

## AGS ACTION PLAN FOR 2019/20 FOR IMPLEMENTATION DURING 2020/21

No	Findings	Actions	Lead Officers	Comments
1.	<p>Ongoing savings proposals and continued strategic management of organisational changes to continue particularly in light of COVID19.</p> <p><i>(Part) Follow on from 2018/19 AGS action plan.</i></p>	<p>Continued management/reduced budgets, revised structures and commercial/ business approach which links to the continued development and implementation of revised governance framework.</p> <p>Recovery, Reform and Reset Group set up to look at financial impact of COVID19</p> <p>Further consultations on future savings.</p>	<ul style="list-style-type: none"> <li>• Chief Executive</li> <li>• SMT</li> </ul>	
2.	<p>All internal audits consist of an ethics questionnaire that is sent to a sample of staff in the team/areas being audited to demonstrate their understanding of key corporate policies and whether staff feel supported.</p> <p>Results of these questionnaires in 2019/20 demonstrate that:</p> <ul style="list-style-type: none"> <li>• Some staff do not feel that they have had a proper induction</li> <li>• Some staff do not have regular 1:2:1 supervision or team briefs</li> <li>• Some staff feel they do not receive adequate training</li> </ul>	<p>Induction process to be reviewed and re-publicised.</p> <p>Further guidance for managers in respect to completion of regular 121's, supervision and team briefs.</p> <p>Organisational Delivery &amp; Development work on revised strategic service planning linking corporate objectives through to APPD's – the golden thread. This will include workforce development and training.</p>	<ul style="list-style-type: none"> <li>• SMT/SDM</li> <li>• Organisational Delivery &amp; Development Manager</li> </ul>	

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	<p>These findings have been shared when discussing individual audit reports with relevant SDM's and Directors and taken to SMT as part of reporting corporate recommendations.</p>			
3.	<p>Results of the Internal Audit questionnaires also indicated some lack of awareness in some areas of key corporate policies such as the Gifts &amp; Hospitality Policy and Whistleblowing Policy.</p>	<p>POSSIBLE DRAFT ACTIONS</p> <p>Campaign to be led by Audit &amp; Governance aiming to raise the profile of key corporate policies.</p>	<ul style="list-style-type: none"> <li>• SMT/SDM</li> <li>• Organisational Delivery &amp; Development Manager</li> </ul>	
4.	<p>The results of the annual governance certification process highlighted that in some service areas there were reductions in appropriate skilled staff numbers creating single points of failure.</p> <p>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 2018/19 AGS action plan</i></p>	<p>As part of strategic planning process, ODD to record resource needs from SDM and work with them to identify ways to address this eg. apprenticeship strategy, management and leadership development and similar</p>	<ul style="list-style-type: none"> <li>• Chief Executive</li> <li>• Director of Finance &amp; Human Resources</li> <li>• Organisational Delivery &amp; Development Manager</li> </ul>	

No	Findings	Actions	Lead Officers	Comments
5.	<p>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.</p> <p>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> <p>It should be noted that the Information Commissioners Office has not taken any action against the Council during this time.</p>	<p>Information Governance to:</p> <ul style="list-style-type: none"> <li>• Update data protection training modules in 20/21 to ensure all officers are appropriately trained.</li> <li>• To refresh and re-publicise its Information Security Breach Procedure.</li> <li>• To ensure lessons are learnt after each breach and suggested improvements communicated corporately where applicable.</li> </ul>	<ul style="list-style-type: none"> <li>• SIRO/SMT</li> <li>• SDM's</li> </ul>	
6.	<p>The annual governance certification process demonstrated that some service areas are aware that their web pages are not up to date but they are in the process of updating them.</p> <p><i>Follow on from 2018/19 AGS action plan</i></p>	<p>Customer Relations leading on periodic testing on Council web pages and lessons learnt will be fed back.</p> <p>Web authors and SDM's to be sent reminders on importance of keeping web content up to date.</p>	<ul style="list-style-type: none"> <li>• SMT</li> <li>• SDM's</li> </ul>	