

WAO FOLLOW-UP CGI INSPECTION – Actions for recommendation R1 and the eight proposals for improvement P1 to P8 – Progress as of 09/10/2015

| Item ID | WAO Recommendation / Proposal for Improvement | ACTION | RESPONSIBILITY | Complete by | Status |
|----------------------------------|--|--|--|--------------|---|
| 1. RECOMMENDATION (R1) | <i>The Council should take a lawful decision on the annual leave and essential car user allowances.</i> | Prepare and present a report to Full Council on 27th January 2015 to ensure a lawful decision is made. | Chris Burns, Interim Chief Executive | 27/01/2015 | Completed Report presented and decision taken by Full Council on 27 th January 2015 |
| 2. PROPOSAL FOR IMPROVEMENT (P1) | <i>The Council should review the role and effectiveness of its Scrutiny Committees. There needs to be better prioritisation of Agenda Items and alternative mechanisms explored for information-only items to enable Scrutiny to focus on those areas where it may have the greatest impact.</i> | Review of Scrutiny arrangements to conclude with a report to full Council by October 2015. | Chris Burns, Interim Chief Executive | October 2015 | Completed The final report SCRUTINY REVIEW 2015 was presented to Democratic Service Committee on 16/09. The proposals were agreed by Full Council on 8 th October and will be implemented |
| 3. PROPOSAL FOR IMPROVEMENT (P2) | <i>The Council could consider including a summary table of all decisions taken at the end of CMT minutes setting out who made the decision and who is responsible for logging it on the decision log. Where CMT considers that a decision is “administrative” and does not require logging, this should also be noted.</i> | Include Summary Table of all decisions in CMT Minutes. This action has been undertaken and the arrangements will be implemented from 22nd January 2015. | Gail Williams, Interim Head of Legal Services and Monitoring Officer. | January 2015 | Completed Since 22 nd January a decision sheet is produced for each meeting. |
| 4. PROPOSAL FOR IMPROVEMENT (P3) | <i>The Council should consider how it can best raise awareness of its Whistleblowing Policy amongst staff and put in place an awareness and training programme to do this.</i> | Action already undertaken since the External Audit work was concluded, which has seen the adoption of a new Whistleblowing Policy developed in conjunction with Public Concern at Work (PCaW), the UK’s leading Whistleblowing Charity. A Training and Communication Plan is currently underway (presentations to Leadership Team, and Management Network have been completed), and will be rolled out before the end of the financial year. The Council has also been accepted to the “First 100 Campaign” run by PCaW, which is a commitment to work towards the principles of the Whistleblowing Commission’s Code of Practice. | Lynne Donovan, Acting Head of Human Resources and Organisational Development | January 2015 | Approaching completion Policy Launched to wider workforce through the HR Portal in January 2015. All User Communication issued to all on the 16th of January 2015. Follow up reminder e-mail to Management Network with Training slides and reminder to communicate the new policy where appropriate in February 2015. Internal Publicity for “First 100” included Press Release including quotes from Leader and Chief Executive, and listed on CCBC External Website and Intranet News pages. The policy is on the Public Concern at Work website; it was advertised in payslips in April 2015; the poster campaign took place in April and May 2015 and it was advertised on the Council website in May 2015. Report prepared for Standards and Audit Committees in October to provide update on first 6 months of experience (Q1 & Q2) |

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| 5. PROPOSAL FOR IMPROVEMENT (P4) | <i>The Council should revise the HR balanced scorecard. Members and CMT should be consulted on the content of the scorecard.</i> | A revised scorecard is being developed in conjunction with researching practice in other areas. This should be completed by May 2015. | Lynne Donovan, Acting Head of Human Resources and Organisational Development | May 2015 | Completed Revised scorecard implemented |
| 6. PROPOSAL FOR IMPROVEMENT (P5) | <i>The Council should develop a programme of on-going risk management training for Members taking into account the outcome of its Member training needs analysis</i> | Initial Risk Management training has been provided to Cabinet and Audit Committee Members on a mandatory basis. Training for other Members will be discretionary if identified via the Member training needs analysis. A refresh programme on risk management will be developed for Members for ongoing development. | Colin Jones, Head of Performance and Property | On-going | Completed <ul style="list-style-type: none"> Embedded. To be monitored as business as usual (Risk is part of scrutiny training needs analysis every year and Audit committee receive the risk register every quarter) |
| 7. PROPOSAL FOR IMPROVEMENT (P6) | <i>The Council should develop a robust action plan for improving Internal Audit. This should take account of the outcome of the self-assessment against the Public Internal Audit Standards. Reporting and monitoring mechanisms need to be agreed to maintain momentum.</i> | A robust Action Plan will be developed and presented to Audit Committee in March 2015. The delivery of the Action Plan will be monitored by the IGPB. | Stephen Harris, Acting Head of Corporate Finance. | March 2015 | Completed <ul style="list-style-type: none"> Action Plan presented to and approved by Audit Committee on 11th March 2015 The follow-on report was taken to Audit Committee 10th June but was not called forward |
| 8. PROPOSAL FOR IMPROVEMENT (P7) | <i>The Council should prioritise the development of a HR Strategy and Workforce Plan. These should form key elements of the Council's strategic planning framework.</i> | A revised HR Strategy has been developed with the support of the H R Strategy Group, and is currently being reviewed by CMT. This would then be the subject of wider consultation, with a view that this could be concluded by May 2015. Workforce Planning has been integrated into the new Service Delivery Process underway for the next Financial Year. | Lynne Donovan, Acting Head of Human Resources and Organisational Development | May 2015 | Approaching completion <ul style="list-style-type: none"> Final draft of HR Strategy due to be discussed at CMT on 15/10/2015 |
| 9. PROPOSAL FOR IMPROVEMENT (P8) | <i>The Council needs to agree the purpose of self-evaluation and how this will be used to inform corporate, service and financial planning and to ensure that the process it adopts enables it to do this effectively.</i> | A self-evaluation template has been developed, following piloting in Summer 2014, and is being completed as part of the Council's service planning process. Service plans will be completed by the end of March 2015 for further consideration by Corporate Management Team. | Colin Jones, Head of Performance and Property | March 2015 | Completed <ul style="list-style-type: none"> The first year experience led to the review of the initial template. All SE have been completed and produced a list of criteria for the challenge The feedback can be part of the SDP or additional work The system improved the links to the budget setting The next cycle will include lessons learned and will build on the first year. |