

Appendix B – Annual Governance Statement Action Plan

Issue Identified	Action to be taken	Lead Responsible Officer	Deadline
<i>Corporate Governance</i>			
The Constitution should be reviewed and amended to make it more user friendly and clearer to use.	The Monitoring Officer to review the various sections of the Constitution and then to take reports forward to the Constitution Working Group for consideration.	Governance Manager and Monitoring Officer	31/12/21
The procedure for dealing with complaints about Councillors needs to be reviewed and updated	Review and update the procedure for dealing with complaints about Councillors	Governance Manager and Monitoring Officer	31/10/21
The information on the Council website relating to complaints about Councillors needs to be reviewed and updated	Review and update the information on the Council website in respect of complaints about Councillors	Governance Manager and Monitoring Officer	31/09/21
The Officer Scheme of Delegation needs to be reviewed following the revision to the directorate structures	The Monitoring Officer to send each Assistant Director the Officer Scheme of Delegation to review for their area and to ensure that the legislation is still current and relevant	Governance Manager and Monitoring Officer	31/10/21
<i>Performance Management</i>			
The Council doesn't currently have a Data Quality Policy	Draft a Data Quality Policy	Business Intelligence and Performance Manager	31/12/21

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<i>Risk Management</i>			
Whilst Performance and Finance report have been going before the Scrutiny Committee and Executive on a quarterly basis. This now needs to happen with the Key Business Risk Register	Ensure that there is quarterly reporting to the Scrutiny Committee(s) and Executive on the key business risks	Business Intelligence and Performance Manager	Quarterly from June 2021
The level and detail of risks captured at service level is weak. Some services are piloting the use of service risk registers which feed into the directorate register.	Once the pilot has been completed ensure that the process for service risk registers is rolled out across the whole organisation Any service risks scoring 15 or more should be included as part of the key business risk register	Business Intelligence and Performance Manager	31/12/21
Staff have not received risk management training recently	Run a number of training sessions for officers on Risk Management, ensuring it aligns to the Risk and Opportunity Management Strategy Currently investigating having modules on risk on the new e-learning platform	Business Intelligence and Performance Manager	30/11/21
<i>Openness and Transparency</i>			
Currently we do not publish the feedback from complaints on the website	'You said, we did' on the website to demonstrate what we have changed as a result of complaints and feedback	Assistant Director for Customer	30/09/21
Currently this is confusing for Members of the public and we need to change our approach in favour of transparency	Give a better explanation re public interest test v confidential session. Use better wording on agendas and at Committees. Give more information on the website (this is part of the work on the Constitution)	Governance Manager and Monitoring Officer	31/12/21

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Information relating to accessing information is currently not in one place on the website or easy to find	Set up a page on the website called 'Access to Information'. This to include Data Protection information including Privacy Statements, Freedom of Information including disclosure log, publication scheme and transparency code requirements	Governance Manager and Monitoring Officer	31/12/21
We do not currently publish our responses to FOI requests	Publish a Freedom of Information Disclosure log on the website	Assistant Director for Customer	30/09/21
<i>Member Training and Development</i>			
Ethical awareness needs to be improved	Ethical awareness training for Councillors at least twice a year	Governance Manager and Monitoring Officer	By 30/09/21 and 31/03/22
Work with the Member Training and Development Group to produce a Members' training plan	Feed the information from the Members training and development requirements into a Member training plan and use this to source future training	Governance Manager and Monitoring Officer	31/10/21
<i>Ethical Standards</i>			
Ethical awareness needs to be improved	Monitoring Officer to send quarterly updates to Officers and members reminding them to declare any interests and gifts & hospitality	Governance Manager and Monitoring Officer	Quarterly from 30/09/21
Ethical awareness needs to be improved	Quarterly ethical update newsletter for Councillors	Governance Manager and Monitoring Officer	Quarterly from 30/09/21
<i>Member Communications</i>			
Members are not currently getting feedback from reps on outside bodies	Gaining information about what the outside bodies are all about is Member Training and Development. Investigate with the Member Training and Development Group how best to ensure that information from reps on outside bodies is captured and disseminated to the wider membership	Governance Manager and Monitoring Officer	31/10/21 Expand and change the focus of the SWT newsletter

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<i>Policies and Procedures</i>			
We do not currently have an up to date Communications Strategy	Communications Strategy to be drawn up	Director of Internal Operations	31/12/21
<i>Contracts and Partnership Working</i>			
The Contracts Register is out of date	Ensure that the Contract Register is reviewed and updated	Strategic Procurement Specialist	Complete
We do not currently have a register of Partnerships	Ensure that we have a Partnership register	Strategic Procurement Specialist	30/09/21
Officers need to have training in the procurement process	Training for officers on the procurement process. eLearning courses set up to be instigated for service Contract/Project managers and service procurers.	Strategic Procurement Specialist	30/09/21
<i>People Management</i>			
The Council doesn't currently have a People/Workforce Strategy that aligns with the Corporate Strategy and MTFP	Once the Unitary decision is known, work with colleagues to align a People/Workforce strategy	HR Business Partner	target date to be confirmed in line with Unitary decision
HR Policies and procedures are out of date	Ensure that all HR policies and procedures have been updated to be relevant for SWT. Policies have been re written. Next steps will be a review with Assistant Directors, consultation with UNISON and normal governance.	HR Business Partner	30/11/21
Job descriptions are generic	Job descriptions to be updated to include job related person specifications and wording to make it clear that all staff are responsible for Health and Safety, FOI and Complaints	HR Business Partner	target date to be confirmed in line with Unitary decision
The Induction process needs to be improved	Review and update the Induction process for officers and focus on basic things that all officers need to know and tailored induction for items that are more job specific.	HR Business Partner	31/10/21

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<i>Community Engagement</i>			
We don't currently have an up to date Community Engagement Strategy	Draft a Community Engagement Strategy to include the type of issues that we will meaningfully consult on or involve communities, individual citizens and service users.	Director for Housing and Communities	31/03/22
<i>IT Policies and Procedures</i>			
IT Policies and Procedures need to be reviewed in light of the change to working arrangements	To carry out a review of all IT Policies and Procedures	IT Manager	End Oct 2021