ANNUAL GOVERNANCE STATEMENT ACTION PLAN 2014/15

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. (From 2010/11 Action Plan)	Director of Finance and Support Services/ Head of Business & Techn'y Services	January 2015 revised from October 2014	• All outstanding high risk IT audit recommendations implemented. • Resilient IT business continuity arrangements in place.	• The Shared Internal Audit Service (SIAS), through PwC, have cleared outstanding high risk recommendations in their IT review. • SIAS have indicated that they are satisfied that resilient business continuity arrangements are now in place. Management have successfully tested the system this year and will test again next financial year.	GREEN

IT Risk Diagnostic (Highlighted by SIAS during 2012/13)	CMT	March 2015 revised from October 2014	• 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.	• An IT Strategy, effective from April 2015, is currently out for consultation.	AMBER
Hertford Theatre future governance arrangements (From 2011/12 Action Plan)	CMT	Feb 2015 revised from October 2014	• Review to identify options for alternative governance models and the financial implications of adopting any of those models.	• SIAS, through PwC, have undertaken a review of governance arrangements as part of the 2014/15 Audit Plan. Draft report has been received.	AMBER
Asset Management Plan (From 2012/13 Action Plan)	CMT	March 2015 revised from Dec 2014	• Review assets held by the Council.	• Asset Management Plan 2013-17 approved by CMT but has been put on hold. • The Executive on 7 October 2014 approved future investment of £10m in	AMBER

				each of two selected property funds which will impact on the Asset Management Plan.	
				• 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.	
				• SIAS will be reviewing Asset Management arrangements before the end of this financial year.	
Impact of Welfare Reform changes	CMT	March 2015	• New Legislation will have an adverse financial impact on a significant number of residents. Provide residents	• The Council has responded well to changes in Welfare reform although this	AMBER

(Identified as a strategic risk in 2013/14)			more support for services across the Council to staffing levels, manage the budget and the public expectations. Implement Council policies effectively.	has resulted in an increased number of contacts from affected residents. The impact of this increased contact is monitored through appropriate management teams and partnership boards. The timetable for full implementation of Universal Credit remains uncertain.	
Operating effectively in Shared Services (Taken forward from 2012/13 Action Plan)	CMT	Feb 2015 revised from Dec 2014	• Complete a review of the operation of all shared service partnership arrangements	• The Shared Internal Audit Service are currently undertaking a review of Shared Services Benefits Realisation as part of the 2014/15 Audit Plan.	AMBER

Risk that S106 Monies remain unspent (Highlighted by SIAS during 2012/13)	**Head of Comms, Engagement and Cultural Services/ Head of Planning and Building Control**	Dec 2014	• 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.	• Reports are made to CMT identifying projects and tracking outstanding payments. • SIAS reviewed this area and reported Moderate assurance in October 2014. Four recommendations made of which two medium priority recommendations remain outstanding. • Process continues to be monitored.	AMBER
Implementat'n of the Investment Strategy with sufficient levels of governance and due	CMT	March 2015	• Find the optimum position of balancing risk and return and having financial strength to contribute to the local economy.	• Audit Committee in July 2014 agreed a refreshed Treasury Management Strategy allowing investment in to property funds.	AMBER

diligence (Identified as a new 2014/15 strategic risk)				• Report on new Property fund proposals approved by the Executive on 7 October 2014.	
Development of a District Plan that is approved by the planning inspectorate. (Identified as a new 2014/15 strategic risk)	CMT	March 2015	• Plan to be agreed within required timeframe.	• 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 forward to an amendments consultation version.	AMBER

				The result of this work will have an impact on the timetable. • In December 2014 SIAS reviewed the District Plan Consultation Process and reported full assurance.	
The effectiveness of the delivery of the Here to Help programme (Identified as a new 2014/15 strategic risk)	CMT	March 2015	• Ensuring challenges are met, particularly staff engagement, communications and adequate resources.	• The next Here to Help quarterly update will be sent to CMT on 24March 2015.	AMBER
Increased levels of demand for our services.	CMT	March 2015	• Demonstrate ability to adequately manage increased volume of contact from the public.	• The Here to Help activities are providing a platform for organisational	AMBER

(Identified as a new 2014/15 strategic risk)			• Demonstrate improvements, removal of barriers and increased capacity.	development while the development of a more focused Customer Services Strategy will develop capacity in the medium term.	