

Significant governance issues – action plan

Control issue and source April 2009-10	Action	Lead officer
<p>The council received a public interest report during 2009/10 from its external auditors KPMG. The report highlighted a number of recommendations to improve the council's decision process including risk management and programme and project management.</p> <p>KPMG public interest report</p>	<p>To implement the action plan which was produced in response to the report and approved by Council on 22 March 2010</p>	CEO
	<p>The audit committee to monitor the implementation of the action plan on a quarterly basis.</p>	CEO
<p>Processes need to be put in place to ensure compliance with all the requirements of the documents listed in appendix A of the code of corporate governance and that staff are aware of the documents and have had training on their application as appropriate</p> <p>Governance assurance</p>	<p>Assistant directors to raise via their divisional management teams and through service planning actions</p>	All ADs
	<p>Discussions to be held with HR&OD as to how the Learning Gateway can be used to support the process of awareness</p>	Assistant CEO
<p>The current audit of payroll highlights that controls could be put at risk due to anticipated short term resource constraints in the payroll team.</p> <p>Audit Assurance report</p>	<p>The shared service with TBC HR is no longer proceeding. The payroll resilience issue is now being addressed through temporary recruitment of expertises as required. In addition the GO5 partnership project will address resilience issues in the longer term.</p>	AD HR
<p>Processes need to be improved to ensure that all policies are reviewed and assessed in line with the equalities impact assessment process.</p> <p>Governance assurance</p>	<p>The new report template will include a reference to equality impacts of any recommendations and decisions.</p> <p>The new service planning template includes a section on equalities.</p>	All ADs

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<p>The Use of Resource assessment identified the need to review member training to ensure that it is delivering outcomes</p> <p>Use of resources assessment</p>	<p>Human Resources now have the service lead for member training and are encouraging all members to use the learning gateway.</p> <p>The member induction programme for new councillors has included a “buddying” system so that new members are supported in their first six months.</p> <p>Service managers and ADs are being encouraged to liaise with the learning and development team when arranging seminars to ensure that outcomes are clear.</p>	AD HR&OD
<p>The Use of Resources assessment has identified a need to develop targets for income collection and recovery of arrears</p> <p>KPMG Use of Resources Assessment 2007-08</p>	<p>A draft corporate debt recovery policy with clear targets and performance monitoring arrangements has been produced and will be considered by council in July</p>	AD CAST
<p>The use of resources assessment identified the need to develop a more proactive approach to contract monitoring</p>	<p>There were recruitment difficulties with the appointment of an officer, but an appointment has been made and they will during the course of 2010/11 develop effective contract monitoring mechanisms</p>	AD CAST