

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 ICT	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 	<ul style="list-style-type: none"> • IT healthcheck completed and will support Interim Head of ICT's development of the IT Strategy and detailed business case for Shared Services. I • SIAS continue to monitor. • Business continuity arrangements have been designed as part of the corporate plan. Next phase is testing. • An additional line has been installed. • Fire alarm system has been installed and fire suppression 	AMBER

ESSENTIAL REFERENCE PAPER 'B'

			building.	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 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 Inf'mation, Customer and Parking Services	Dec. 2012	<ul style="list-style-type: none"> Respond to Corporate Business Scrutiny Committee Task and Finish Group findings. <p><i>The Task and Finish Group is on-hold. Alternative actions are taking this issue forward</i></p>	<ul style="list-style-type: none"> Web Action Plan endorsed by CMT 23 October 2012. Heads of Service now responsible for all web content in their service areas. Senior Management Group has been briefed on key issues to improve website. Detailed action plan 	AMBER

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				<p>and update to CMT and briefing to SMG in February 2013.</p> <ul style="list-style-type: none"> • Report will be submitted to Corporate Business Scrutiny Committee in March 2013 on the action plan and progress. • Work on track for a revised home page by 31 March 2013. • Work on track for mini mobile device friendly website by 31 May 2013. • Enhanced information and self-service offer part of the Council's response to Welfare reform changes. 	
Data	Head of	March	• Complete Audit and respond	• Audit concluded and	AMBER

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Protection	Inf'mation, Customer and Parking Services CMT	2013	to issues arising from it.	<p>Data Protection Action Plan agreed by CMT, including governance framework. Action Plan report to Corporate Business Scrutiny Committee in July 2013.</p> <ul style="list-style-type: none">• Information and Data Protection Governance Report 2013/14 to Corporate Business Scrutiny Committee in March 2013.• 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 approved.	
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			<ul style="list-style-type: none"> • Undertake an annual Data Protection audit. 	<ul style="list-style-type: none"> • Members Charter group to discuss training for Members in February 2013. • Data Protection Compliance Officer recruited to progress action plan to conclusion during 2013. • This function is devolved to services within the Service Plan process and services manage their risks on an on-going basis. 	
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. • Consider data protection arrangements within Shared Support Services. 	<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 	AMBER

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				arrangements for Facilities Management and Payroll. Formal shared services for Facilities Management to be explored in 2014.	
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. 	<ul style="list-style-type: none"> Review of assets and asset management plan and strategy 2012-2016 is currently being drafted. This is scheduled for December 2012 completion. Further initiatives will be developed following completion of asset review. The Council has adopted procedures to deal with the Community Assets register and the Community Right to 	AMBER

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			<ul style="list-style-type: none"> Develop networking for Members and Officers. 	<p>Bid.</p> <ul style="list-style-type: none"> 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 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
Improve	Chief	March	<ul style="list-style-type: none"> Guidance provided to 	<ul style="list-style-type: none"> Details of Members 	AMBER

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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.	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.	
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