

ACTION PLAN FOR THE WEST SUFFOLK ANNUAL GOVERNANCE STATEMENT 2013/14 Appendix A

AREA FOR FURTHER IMPROVEMENT	ACTION REQUIRED	WHEN BY	CURRENT	BY WHOM
<p><u>SEBC and FHDC</u></p> <p>1. 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 June 2014</p>	<p>New KPI targets for 2014/15 scheduled to go through informal Cabinet briefing before going on to Performance and Audit Scrutiny Committee in May 2014.</p> <p>The targets for 2014/15 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>Update position May 2015 – performance management arrangements were reviewed in April 2015, these will be considered by Joint Performance & Audit Scrutiny Committee in June 2015.</p>	<p>Head of Resources and Performance</p>

ISSUE	ACTION	WHEN BY	CURRENT	BY WHOM
<p><u>SEBC and FHDC</u></p> <p>2. 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 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>Update position May 2015 – revised risk management framework taken to Senior Management Team / Leadership Team April 2015, framework to be considered by Joint Performance & Audit Scrutiny Committee July 2015.</p>	<p>Risk Management Group</p>
<p><u>SEBC and FHDC</u></p> <p>3. 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 June 2014</p>	<p>A new banking contract came into force 1st 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</p>	<p>Head of Resources and Performance</p>

ISSUE	ACTION	WHEN BY	CURRENT	BY WHOM
			<p>banks accounts now up and running it is our intention to produce a common set of procedures / strategy / code of practice.</p> <p>Update position May 2015 – Joint Financial Rules and Contract Procedure Rules were approved during 2014/15. The Treasury Management Strategy and Code of Practice were also reviewed.</p>	