CBC 2014 AGS ACTION PLAN

The annual governance self-assessment has now been undertaken by Internal Audit and the following table captures all the key improvement actions arising from that exercise. These include any important governance related actions identified by the officer corporate governance group.

The agreed improvements will be recorded in the Annual Governance Statement (AGS) which will be published alongside the Council's financial statements, following its approval by the Governance Committee on 25th June 2014.

Theme	Agreed Improvement	SMART Actions & Milestones	Lead Officer	Start Date	Finish Date	Status RAG	Comment
Staff/ Member Development	To develop the current level/programme of financial training packages for Budget Holders (& members) to include use of systems, process improvement and financial management techniques.	• Identify priority issues for customers and Shared Services • Consult customers • Produce packages • Deliver training • Develop self-service continual training via intranets	Susan Guinness	March 2014	March 2015	**Green**	This is a rolling programme that is undertaken annually. The training provided is continually updated to keep it relevant and meet Council needs
	To ensure that the Governance Committee comply with the latest CIPFA guidance on Audit Committees.	• Assess compliance • Consult and Report • Address any areas for improvement	Garry Barclay	March 2014	Dec 2014	**Green**	Review completed and the results will feed into the 2015 Annual Governance Statement
Risk Management	To embed the Risk Management Framework at service level	• Review & re-issue the Service Risk Register template • Oversee completion by services	Garry Barclay / Andy Armstrong	March 2014	Dec 2014	**Green**	Completed

Information Management	To ensure that there are clear document retention guidelines that are complied with by services	• Review & re-issue the existing guidance on the Loop • Utilise My Share for centralised document management	Garry Barclay Asim Khan	June TBA	Sept TBA	**Red**	Postponed pending the introduction of My Share and refresh of Microsoft software due to take place in financial year 2015/16
	To update Disaster Recovery plan to reflect new operating arrangements	•	Asim Khan			**Amber**	This should be completed by the end of march 2015
Probity	To review and update the current Whistleblowing policy to ensure it complies with the national Whistle Blowing Code of Practice.	• Review Council's policy in light of new national practice document and amend if necessary • Publish amended document on loop	Chris Moister	June 2014	September 2014	**Amber**	The policy has been reviewed and there are no substantial amendments to be made. It requires final sign off and publishing but the existing policy document is complaint with the guidance.
	To raise awareness of probity policies and guidance amongst staff	• Internal Audit to plan and deliver training to staff on all probity policies and guidance • Probity policies and guidance are to be regularly included within Core brief to help raise awareness.	Chris Moister / Garry Barclay	June 2014	Dec 2014	**Green**	On-line training delivered to 150 officers in October / November 2014
Custome	To review how		Chris Sinnott	March 2014	July 2014	Complete	The corporate strategy project to

r Care and Engage ment	embedded customer care is within the culture of the Council.	• Deliver the corporate strategy project to improve customer dissatisfaction					reduce customer dissatisfaction was completed. There has been a reduction in the level of customer dissatisfaction over the last financial year, and it is now closer to meeting the challenging target.
Equality	To review the consistency and compliance with the Equality Scheme. To ensure that the scores given by Service Managers are adequately supported by evidence of compliance.	• Undertake review of the implementation of the Equality Scheme across the council	Chris Sinnott	Oct 2014	Dec 2014	**Red**	The timescales for the review have slipped because of capacity. However, work continues to support services in undertaking impact assessments and ensuring that they are in place for new policies, changes in service and decisions such as the budget.