ANNUAL GOVERNANCE STATEMENT ACTION PLAN 2012/13

Issue	Resp. Off.	Initial 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	• 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	• IT healthcheck completed. Business case for shared ICT, Print and Design to be presented to Executive 23 July 2013 and Council on 24 July 2013. • SIAS continue to monitor. • Business continuity arrangements have been designed as part of the corporate plan. • An additional line has been installed. • Fire alarm system has	AMBER

			monitoring arrangements in place in Wallfields old building.	been installed and action on fire suppression on hold pending outcome of proposed Shared Service developments.	
Hertford Theatre future governance arrangements	CMT	June 2013	• Options to be developed to consider financial and other risks during a period of transition.	• Executive Member and a relevant councillor met with officers and agreed that current business plan was working well. Still only two full years into ten year plan and therefore no early decisions would be made to move to alternative governance arrangements. • This position will be reviewed annually and is scheduled for Community Scrutiny Committee in September 2013.	AMBER

CCTV governance issues	Director of N'hood Services	March 2013	• New governance arrangements in operation.	• There will be a report to the Executive in July 2013.	AMBER
Ability to maximise efficiencies making use of the Web	Head of Inf'mation, Customer and Parking Services	Dec. 2012	• Respond to Corporate Business Scrutiny Committee Task and Finish Group findings. *The Task and Finish Group is on-hold. Alternative actions are taking this issue forward*	• Website Update report presented to Corporate Business Scrutiny Committee on 19 March 2013. Action Plan in place. The Committee welcomed the fact that urgent matters were being addressed, including simplification of the website.	GREEN (from Amber)
Data Protection	Head of Inf'mation, Customer and Parking Services CMT	March 2013	• Complete Audit and respond to issues arising from it.	• Corporate Business Scrutiny Committee on 19 March 2013 supported the Data Protection Action Plan, governance arrangements for data protection and monitoring the Action Plan.	GREEN (from Amber)

				• One year post of Data Protection Compliance Officer appointed to assist the process.	
Shared Support Services governance arrangements	CMT	March 2013	• Complete Partnership Agreement that meets the Council's governance aspirations as a non-hosting authority. • Consider data protection arrangements within Shared Support Services.	• Business case for shared ICT, Print and Design to be presented to Executive 23 July 2013 and Council on 24 July 2013.	AMBER
Pro-actively seek opportunities to improve performance	CMT	March 2013	• Review assets held by the Council.	• Asset Management Plan 2013-17 approved by CMT but has been put on hold pending senior management review of viability of investing in property to generate revenue for the Council.	AMBER

			• Identify and take up new opportunities coming out of the Localism agenda. • Develop networking for Members and Officers.	• 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.	
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	• Corporate Management Team to agree a Policy statement on cover arrangements in the event of significant absences.	• Recruitment and Absence Management Policies cover absence and temporary cover. CMT monitor absence and all recruitment has to be approved.	GREEN

| Improve arrangements for Members to report on their service on outside bodies. | Director of N'hood Services | March 2013 | • Guidance provided to Members of outside bodies on what is expected of them, with consideration given to formalising the reporting feedback procedures. | • List of Members representations on outside bodies is currently being updated. A briefing session for members will be arranged once the list is completed. | AMBER |