

**ANNUAL GOVERNANCE STATEMENT ACTION PLAN 2014/15**

Issue	Resp. Off.	Target Date	Actions needed to achieve milestone	Current position	RAG status
<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>October 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), through PwC, will review the appropriateness of outstanding recommendations in their IT review in October 2014.</li>   <li>• The intended solution provided by the Shared IT Service is for all technology to be recoverable within four hours. SIAS, through PwC, will be reviewing these arrangements in October 2014.</li> </ul>	<p>AMBER</p>

## Essential Reference Paper “B”

<p>IT Risk Diagnostic</p> <p>(Highlighted by SIAS during 2012/13)</p>	<p>CMT</p>	<p>Dec. 2014 revised from October 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> </ul>	<ul style="list-style-type: none"> <li>• An outline strategy has been produced. A draft is now being completed for discussion with SMG and the portfolio holder.</li> </ul>	<p>AMBER</p>
<p>Hertford Theatre future governance arrangements</p> <p>(From 2011/12 Action Plan)</p>	<p>CMT</p>	<p>October 2014</p>	<ul style="list-style-type: none"> <li>• Review to identify options for alternative governance models and the financial implications of adopting any of those models.</li> </ul>	<ul style="list-style-type: none"> <li>• SIAS, through PwC, are undertaking a review of governance arrangements as part of the 2014/15 Audit Plan.</li> </ul>	<p>AMBER</p>
<p>Asset Management Plan</p> <p>(From 2012/13 Action Plan)</p>	<p>CMT</p>	<p>Dec 2014</p>	<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 Executive on 7 October 2014 approved future investment of £10m in</li> </ul>	<p>AMBER</p>

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				<p>each of two selected property funds which will impact on the Asset Management Plan.</p> <ul style="list-style-type: none"> <li>• An audit of Council land is currently underway to ultimately gain assurance that all sites and assets are managed and that appropriate standards are reflected in corporate policy.</li> </ul>	
<p>Impact of Welfare Reform changes</p> <p>(Identified as a strategic risk in 2013/14)</p>	CMT	March 2015	<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 Council has responded well to changes in Welfare reform although this has resulted in an increased number of contacts from affected residents. The impact of this increased contact is monitored</li> </ul>	AMBER

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				through appropriate management teams and partnership boards. The timetable for implementation of Universal Credit remains uncertain.	
<p>Operating effectively in Shared Services</p> <p>(Taken forward from 2012/13 Action Plan)</p>	CMT	Dec 2014	<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> <li>Those Shared Services already in place are delivering expected benefits. Investigations of other appropriate sharing arrangements are considered on a case by case basis.</li> </ul>	AMBER

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<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/ Head of Planning and Building Control</b></p>	<p>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>• SIAS reviewed this area and reported Moderate assurance in October 2014. Four recommendations made of which one high priority recommendation has been actioned.</li> <li>• Process not considered to yet be well-embedded enough to clear this issue.</li> </ul>	<p>AMBER</p>
<p>Implementat'n of the Investment Strategy with sufficient</p>	<p>CMT</p>	<p>March 2015</p>	<ul style="list-style-type: none"> <li>• Find the optimum position of balancing risk and return and having financial strength to contribute to the local economy.</li> </ul>	<ul style="list-style-type: none"> <li>• Audit Committee in July 2014 agreed a refreshed Treasury Management Strategy allowing investment in</li> </ul>	<p>AMBER</p>

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<p>levels of governance and due diligence (Identified as a new 2014/15 strategic risk)</p>				<p>to property funds.</p> <ul style="list-style-type: none"> <li>• Report on new Property fund proposals approved by the Executive on 7 October 2014.</li> </ul>	
<p>Development of a District Plan that is approved by the planning inspectorate. (Identified as a new 2014/15 strategic risk)</p>	<p>CMT</p>	<p>March 2015</p>	<ul style="list-style-type: none"> <li>• Plan to be agreed within required timeframe.</li> </ul>	<ul style="list-style-type: none"> <li>• Progress continues to be made on the production of the District Plan. It is clear that detailed scrutiny of the infrastructure that can be provided to support delivery is necessary. Consultants appointed by the Council have undertaken significant work to review the evidence and identify gaps which will need to be filled before the District Plan can move</li> </ul>	<p>AMBER</p>

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				forward to an amendments consultation version. The result of this work will have an impact on the timetable.	
The effectiveness of the delivery of the Here to Help programme (Identified as a new 2014/15 strategic risk)	CMT	March 2015	<ul style="list-style-type: none"> <li>Ensuring challenges are met, particularly staff engagement, communications and adequate resources.</li> </ul>	<ul style="list-style-type: none"> <li>The Here to Help quarterly update report was approved by CMT on 30 September 2014. This reported progress to-date.</li> </ul>	AMBER
Increased levels of demand for our services. (Identified as	CMT	March 2015	<ul style="list-style-type: none"> <li>Demonstrate ability to adequately manage increased volume of contact from the public.</li> <li>Demonstrate improvements,</li> </ul>	<ul style="list-style-type: none"> <li>The Here to Help activities are providing a platform for organisational development while the</li> </ul>	AMBER

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a new 2014/15 strategic risk)			removal of barriers and increased capacity.	development of a more focused Customer Services Strategy will develop capacity in the medium term.	
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