

Annual Governance Statement 2017/18 Action Plan

Issue	Description	Action	Current Position	Date Due	Officer	BRAG
Commercialism	To ensure that related decision making and governance arrangements are effective and transparent and form part of the Monitoring Officer's oversight and reporting duties	<ol style="list-style-type: none"> 1, Monitoring Officer to report annually on governance arrangements to Management Team and Governance and Audit Committee 2. Council's Constitution is updated as appropriate 	<ol style="list-style-type: none"> 1. Details of the Governance arrangements for Commercial Activity were reported by MO to G&A Committee summer 2018 which gave assurance to the Committee 2. Part IV of the Constitution revised to include the roles of company directors in the scheme of delegation 3. Further revisions reported to G&A Committee in April 2019 and approved at Full Council in May 2019 	31/07/2019	Eve Fawcett-Moralee	Black
Wellbeing Contract	Implementation of the new service must be closely monitored, partnership working arrangements must be effective and the intended outcomes for service users must be understood and achieved	<ol style="list-style-type: none"> 1. Assess usefulness of measures adopted to track delivery of service against anticipated outcomes 2. Implement and review results of user satisfaction surveys 3. Ensure a robust overview and effective delivery of partnership working 	<ol style="list-style-type: none"> 1. KPIs monitored each month and are used to assess demand levels and staffing locations 2. Customers are graded on entry to and exit from the service 3. A robust legal agreement underpins the partnership arrangement and governance 	31/07/2019	Mark Sturgess	Black

			mechanisms are working well 4. Review paper submitted to setting out progress and suggested next steps			
Review of Challenge & Improvement Committee	To ensure that the Committee is effective in its operations and performs a robust scrutiny function	<ol style="list-style-type: none"> 1. Meet with Chair(s) to set scope of the review which includes 'Call-In' process 2. Undertake review, assess findings and identify areas to address, using KPMG training material as reference point 3. Report findings back and create and monitor project plan 4. Track delivery of plan and assess level of improvements 	<ol style="list-style-type: none"> 1. Meeting held to discuss matter and ToR agreed for review 2. Proposals assessed and agreed at G&A Cttee and formally adopted at Annual Council May 2019 	31/03/2019	Mark Sturgess	Black
New Corporate Plan (2019-2023)	The new Plan must clearly set out the strategic aims of the Council and the outcomes it seeks, based on the issues and opportunities facing the District	<ol style="list-style-type: none"> 1. Produce State of District Report for Members 2. Conclude mission, vision, value work 3. Identify priorities to be addressed 4. Officers generate options for action 5. Set measures to track progress 6. Produce Corporate Plan document and obtain approval 	<ol style="list-style-type: none"> 1. State of District Report produced and presented to Members 2. Mission, vision and values work completed 3. Initial set of priorities established and officers identifying options and relevant measures 4. Draft Plan approved by CPR Cttee 14th Feb 2019 5. Plan adopted by Council 4th March 2019 	31/03/2019	Ian Knowles	Black
PCI DSS Processes	To achieve compliance with industry standards	<ol style="list-style-type: none"> 1. Produce audit trail of SAQ responses and undertake an annual scoping exercise 	<ol style="list-style-type: none"> 1. Actions set out within last audit report being worked through 	31/03/2019	Ian Knowles	Black

		<ul style="list-style-type: none"> 2. Record regular inventory and check of card machines 3. Training undertaken by all relevant officers 4. Produce and maintain accurate network diagrams 5. Receive follow-up audit findings 	<ul style="list-style-type: none"> 2. Follow-up audit arranged for Q3 3. Follow-up audit reports substantial assurance 			Black
Value for Money	To complete VfM assessments across service areas to enable senior management set clear priorities for improvement	<ul style="list-style-type: none"> 1. Produce series of VfM assessments for Management Team to review and prioritise action 2. Establish improvement plans for teams and track through business planning activity 	<ul style="list-style-type: none"> 1. VfM Handbook written for staff 2. Work plan produced to ensure VfM considerations are strengthened 3. VfM strategy and work plan approved by CPR Cttee 14th Feb 2019 	31/07/2019	Ian Knowles	