

## AGS ACTION PLAN FOR 2018/19 FOR IMPLEMENTATION DURING 2019/20

| No | Finding   | Action   | Lead Officer  | Comments |
|----|---|--|---|----------|
| 1. | <p>Ongoing savings proposals and continued strategic management of organisational changes in respect to 'Being the change'</p> <p><i>Follow on from 2017/18 AGS action plan</i></p>   | <p>Continued strategic management of organisational change in respect to "Being the Change part 3", continued reduced budgets, revised structures and commercial/ business approach which links to the continued development and implementation of revised governance framework.</p> <p>Further consultations on future savings.</p> | Managing Director and SMT   |          |
| 2. | <p>All internal audits consist of an ethics questionnaire that is sent to a sample of specified staff to demonstrate their understanding of key corporate policies and whether staff feel supported. Results of these questionnaires demonstrates that some staff do not have regular 1:2:1 supervision or team briefs. Responses have also highlighted a lack of understanding of key policies such as the Gifts &amp; Hospitality Policy. These findings have been shared when discussing individual audit reports with relevant SDM's &amp; ADs and taken to SMT as part of reporting corporate recommendations.</p> | <p>New APPD framework to be adhered to across the Council.</p> <p>Staff to be regularly reminded about key corporate policies.</p> <p>A reminder to be given to managers in respect to regular team briefs / team meetings where corporate messages and priorities can be shared.</p>  | SMT/SDM<br>Organisational<br>Delivery &<br>Development<br>Manager |          |

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| 3. | <p>The results of the annual governance certification process highlighted that service areas are having difficulty recruiting. This, in addition to reductions in staffing, is creating single points of failure. However Service Delivery Managers are aware of these issues and where possible are putting measures in place to try and mitigate this.</p> <p><i>Follow on from 2017/18 AGS action plan</i></p> | <p>Embedding of the workforce development plans, succession planning to avoid single points of failure.</p> <p>Continue to update the management competencies, skills and associated training to meet revised organisational requirements.</p> <p>Identify the reasons why we are having difficulty recruiting and how we can retain staff.</p> | <p>Managing Director &amp; AD Finance &amp; Human Resources<br/>Organisational Delivery &amp; Development Manager</p> |          |
| 4  | <p>The results of the annual governance certification process has highlighted the need for further development of modern slavery awareness throughout the procurement process. Officers are following corporate guidance on modern slavery but as with all new initiatives further work is required to fully embed modern slavery checks throughout the whole procurement process.</p>                            | <p>Procurement Team Leader or SDM will talk at all AD teams meetings to raise the profile and explain the approach for training awareness and the links to each and every service team - to be complete by August 19.</p>   | <p>Commissioning Procurement &amp; Brokerage SDM.</p>   |          |
| 5. | <p>The annual governance certification process highlighted that service areas are aware that they are storing old and out of date records and they need to</p>  | <p>There should be a review of all records/information stored and secure disposals made where appropriate.</p>  | <p>SMT &amp; SDMs</p>   |          |

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|    | review the documents they are storing both in operational buildings and the storage unit at Stafford Park. This is to comply with the Data Protection Act 2018.  |   |                                      |  |
| 6. | The results of the annual governance certification process has highlighted that service areas have experienced data breaches and potential near misses in respect to personal data. Where data breaches have been experienced, these have been reported to the Information Governance Team and managers have changed processes and procedures, where possible, based on lessons learned to prevent similar breaches occurring. | <p>Ensure all staff are aware of the Corporate Information Security Breach Procedure.</p> <p>Ensure staff have completed the IG training on OLLIE.</p> <p>Lessons learnt in respect to breaches are communicated appropriately.</p> | SIRO/SMT & SDM's                     |  |
| 7. | <p>The annual governance certification process demonstrated that service areas are aware that their intranet and web pages are not up to date but they are in the process of updating them.</p> <p><i>Follow on from 2017/18 AGS action plan</i></p>   | Service areas should ensure that their intranet and webpages contain relevant and up to date information.   | AD Customer & Neighbourhood Services | Training has been provided for authors as to how they can update their intranet pages following implementation of the new system |

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|    |   |   |                         |          |
| 8. | Staff should still be aware of investigating any commercial opportunities.<br><br><i>Follow on from 2017/18 AGS action plan</i> | Continue to develop and implement appropriate governance arrangements to support commercial projects. | Managing Director & SMT |          |