

**ANNUAL GOVERNANCE STATEMENT ACTION PLAN 2013/14**

<b>Issue</b>	<b>Resp. Off.</b>	<b>Target Date</b>	<b>Actions needed to achieve milestone</b>	<b>Current position</b>	<b>RAG status</b>
<p>Risk of failure to deliver an effective, efficient and economic IT service.</p> <p>(From 2010/11 Action Plan)</p>	<p>Director of Finance and Support Services/ Head of Business &amp; Techn'y Services</p>	<p>March 2014 Revised to July 2014</p>	<ul style="list-style-type: none"> <li>• All outstanding high risk IT audit recommendations implemented.</li> <li>• Resilient IT business continuity arrangements in place.</li> </ul>	<ul style="list-style-type: none"> <li>• The Shared Internal Audit Service (SIAS) continue to monitor outstanding high risk recommendations and will report to Audit Committee in July 2014.</li> <li>• The intended solution provided by the Shared IT Service is for all technology to be recoverable within four hours. The timeline to deploy all key applications via the new data centre remains on target.</li> </ul>	<p>AMBER</p>

<p>IT Risk Diagnostic</p> <p>(Highlighted by SIAS during 2012/13)</p>	<p>CMT</p>	<p>March 2014</p> <p>Revised to July 2014</p>	<ul style="list-style-type: none"> <li>• Develop an IT strategy which is aligned with the business objectives of the Council and sets out the vision and core priorities for ICT over the next 3 years.</li> <li>• Implement a governance committee to focus on strategic decision making and prioritisation within IT and assign the monitoring of ICT delivery to more operational committees.</li> <li>• Define performance indicators for ICT which are aligned with the business need and with ICT capacity to deliver. On a periodic</li> </ul>	<ul style="list-style-type: none"> <li>• The timeframe has slipped due to priority work to ensure compliance with the Public Services Network. An outline strategy has been produced. A draft is now being completed for discussion with SMG and the portfolio holder.</li> <li>• Governance arrangements are in place for the shared ICT service.</li> <li>• Performance measures are reported at each ITSG meeting.</li> </ul>	<p>AMBER</p>
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			basis, monitor and report them to business stakeholders.		
Hertford Theatre future governance arrangements  (From 2011/12 Action Plan)	CMT	March 2014  Revised to October 2014	<ul style="list-style-type: none"> <li>Options to be developed to consider financial and other risks during a period of transition.</li> </ul>	<ul style="list-style-type: none"> <li>The Shared Internal Audit Service will undertake a review of governance arrangements as part of the 2014/15 Audit Plan.</li> </ul>	AMBER
Asset Management Plan  (From 2012/13 Action Plan)	CMT	March 2014  Revised to Dec 2014	<ul style="list-style-type: none"> <li>Review assets held by the Council.</li> </ul>	<ul style="list-style-type: none"> <li>Asset Management Plan 2013-17 approved by CMT but has been put on hold.</li> <li>The recent SIAS report recognises that further work is needed by other officers and Members on the option to invest in property and this will determine whether the</li> </ul>	AMBER

				<p>Asset Management Plan in its current form needs to be amended before formal approval.</p> <ul style="list-style-type: none"> <li>As part of the paper that went to Executive on 4<sup>th</sup> February 2014, information about the current return on investment of our assets was included.</li> </ul>	
<p>Impact of Welfare Reform changes</p> <p>(Identified as a new strategic risk)</p>	CMT	<p>March 2014</p> <p>Revised to March 2015</p>	<ul style="list-style-type: none"> <li>New Legislation will have an adverse financial impact on a significant number of residents. Provide residents more support for services across the Council to staffing levels, manage the budget and the public expectations. Implement Council policies effectively.</li> </ul>	<ul style="list-style-type: none"> <li>The workload in the Revenues and Benefits service continues to increase. Services across the Council, including Housing and Customer Services continue to experience an increase in demand. Services are working together to</li> </ul>	AMBER

				work efficiently and effectively to manage workloads.	
<p>Operating effectively in Shared Services</p> <p>(Taken forward from 2012/13 Action Plan)</p>	CMT	<p>March 2014</p> <p>Revised to Dec 2014)</p>	<ul style="list-style-type: none"> <li>Complete a review of the operation of all shared service partnership arrangements</li> </ul>	<ul style="list-style-type: none"> <li>The Shared Internal Audit Service will be undertaking a review of Shared Services Benefits Realisation as part of the 2014/15 Audit Plan.</li> </ul>	AMBER
<p>Risk that S106 Monies remain unspent</p> <p>(Highlighted by SIAS during 2012/13)</p>	<p><b>Head of Comms, Engagement and Cultural Services/</b></p> <p><b>Head of Planning and Building Control</b></p>	<p>March 2014</p> <p>Revised to Dec 2014</p>	<ul style="list-style-type: none"> <li>Ensure that funds are spent on appropriate schemes in accordance with the terms of the Section 106 agreement which provide value for money for the community.</li> </ul>	<ul style="list-style-type: none"> <li>Reports are made to CMT identifying projects and tracking outstanding payments.</li> <li>Update on Section 106 Agreements reported to Audit Committee in November 2013.</li> </ul>	AMBER

				<ul style="list-style-type: none"><li>• Director of Finance &amp; Support Services convened a workshop to consider Section 106 spend and future options, including ways of drawing on other funding to support initiatives.</li><li>• Process not considered to yet be well-embedded enough to clear.</li></ul>	
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