

## Action Plan: Actions for 2016-2017

<b>Performance and Risk Management</b>			
<ul style="list-style-type: none"> <li>The Corporate Plan risk assessment needs to be taken to Management Team and then for the risks to be entered onto SPAR</li> <li>The risks from the Service Business Plans need to be entered onto SPAR</li> </ul>			
<b>Agreed Approach</b>	<b>Responsible Officer</b>	<b>Target Date</b>	<b>Progress</b>
1. Take the Corporate Plan risk assessment to Management Team	Head of Communities and Governance	End June 2016	The necessity for this was reviewed in the light of 2 and 3 below; it is felt that these actions fulfil this.
2. Review the risks in the service business plans	Internal Audit Team Leader	End June 2016 - Done	This is done as part of every audit. But was also done to address the following task.
3. Enter the Corporate and service risks onto SPAR	Internal Audit Team Leader	End June 2016 - Done	The new risks and PIs were entered on SPAR as far as possible in time to report for the June quarter end.
4. Ensure that any risks associated with exit from the EU are fed into the risk register as and when the picture becomes clearer and take action to mitigate those risks, where appropriate	Management Team	As and when appropriate	Still unknown at present

<b>Business Planning</b>			
Suggestions for improvement: <ul style="list-style-type: none"> <li>Review and improve the service business plan template</li> </ul> Develop a timetable for key dates throughout the year i.e. business plan preparation, training plans, budget preparation, etc.			
<b>Agreed Approach</b>	<b>Responsible Officer</b>	<b>Target Date</b>	<b>Progress</b>
5. Review and improve the service business plan template	Head of Communities and Governance	End July 2016 - Done	An all day workshop to present Service Business Plans was held at Senior Officer Forum on 14 April with renewed formats and peer review/questions
6. Develop a timetable for key dates throughout the year i.e. business plan preparation, training plans, budget preparation, etc.	Head of Communities and Governance	End July 2016 - Done	This exist, there are separate timetables for Training plan template completion (October) and Budgets (February)

<b>Staff</b>			
Suggestions for improvement: <ul style="list-style-type: none"> <li>Deliver the actions set out in the staff survey action plan</li> </ul>			
<b>Agreed Approach</b>	<b>Responsible Officer</b>	<b>Target Date</b>	<b>Progress</b>
7. Deliver the actions set out in the staff survey action plan	Director of Corporate Affairs & Business Transformation	End <del>October 2016</del> March 2017	A new survey was carried out with a closing date of 9 December 2016. Comparison of the results with last year's survey will be carried out to identify the direction of travel.

<b>Constitution/Members</b>			
<b>Suggestions for improvement:</b>			
<ul style="list-style-type: none"> <li>• Training provided for officers re the new Constitution</li> </ul>			
Review and update the complaints process for complaints about Councillors			
<b>Agreed Approach</b>	<b>Responsible Officer</b>	<b>Target Date</b>	<b>Progress</b>
8. Following approval by Full Council communicate key changes in Constitution to Officers and Members including training sessions for those officers who require a specialist knowledge	Head of Communities and Governance	End July 2016 - Done	The amended constitution was approved by Standards in February 2016 with briefings on the code of Conduct and Register of Interests completed by the end Of October 2016
9. Review and update the complaints process for complaints about Councillors and present to the Standards Committee for approval	Director of Corporate Affairs & Business Transformation	End <del>September 2016</del> March 2017	There is a Standards meeting on 25 January which is addressing this.