

Governance Improvement Action Plan – Progress Report October 2014 (items outstanding from September 2014 only)

Improvement Area	Action	Responsibility	Timescale	Progress to Date
Significant Governance Issues				
<p>Our Internal Audit service provided a critical report on the procurement of construction services that highlighted several weaknesses, including that our procurement strategy is out of date. Internal Audit's recent follow up of the improvement action plan shows that, although we have developed a new draft strategy and Contract Procedure Rules, progress with improvement is slow and behind schedule.</p> <p>Also in procurement, we are involved in the development of some key projects but the creation of the National Procurement Service has also added to the complexity of procurement arrangements and led to a loss of staff to the new organisation, with potential further staffing losses.</p> <p>We are aware that we are entering a critical period in relation to strategic procurement and the major changes that we are making; therefore, we will need to keep this area under regular review to ensure that the identified improvements are implemented and that the strategic programmes of change are successfully delivered.</p>	<p>The Council is fundamentally changing significant elements of its procurement. In May 2014, Cabinet approved the merger of Flintshire and Denbighshire procurement teams to create a larger more robust team. It also approved the move towards category management in conjunction with Flintshire and Gwynedd.</p>	<p>Head of Finance & Assets</p>	<p>New team in place July 2014. Move to Category Management to take place up to 2016.</p>	<p>In Progress</p> <p>The contract notice will be issued in October 2014. A Pre-Qualification Questionnaire (PQQ) will be available at this time. Return of PQQ will be November 2014 with the Invitation to Tender (ITT) issued to short listed bidders in December 2014. Return for ITT's is end January 2015 with a Category Management partner appointed in March 2015.</p>

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Equalities				
<p>We are continuing our work to improve awareness of equalities issues. But Internal Audit's staff survey found that there is still work to do to improve awareness of corporate equalities arrangements.</p>	<p>The Corporate Equalities Group (CEG) will discuss the Internal Audit report at its July 2014 meeting. At the same meeting, the Group will consider for approval a new e-learning training module on equalities issues. Following approval, this new module will be rolled out.</p>	<p>Head of Business Improvement & Modernisation</p>	<p>Autumn 2014</p>	<p>In progress CEG is considering the E-learning module at its meeting on 14 October 2014. It should then be rolled out corporately. In response to the Internal Audit report, CEG anticipates that the e-learning will increase awareness of equalities issues across the Council.</p>
Policy Framework				
<p>Our environmental policy is out of date and we do not have a formal corporate approach to environmental management that would help to demonstrate our values and ethics by committing to ensuring that we help to maintain, enhance and use natural resources sustainably now and in the future.</p>	<p>There are currently no plans to revisit our existing policies; however, sustainability is now a core principle in our community planning and is reflected in Denbighshire's draft Well-being Plan, due for publication in November 2014.</p>	<p>Head of Business Improvement & Modernisation</p>	<p>November 2014</p>	<p>We have no plans to update the current policy. No further action is planned.</p>

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Regulations & Standards				
<p>We have made significant improvements in information governance during the year; however, we recognise that we still have a lot of work to do but have identified this in our Information Management Strategy, for example:</p> <ul style="list-style-type: none"> • develop e-learning modules for several areas of training; • improve the policy framework in areas such as email, records management and information security; • digitise catalogues and collections in our archives; • enhance our Publication Scheme and Disclosure Logs; • revise and embed the corporate retention schedule; and • achieve PSN accreditation for 2014. 	<p>We will continue to implement the Information Strategy</p> <p>E-learning on data protection is now in place</p> <p>Other actions on-going</p>	<p>Head of Business Improvement & Modernisation</p>	<p>Roll out to be completed September 2014</p>	<p>In progress</p> <p>Data protection training e-learning has now been completed by more than 1000 members of staff. The Corporate Information Manager is continuing to collate responses to understand where there are gaps in take-up.</p> <p>PSN accreditation for 2014 has been achieved.</p> <p>A business case for the further roll-out of Egress secure e-mail system is being considered by Senior Leadership Team in November 2014.</p> <p>The archives/records management services are currently under review, with a proposal to expand the level of digitisation.</p>
Stakeholder Engagement				
<p>Our latest resident survey highlighted that most people do not feel well-informed about the Council's performance and a range of other issues asked in the survey.</p>	<p>We will continue to publish user-friendly performance information on the Council's website.</p>	<p>Head of Business Improvement & Modernisation</p>	<p>On-going</p>	<p>No further action is planned</p>

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<p>The value of effective business engagement is only just being recognised, which means that we have a lot more work to do before we see the benefits that result from recent developments. We need to ensure that effective opportunities exist for businesses to provide feedback on the delivery of the Economic and Community Ambition Strategy / Programme and identify what we need to do to make engagement with the Council a valuable activity for businesses.</p> <p>In the longer term, as key stakeholders in the delivery of the overall vision for our economy, we need to increase business participation in making decisions about how we plan and invest Council budgets and resources for greatest economic effect.</p>	<p>Leader and Corporate Director for Economic and Community Ambition to undertake annual visits to Business Groups and to the Top 10 businesses in the county to ensure that we are doing all we can to support local businesses and facilitate easy and accessible contact with senior decision makers within the Council.</p>	<p>Leader & Corporate Director for Community Ambition</p>	<p>Annual</p>	<p>Outstanding</p> <p>Visits to top 10 businesses have not progressed yet. Priority has been given to supporting the budget/Freedoms and Flexibilities process instead. In terms of business engagement more generally, good progress being made at an operational level both through the Economic Development Team and the Better Regulation project being led by the Public Protection Manager.</p>
	<p>Annual survey of businesses. The results of the first survey are currently being collated and will inform how we work with businesses in future.</p>	<p>Economic & Business Development Manager</p>	<p>Annually in June</p>	<p>Complete</p> <p>Survey complete and results being analysed for reporting to and discussion at the Economic Ambition Programme Board.</p>