

## **Annual Governance Statement 2017/18 Action Plan**

| <b>Issue</b>                                | <b>Description</b>  | <b>Action</b>   | <b>Current Position</b> | <b>Date Due</b> | <b>Officer</b>      | <b>BRAG</b> |
|---|---|---|-------------------------|-----------------|---------------------|-------------|
| 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"> <li>1, Monitoring Officer to report annually on governance arrangements to Management Team and Governance and Audit Committee</li> <li>2. Council's Constitution is updated as appropriate</li> </ol>  |                         | 31/07/2019      | Eve Fawcett-Moralee | Green       |
| Health & Wellbeing Service                  | 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"> <li>1. Assess usefulness of measures adopted to track delivery of service against anticipated outcomes</li> <li>2. Implement and review results of user satisfaction surveys</li> <li>3. Ensure a robust overview and effective delivery of partnership working</li> </ol>                         |                         | 31/07/2019      | Mark Sturgess       | Green       |
| 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"> <li>1. Meet with Chair(s) to set scope of the review which includes 'Call-In' process</li> <li>2. Undertake review, assess findings and identify areas to address, using KPMG training material as reference point</li> <li>3. Report findings back and create and monitor project plan</li> </ol> |                         | 31/03/2019      | Mark Sturgess       | Green       |

|                                |  | 4. Track delivery of plan and assess level of improvements  |  |            |             |       |
|--------------------------------|--|---|--|------------|-------------|-------|
| 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"> <li>1. Produce State of District Report for Members</li> <li>2. Conclude mission, vision, value work</li> <li>3. Identify priorities to be addressed</li> <li>4. Officers generate options for action</li> <li>5. Set measures to track progress</li> <li>6. Produce Corporate Plan document</li> </ol>                          |  | 31/03/2019 | Ian Knowles | Green |
| PCI DSS Processes              | To achieve compliance with industry standards  | <ol style="list-style-type: none"> <li>1. Produce audit trail of SAQ responses and undertake an annual scoping exercise</li> <li>2. Record regular inventory and check of card machines</li> <li>3. Training undertaken by all relevant officers</li> <li>4. Produce and maintain accurate network diagrams</li> <li>5. Receive follow-up audit findings</li> </ol> |  | 31/03/2019 | Ian Knowles | Green |
| Value for Money                | To complete VfM assessments across service areas to enable senior management set clear priorities for improvement  | <ol style="list-style-type: none"> <li>1. Produce series of VfM assessments for Management Team to review and prioritise action</li> <li>2. Establish improvement plans for teams and track through business planning activity</li> </ol>   |  | 31/07/2019 | Ian Knowles | Green |

