

Action Plan: Actions for 2016-2017

Performance and Risk Management			
<ul style="list-style-type: none"> The Corporate Plan risk assessment needs to be taken to Management Team and then for the risks to be entered onto SPAR The risks from the Service Business Plans need to be entered onto SPAR 			
Agreed Approach	Responsible Officer	Target Date	Progress
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

Business Planning			
Suggestions for improvement: <ul style="list-style-type: none"> Review and improve the service business plan template Develop a timetable for key dates throughout the year i.e. business plan preparation, training plans, budget preparation, etc.			
Agreed Approach	Responsible Officer	Target Date	Progress
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	There are separate timetables for Training plan template completion (October) and Budgets (February)

Staff			
Suggestions for improvement: <ul style="list-style-type: none"> Deliver the actions set out in the staff survey action plan 			
Agreed Approach	Responsible Officer	Target Date	Progress
7. Deliver the actions set out in the staff survey action plan	Director of Corporate Affairs & Business Transformation	End October 2016 June 2017	The overall survey results have been circulated to all staff and the Peer Review team, the service level results have been sent to managers and workshops to discuss concerns have been set up.

Constitution/Members**Suggestions for improvement:**

- Training provided for officers re the new Constitution

Review and update the complaints process for complaints about Councillors

Agreed Approach	Responsible Officer	Target Date	Progress
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 September 2016 April 2017	A peer review of the standards regime was carried out and the report went to Standards on 25 January and Full council on 22 February 2017. An extra meeting for Standards is scheduled on 4 April to progress this.