

Corporate Governance Action Plan 2014/15

Theme	Agreed Improvement	SMART Actions and Milestones	Status	Lead Officer	Delivery Vehicle
1. Member & Officer Development	1.1 Further progress the Leadership Development Programme	Implement and embed a coaching culture within the Council	Phase 1 completed. Phase 2 entails six employees becoming formally trained coaches and two x 2-day coaching workshops being delivered for all managers in January and February 2015.	S Nugent	HR Project
			ONGOING		
	1.2 Develop the current level / programme of financial training packages for Budget Holders (& members) to include use of systems, process improvement and financial management techniques	<ul style="list-style-type: none"> Identify priority issues for customers and Shared Services Consult customers Produce packages Deliver training Develop self-service continual training via intranets Provide a Learning Hour on the Business Rates Retention Scheme 	<p>The new intranet and other projects have delayed self-service into 2014-15.</p> <p>The Learning Hour on the Business Rates Retention Scheme has been delivered. Technical details of the scheme were explained to members and fully reconciled with the out-turn information/report.</p>	S Guinness	Shared Services Business Improvement Plan 2014/15
			ONGOING		
	1.3 Ensure that the Governance Committee complies with the latest CIPFA guidance on Audit Committees	<ul style="list-style-type: none"> Assess compliance Consult and Report Address any areas for improvement 		G Barclay	Shared Services Business Improvement Plan 2014/15
			ONGOING		

2. Risk Management	2.1 Review the operation of the Risk Management Framework at service level	Review completion of risk registers for key <ul style="list-style-type: none"> • projects • procurements • partnerships 	Completed for projects, partnerships & procurements. Service Risk Register template to be revised & completed by services.	G Barclay	Shared Services Business Improvement Plan 2014/15
			ONGOING		
3. Anti-Fraud & Corruption	3.1 Ensure that all relevant policies are reviewed	Update various policies to reflect the latest legislation including <ul style="list-style-type: none"> • RIPA • Prosecutions • Money laundering • Anti-fraud docs • Whistleblowing 	All policies have been reviewed and updated.	I Parker/ D Whelan	Legal Services Project
	3.2 Raise awareness of policies and guidance amongst staff	Plan and deliver training on all policies and the latest changes	RIPA training already delivered by Legal. A self-serve awareness programme on CONNECT is planned for the remaining policies.		
4. Procurement	4.1 Review and update the Joint Procurement Strategy (JPS) in preparation for its renewal in 2014	<ul style="list-style-type: none"> • Review current JPS and recommend revisions • Cross ref project with training project in this BIP • Consult with key stakeholders • Update JPS with agreed amendments and updates • Get new JPS approved • Communicate new JPS and provide training 	On track – a proposed new Joint Procurement Strategy will be available for consultation and approval in the 3 rd quarter of the financial year.	S Guinness	Shared Services Business Improvement Plan 2014/15
			ONGOING		
			COMPLETED		

5. Vexatious Complaints	5.1 Design and implement a corporate IT solution	<ul style="list-style-type: none"> • Pilot the approach with Gateway • Roll out to other services • Implement a corporate complaints system 	<p>The success of the Pilot in Revenues & Benefits has led to a further roll out in Housing & Environmental Health.</p> <p style="text-align: center;">ONGOING</p>	I Parker	IT Work Programme
	5.2 Develop and introduce a policy to deal with unreasonable complainants	<ul style="list-style-type: none"> • Establish a cross service working group • Draft policy • Consult • Gain approval • Introduce underlying procedures • Train all relevant staff • Implement new arrangements 	<p>A policy for dealing with vexatious complainants was adopted in November 2013.</p> <p>The policy has been raised at all team briefs to ensure that all staff are fully aware of the policy.</p> <p>Any issues with any individual complainants should be raised with the Legal Services Manager.</p> <p>On a quarterly basis a group of relevant managers will meet to monitor developments and to discuss any emerging issues.</p> <p>This issue is to be included as part of Employee Code of Conduct.</p> <p style="text-align: center;">COMPLETE</p>	D Whelan	Legal Service Project ongoing

6. Employee Code of Conduct	6.1 Review the Employee Code of Conduct	<ul style="list-style-type: none"> • Establish a cross service working group • Draft code & consult • Gain approval • Introduce underlying procedures • Train all relevant staff 	<p>Good progress has been made A group of cross-departmental officers put together a draft Code of Conduct. This has been discussed at both Core Managers Group and SMT.</p> <p>An action plan for consultation and formal adoption has been agreed.</p> <p>The period of formal consultation with Unison has now completed – Unison have confirmed that they have no issues with the draft Code.</p> <p>The Code now needs to be referred to Governance and/or Standards committees for discussion before ultimately being referred to Council on the 25th of March for adoption.</p> <p style="text-align: center;">ONGOING</p>	D Whelan	Legal Services Project - Ongoing
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7. Transparency	7.1 Assess the Council's position against new regulations (once published by Government) and produce and ensure the delivery of an action plan to ensure compliance.	<ul style="list-style-type: none"> • Produce draft action plan & consult with relevant service areas • Refer to Corporate Governance Officers group for approval • Refer to Governance Committee for final approval • Deliver the agreed actions • Report on compliance to the Governance Committee 	<p>The Government in October published an amended Transparency Code.</p> <p>The Government set definite timescales for when information must be published – 31st of December for that information that must be published quarterly and 2nd of February 2015 for all other information.</p> <p>Directors/Heads of Service will ensure that all requisite information relevant to their areas will be published within the given timescales.</p> <p>A brief review will be taken of what information was indeed published by the 31st of December.</p> <p>A report for information and noting could be taken to the Governance Committee in April.</p>	D Whelan	
8. Equality	8.1 Review the consistency and compliance with the Equality Scheme	<ul style="list-style-type: none"> • Review to be undertaken through the Core Managers Group • Report on compliance • Implement any changes as required 	<p>A Core Managers' Team cross-service task group has been created. The group has carried out an audit of compliance against the Equality Act 2010. The audit found the Council to be</p>	D Cranshaw	Core Manager Group

			compliant but recommended a number of actions to re-fresh and embed equality and diversity further throughout the Council.		
			ONGOING		
9. Customer Feedback	9.1 Rolling Programme of Customer Satisfaction Survey	<ul style="list-style-type: none"> Review Survey with a view to capturing additional information of value Review Survey to include additional services 	We have reviewed the customer questionnaire with the help of our Customer Service Excellence award assessor and changed it so that we now ask 'Do you feel that you were treated fairly' – if they tick 'no' then it asks for further details.	K Conway	IT Work Programme
			COMPLETED		