

## Doncaster Council Governance Plan 2012

### ACTIVITIES IN PROGRESS

<b>R1 Strand</b>		<b>Responsible Assistant Director</b>	
R1.1	Proposed activity to deliver the recommendation	Target Completion Date	Completed (Date)
<b>R1 Partnership Risks Managed</b>		<b>Steve Mawson</b>	
R1.1	<b>Improve partnership risk arrangements</b>	31/03/13	
	Update March 2013: The Working in Partnership framework and the Risk Management Framework are being progressed and will be presented to the Governance Group on the 24 <sup>th</sup> June. The lead officers for all current partnerships are completing registration forms and self-assessments will be sent to all partners that are classed as a major significance. Results of the self-assessments will also be presented to the Governance Group on the 24 <sup>th</sup> June.		
<b>R2 Internal Audit Issues Addressed</b>		<b>Steve Mawson</b>	
R2.1	<b>Performance manage critical audit actions</b>		
	% of critical, major and significant audit recommendations agreed by management		Completed 31/03/12
	% of agreed critical, major and significant audit recommendations implemented on time	31/03/13	
	Update March 2013: Directorates have completed all critical, major and significant action due in quarter 3 within timescale		
<b>R3 Data Protection Incidents Minimised</b>		<b>Julie Grant</b>	
R3.1	<b>Improved data protection arrangements</b>	Ongoing	
	Update March 2013: The ICO completed the consensual audit 4-6th December in Adult Safeguarding, HR and Revs & Bens focusing on data sharing, records management, data protection training and awareness. We have now received the outcome of 'Limited Assurance' and have a 34 point action plan that we are currently working towards as well as continuing to work through our action plan for the whole organisation and implement the new Data Retention and Disposal Policy focusing on paper first followed by electronic records. We have also had the outcome of 2 open ICO investigations into data breaches within Children's Services and Legal. These did not include penalties mostly due to the fact we agreed to		

	the audit and the ICO are aware of the rapid progress being made. All progress is being monitored very closely by the Council's SIRO (Senior Information Risk Owner) Simon Wiles, the AD responsible and the Data Protection Officer. The Audit Team and Lead Data Protection Officers and Information Asset Owners across the Council are also assisting wherever required		
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<b>R4</b>	<b>Recommendations from Audit Committee Implemented</b>		<b>Steve Mawson</b>
R4.1	<b>Regular progress reporting</b>	Ongoing	
	Update March 2013: The self-assessment of the Audit Committee and the update on housing issues are scheduled to be presented to the Audit Committee on 10 <sup>th</sup> April 2013. Refresher sessions have been held so far on Internal Audit and Governance, with further sessions planned to cover procurement in January 2013 and accounts in April 2013. With these, this action will be completed.		

<b>R5</b>	<b>Governance Strategy Action Plan</b>		<b>Steve Mawson</b>
R5.2	<b>Improving compliance with the governance arrangements and the general standards of behaviour across the Council by:</b>		
	R5.23 Including manager responsibilities in manager job descriptions and the Manager's Handbook	Ongoing	

<b>R6- R16</b>	<b>Annual Governance Report Recommendations Implemented</b>		<b>Director of F&amp;CS</b>
R9	<b>The Council should vigorously pursue recovery of payroll overpayments wherever possible, and should write-off amounts where recovery is not possible</b>	On going	
	Update March 2013: A report to the Audit Committee on overpayments has been put back to June/July so that we can include year-end figures		
R10	<b>The Council should prioritise recovering any PAYE, NI and superannuation that it has overpaid</b>	On going	
	Update March 2013: A report to the Audit Committee on overpayments has been put back to June/July so that we can include year-end figures		

