

ESSENTIAL REFERENCE PAPER 'C'

ANNUAL GOVERNANCE STATEMENT ACTION PLAN 2012/13

Significant governance issues:

The following required enhancements to internal control arrangements were identified during 2011/12 as a result of the review of arrangements and by the work of external and internal audit:

Required enhancements to internal control arrangements:

Issue	Resp. Off.	Target Date	Actions needed to address issue
Risk of failure to deliver an effective, efficient and economic IT service	Director of Finance and Support Services	March 2013	<ul style="list-style-type: none">• Complete IT Healthcheck and respond to findings.• All outstanding high risk IT audit recommendations implemented.• Resilient IT business continuity arrangements in place.• Increase resilience to Bishop's Stortford exchange line.• Fire detection and monitoring arrangements in place in Wallfields old building.
Hertford Theatre future governance arrangements	CMT	June 2013	<ul style="list-style-type: none">• Options to be developed to consider financial and other risks during a period of transition.
CCTV governance issues	Director of Neigh'hood Services	March 2013	<ul style="list-style-type: none">• New governance arrangements in operation.
Ability to	Head of	Dec.	<ul style="list-style-type: none">• Respond to Corporate

maximise efficiencies making use of the Web	Customer Services	2012	Business Scrutiny Committee Task and Finish Group findings.
Data Protection	Head of Customer Services/ CMT	March 2013	<ul style="list-style-type: none"> • Complete Audit and respond to issues arising from it. • Ensure all staff, including new starters receive appropriate levels of training. • Undertake an annual Data Protection audit. • Review data protection arrangements within Shared Support Services.
Shared Support Services governance arrangements	CMT	March 2013	<ul style="list-style-type: none"> • Complete Partnership Agreement that meets the Council's governance aspirations as a non-hosting authority.
Pro-actively seek opportunities to improve performance	CMT	March 2013	<ul style="list-style-type: none"> • Review assets held by the Council. • Identify and take up new opportunities coming out of the Localism agenda. • Develop networking for Members and Officers.
Consider the robustness of arrangements to cover for the absence of managers for a significant period.	Head of People, ICT and Property Services/ CMT	Dec. 2012	<ul style="list-style-type: none"> • Corporate Management Team to agree a Policy statement on cover arrangements in the event of significant absences.
Improve	Chief	March	<ul style="list-style-type: none"> • Guidance provided to

arrangements for Members to report on their service on outside bodies.	Executive	2013	Members of outside bodies on what is expected of them, with consideration given to formalising the reporting feedback procedures.
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We propose to address the above matters to further enhance our governance arrangements. We are satisfied that these steps will address the need for improvements that were identified in our review of effectiveness and will monitor their implementation and operation as part of our next annual review.

Certification by the Leader of the Council and the Chief Executive.