

FHDC ACTION PLAN FOR THE ANNUAL GOVERNANCE STATEMENT 2012/13

Appendix A

AREA 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	West Suffolk Communications Strategy approved Winter 2013. Action completed.	Corporate Communications Manager
	Develop and approve a Joint Statement of Community Involvement during 2013.	End of March 2014	Joint Statement of Community Involvement was adopted by both councils February 2014. Action completed.	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	Members received training Autumn 2013. Action completed.	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	Awareness raised with staff Spring 2014. Action completed.	Joint Governance Group

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<p><u>SEBC and FHDC</u></p> <p>4. Ensure that partnerships are underpinned by a common vision of their work that is understood and agreed by all parties.</p> <p>Risks in partnership working are fully considered.</p>	<p>Assessment of the councils' partnerships using the toolkit and template.</p>	<p>End of March 2014</p>	<p>This action was included as part of the councils' work towards improving our score under the Audit Commission's Use of Resources Assessment.</p> <p>It is proposed that this action is removed on the grounds that the Use of Resources Assessment is no longer undertaken and the environment of partnership working has evolved significantly in recent years.</p> <p>Action superseded.</p>	<p>Policy Team in conjunction with service areas.</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</p>	<p>Review and determine the councils' service standards following the organisational restructure.</p>	<p>End of June 2014</p>	<p>New KPI targets for 2014/15 scheduled to go through Cabinet Planning before going on to Performance and Audit Scrutiny Committee in May 2014.</p> <p>The targets for 2014/15</p>	<p>Head of Resources and Performance</p>

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available.			<p>have been revised slightly and are going to be reported based on the new corporate priorities.</p> <p>Customer satisfaction measures are also being developed.</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 deficiencies in service delivery.</p>	<p>End of March 2014</p>	<p>Covered within the quarterly complaints report to Performance and Audit Scrutiny Committee.</p> <p>Action completed.</p>	<p>Head of Policy, Communications and Customers</p>
<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,</p>	<p>Risk Management Strategy to be revised during 2013/14 and thereafter communicated to staff.</p>	<p>End of March 2015</p>	<p>Work is underway to produce a common set of procedures / strategy for managing risk.</p>	<p>Risk Management Group</p>

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risk management information systems meet users' needs.				
<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>	Update Financial Procedural Rules.	End of June 2014	A new banking contract came into force 1 st April 2014, bearing this in mind a decision was made to update the individual council's strategies and codes of practice, which went through council in February 2014 rather than produce a joint document. With new banks accounts now up and running it is our intention to produce a common set of procedures / strategy / code of practice.	Head of Resources and Performance