<b>R20</b>	<b>The Council should review its processes for responding to queries and complaints, to ensure that responses are sufficiently open and transparent.</b>		<b>Julie Grant</b>
R20.1	<b>Redesign the business processes used.</b>	October 2011 – 2013	
	Update March 2013: Over 300 processes have now been redesigned and configured in the CRM system for the successful go-live of the one-stop-shop on 14 <sup>th</sup> January, for use by the Contact Centre, Street Scene, Highways and Street Lighting. A further 22 services have undergone analysis and will be implemented throughout the year. A detailed implementation and benefits realisation plan are currently being developed to implement the results from the service analysis.		
R20.3	<b>Roll out new technology and processes Council wide.</b>	June 2012 – 2014	
	Update March 2013: There have been problems that have delayed progress in this area mostly around web integration, integration of systems and mobile working, all have dependencies on each other. These		

	now seem to be resolved but there is much to do to catch up. Extra external expertise is being commissioned to assist and to accelerate progress. There is now a phase 2 to start designing with speedy implementation to follow.		
R20.4	<b>Full performance management of end to end process Council wide.</b>	On-going as rolled out.	
	Update March 2013: We are now starting to see the benefits of this with accurate detailed information of the volume and subject of visits to the one-stop-shop enabling peaks and troughs to be managed effectively, contact via the app performance managed to the service area and CRM data. There is still much to do to achieve end-to-end performance information across the organisation but we are very close to achieving for some services.		

<b>R23</b>	<b>Agree improvements in working papers and key financial systems, in particular payroll, bank reconciliation procedures and fixed assets, should be implemented as a priority.</b>		<b>Jill Higgs</b>
R23.6	<b>Payroll – Monitoring and review of recovery process.</b>	Ongoing	
	Update March 2013: Review of work undertaken over the last year has taken place and a full report will be presented to Audit Committee in June 2013 to cover the full year's figures 1 April 2013 to 31 March 2013		

<b>R24</b>	<b>The Council should emphasise to all relevant officers that procurement procedures must be followed.</b>		<b>Steve Mawson</b>
R24.2	<b>Compliance with Contract Procedure Rules reviewed by Category Managers' with report on known waivers and breaches to Strategic Procurement Board and Audit Committee.</b>	On-going review 2012/13	
	Update March 2013. Since February 2013 breaches of CPR's and waivers are now also reported to the Procurement Transformation Board (formerly Strategic Procurement Board). This information is broken down by value of breaches per Directorate, outstanding number of breaches per Directorate, value of breaches rectified per Directorate and number of breaches rectified per Directorate	Ongoing	

<b>R27</b>	<b>The Council should develop a comprehensive Organisational Development Strategy covering its staff.</b>		<b>Jill Higgs</b>
R27.3	<b>To raise competence of managers and leaders, providing nationally recognised competence based qualifications.</b>	On-going and review during 2012/13	
	Update March 2013: As at quarter 3, 17 managers have achieved a level 7 management qualification. 16 candidates have commenced a level 7 qualification from the Leadership Academy intake of Cohort 2. 18 managers are completing a level 5 management qualification.		

<b>R28</b>	<b>The Council should closely monitor progress in making the required improvements in Children's Services and Housing Services</b>		<b>Mil Vasic/Tracey Harwood</b>
	<b>Housing Services</b>		
R28.3	<b>Identify any major policy or budget issues with regard to delivery of the improvements and the service in general as part of the Council's quarterly performance management framework</b>	Review quarterly during 2012/13	
	Update March 2013. The Cih Review was completed. A decision was taken not to progress	March 13-June	

	until the outcome of the mayoral elections is known. The service has significant savings to be made in 13/14 therefore a fundamental restructure is imminent .Consultation is due to commence in March 13.	13	
R28.4	<b>Identify any major internal governance risks or capacity to deliver issues with regard to delivery of the improvements and the service in general as part of the Council's quarterly performance management framework</b>	Review quarterly during 2012/13	
	Update March 2013 Through robust management a number of issues have come to light. This is having an effect on the capacity to deliver. To ensure we can provide a service resources are been used from other service areas. All issues are been addressed through using the appropriate policies and procedures. We continue to monitor delivery against the Joint CYPS/Housing Strategy Group Action Plan which enables alignment of key CYPS / Housing priorities (as an on-going joint commitment by CYPS / Housing to rectify the issues identified by the 2011 AC review).	March 2013 ongoing	
<b>Children's Services</b>			
R28.5	<b>New CYPS Improvement Plan 2012-13 to be agreed at the Doncaster Children's Board scheduled for 30 March 2012</b>	1 April 2012 - 30 March 2013	