllr Neal Davey

List of Background Papers: None

Action	Target Date / Responsible Officer	Progress Update	Status
Consultation			
1	Publish results from internal consultation exercises on SharePoint December 2013 Communications Manager	Information to be published on the internal communication page on SharePoint as and when internal consultation takes place	
General			
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.	
Health and Safety Audit			
4	Complete all actions arising from the Health & Safety Audit October 2013 Head of Environmental Services	Six actions have been completed, two actions are overdue and five actions are completed subject to production of evidence. Revised target date: 30 April 2014	
Internal Controls			
5	When updating the Social media Policy, include a section directed at Members September 2013 Head of ICT	Completed.	
Performance Management			
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.	










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	
Risk Management				
9	Develop and implement an "Opportunity Management Strategy" to complement our "Risk Management Strategy"	March 2014 Head of Communities and Governance	The current Risk Management Strategy is in the process of being reviewed to incorporate an Opportunity Management Strategy.	
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 Revised target date: 31 March 2014	
12	Update the Emergency Plan	December 2013 Head of Environmental Services	The Emergency Plan has been updated and will be regularly reviewed.	
Training and Information for new starters				
13	Amend Induction Programme to include Financial Regulations, Procurement Policy and Scheme of Delegation	December 2013 Head of HR & Development	The Learning and Development (L&D) Team held a project meeting on 13 January 2014 to review the Induction programme. No future Induction sessions have been scheduled at the present time The target date for this action has been revised due to prioritisation of the HR System, with which the L&D team are involved. Revised target date: 30 September 2014	








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14	Review and update policy for volunteers (including induction)	March 2014 Head of HR and Development	The target date for this action has been revised. Revised target date: 30 June 2014	
Actions carried forward from 2011-12 Action Plan				
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 go to Management Team on 4 March 2014 and then to Cabinet on 3 April 2014 and to full Council on 30 April 2014. Revised target date: 30 April 2014	
16	Carry out refresher training on the CRM system for handling of complaints, to include: <ul style="list-style-type: none"> Complaint status: upheld, not upheld or comment noted Completing the field to say lessons learnt and what has changed as a result To attach any relevant documents to the CRM system 	September 2013 Head of Customer Services	The appropriate officers have received brief refresher training regarding complaints on CRM. In addition, Customer First is working with ICT and Housing Services to improve the complaints system, building on best practice used in Housing and to add a procedure for recording Ombudsman complaints and complaints about Members (with restricted access to the Monitoring Officer). The CRM process will be upgraded after Annual Billing, following which full training will be given to officers.	
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 produced an article to make all staff aware in The Link.	
18	Complete review of SharePoint and develop an action plan to include all key strategic documents in one easily accessible place	March 2014 Head of ICT	The current system supporting SharePoint needs to be upgraded and this has taken longer than anticipated, therefore this project has been delayed. The review of SharePoint should take place within the next six months. A user group is currently looking at how best to restructure the current pages, in particular the front page. Officers are being consulted for ideas to improve layout and encourage greater effective use of SharePoint. Revised Target Date: September 2014	






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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 Government has produced a guide to running events covering key aspects of events including booking venues, licensing arrangements and safety guidance. We have included a link to this guide on our website.	
21	Send updated Performance Policy to Management Team for approval (including updates regarding Business Plan monitoring) and distribute summary guide for Members	March 2014 Head of Communities and Governance	Following performance management training for Scrutiny Committee on 21 October 2013, 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. The policy is in the process of being revised.	



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