

ESSENTIAL REFERENCE PAPER 'B'

ANNUAL GOVERNANCE STATEMENT ACTION PLAN 2012/13

Issue	Resp. Off.	Target Date	Actions needed to achieve milestone	Current position	RAG status
Risk of failure to deliver an effective, efficient and economic IT service	Director of Finance and Support Services/ Head of People, ICT and Property 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 	<ul style="list-style-type: none"> • IT healthcheck completed November 2012. This will support development of the IT Strategy and detailed business case for Shared Services. Interim Head of ICT for EHC & SBC appointed from January 2013 to provide maternity cover for management of ICT Services • SIAS continue to monitor and will report to Audit Committee in January 2013. • Business continuity arrangements have 	AMBER

			<p>place.</p> <ul style="list-style-type: none"> • Increase resilience to Bishop's Stortford exchange line. • Fire detection and monitoring arrangements in place in Wallfields old building. 	<p>been designed as part of the corporate plan. Next phase is testing.</p> <ul style="list-style-type: none"> • An additional line has been installed. • Fire alarm system has been installed and fire suppression equipment is currently out to tender. 	
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. 	<ul style="list-style-type: none"> • Officers have been requested to provide a status report to Community Scrutiny Committee. 	AMBER
CCTV governance issues	Director of N'hood Services	March 2013	<ul style="list-style-type: none"> • New governance arrangements in operation. 	<ul style="list-style-type: none"> • Consultation on the final report is about to begin with a report to the Executive in March 2013. 	AMBER
Ability to maximise efficiencies making use of the Web	Head of Information , Customer and Parking	Dec. 2012	<ul style="list-style-type: none"> • Respond to Corporate Business Scrutiny Committee Task and Finish Group findings. 	<ul style="list-style-type: none"> • Web Action Plan endorsed by CMT 23 October 2012. • Heads of Service are now responsible for all 	AMBER

	Services		<i>The Task and Finish Group is on-hold. Alternative actions are taking this issue forward</i>	<p>web content in their service areas.</p> <ul style="list-style-type: none"> • Senior Management Group has been briefed on key issues to improve website. • Leader to be briefed in December 2012. • Report will be submitted to Corporate Business Scrutiny Committee in March 2013 on progress made against the action plan. 	
Data Protection	Head of Information , Customer and Parking Services CMT	March 2013	<ul style="list-style-type: none"> • Complete Audit and respond to issues arising from it. 	<ul style="list-style-type: none"> • Data Protection Action Plan agreed by CMT, including governance framework. Action Plan report to Corporate Business Scrutiny Committee in July 2013. • Information and Data Protection 	AMBER

			<ul style="list-style-type: none"> • Ensure all staff, including new starters, receive appropriate levels of training. • Undertake an annual Data Protection audit. 	<p>Governance Report 2013/14 to Corporate Business Scrutiny Committee in March 2013.</p> <ul style="list-style-type: none"> • Mandatory training to all and new starters delivered. • Data Protection Risk Management included within Service Planning Process. • Governance training to be delivered to Corporate Business Scrutiny Committee in May 2013. • Social Media Use Policy awaiting consideration by LJP in December and HR Committee in January 2013. • This function is devolved to services within the Service Plan 	
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			<ul style="list-style-type: none"> Review data protection arrangements within Shared Support Services. 	<p>process and services manage their risks on an on-going basis.</p> <ul style="list-style-type: none"> To be considered as part of the Business Case. 	
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. 	<p>Management Teams at EHC and SBC have jointly agreed to explore:</p> <ul style="list-style-type: none"> Formal shared services for ICT, Business Improvement, Print and Design. Informal sharing arrangements for Facilities Management and Payroll. Formal shared services for Facilities Management to be explored in 2014. 	AMBER (FROM RED)
Pro-actively seek opportunities to improve	CMT	March 2013	<ul style="list-style-type: none"> Review assets held by the Council. 	<ul style="list-style-type: none"> Review of assets and asset management plan and strategy 2012-2016 is currently 	AMBER

performance			<ul style="list-style-type: none"> • Identify and take up new opportunities coming out of the Localism agenda. • Develop networking for Members and Officers. 	<p>being drafted. This is scheduled for December 2012 completion. Further initiatives will be developed following completion of asset review.</p> <ul style="list-style-type: none"> • The Council has adopted procedures to deal with the Community Assets register and the Community Right to Bid. • The Council has a mechanism in place for identifying Member training and development needs, together with a monitoring process. This provides Members with the support needed to undertake community 	
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				leadership roles.	
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. 	<ul style="list-style-type: none"> Recruitment and Absence Management Policies cover absence and temporary cover. CMT monitor absence and all recruitment has to be approved. 	GREEN (as per Audit Cttee in Nov 2012)
Improve arrangements for Members to report on their service on outside bodies.	Chief Executive	March 2013	<ul style="list-style-type: none"> Guidance provided to Members of outside bodies on what is expected of them, with consideration given to formalising the reporting feedback procedures. 	<ul style="list-style-type: none"> Details of Members representations on outside bodies are maintained by the PA Team. A list of outside bodies is available on the Council's web site. This issue to receive further consideration. 	AMBER