

FHDC ACTION PLAN FOR THE ANNUAL GOVERNANCE STATEMENT 2012/13

AREAS FOR FURTHER IMPROVEMENT	ACTION REQUIRED	WHEN BY	CURRENT	BY WHOM
<u>SEBC and FHDC</u> 1.Consultation with stakeholders on priorities and objectives.	Develop and approve a West Suffolk Communications Strategy during 2013.	End of December 2013		Corporate Communications Manager
	Develop and approve a Joint Statement of Community Involvement during 2013.	End of March 2014		Place Shaping Manager
<u>SEBC and FHDC</u> 2.Governance responsibilities understood by those charged with governance.	Ensure Performance and Audit Scrutiny members have received governance training.	End of September 2013		Joint Governance Group
<u>SEBC and FHDC</u> 3. Staff, public and other stakeholders have an awareness of corporate governance.	Raise governance awareness with staff.	End of October 2013		Joint Governance Group
<u>SEBC and FHDC</u> 4. Ensure that partnerships are underpinned by a	Assessment of the councils' partnerships using the toolkit and	End of March 2014		Policy Team in conjunction with service areas.

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<p>common vision of their work that is understood and agreed by all parties.</p> <p>Risks in partnership working are fully considered.</p>	<p>template.</p>			
<p><u>SEBC and FHDC</u></p> <p>5. Decide how the quality of service for users is to be measured and make sure that the information needed to review service quality effectively and regularly is available.</p>	<p>Review and determine the councils' service standards following the organisational restructure.</p>	<p>End of March 2014</p>		<p>Head of Policy, Communications and Customers</p>
<p><u>SEBC and FHDC</u></p> <p>6. Put in place effective arrangements to identify and deal with shortfalls in service delivery standards.</p>	<p>Regular report to Joint Leadership Team to consider nature and volume of complaints received by services, thereby improving information on customer feedback in order to better understand the reasons for any</p>	<p>End of March 2014</p>		<p>Joint Leadership Team</p>

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	deficiencies in service delivery.			
<p><u>SEBC and FHDC</u></p> <p>7. There is a written strategy and policy in place for managing risk which has been communicated to all relevant staff.</p> <p>Where employed, risk management information systems meet users' needs.</p>	<p>Risk Management Strategy to be revised during 2013/14 and thereafter communicated to staff.</p>	<p>End of March 2014</p>		<p>Risk Management Group</p>
<p><u>SEBC and FHDC</u></p> <p>8. There are written financial regulations in place which have been formally approved, regularly reviewed and widely communicated to all relevant staff.</p>	<p>Update Financial Procedural Rules.</p>	<p>End of March 2014</p>		<p>Head of Resources and Performance</p>