

## Appendix A - Governance Improvement Action Plan

Improvement Area	Action	Current Status
To ensure that there are robust governance arrangements for services provided by alternative service providers, the Head of Internal Audit had planned to review the Citizens Advice Bureau service arrangements in 2016-17. Due to changes in the team's capacity during the year, this review will now take place in 2017-18.	The Citizens Advice Bureau service arrangements will be reviewed in 2017-18. <b>Chief Internal Auditor by 31 March 2018</b>	Review of Citizens Advice Denbighshire's governance arrangements is complete and given a high assurance rating overall. See Internal Audit Progress Report for further details. <b>Complete</b>
The Council has not undergone a review to assess the robustness of its counter-fraud and anti-corruption arrangements.	The Council's overall arrangements for managing the risk of fraud and corruption will be reviewed in 2017-18. <b>Chief Internal Auditor by 31 March 2018</b>	The first phase of our review of Managing the risk of Fraud against the CIPFA Code of Practice is complete. See Internal Audit Progress Report for details. Phase 2 of the Managing the Risk of Fraud review is in progress. On course to meet March 2018 deadline.
The WAO report ' <i>Savings Planning - Denbighshire County Council</i> ' identified two proposals for improvement to strengthen financial arrangements: <ul style="list-style-type: none"> <li>• Develop an income generation/charging policy</li> <li>• Formally risk rate savings according to achievability and identify sustainable mitigating actions for those classified as high risk.</li> </ul>	Implement proposals for improvement arising from the WAO report ' <i>Savings Planning - Denbighshire County Council</i> ' <b>Head of Finance by 31 March 2018</b>	Both proposals for improvement have been implemented: <ul style="list-style-type: none"> <li>• Income policy was approved by Cabinet and forms part of the budget process;</li> <li>• Risk rating of savings has been incorporated into the budget process for 2018/19.</li> </ul> <b>Complete</b>

Improvement Area	Action	Current Status
<p>The WAO report '<i>Good Governance when determining significant service changes – Denbighshire County Council</i>' identified one improvement:</p> <ul style="list-style-type: none"> <li>• The Council's governance arrangements could be strengthened by consistent, timely monitoring of the impact of each significant service change.</li> </ul>	<p>Implement improvements to strengthen arrangements to ensure consistent, timely monitoring of the impact of each significant service change.</p> <p><b>Head of Business Improvement &amp; Modernisation by 31 March 2018</b></p>	<p>There are a range of actions planned:</p> <ul style="list-style-type: none"> <li>• Version 2 of the Well-Being Impact Assessment will contain strengthened analysis of Equality Impacts.</li> <li>• Scrutiny Committees will be updated with the Actions agreed at Service Challenges.</li> <li>• New programme Boards will play an active role in monitoring the impact of changes made to services as part of the Corporate Plan.</li> </ul> <p>All in place by March 2018</p>
<p>The ICO recommended that the Council should develop a formal policy on staff taking personal data relating to their clients out of the office.</p>	<p>Develop a Council policy in this area. Initial thinking is that it will raise some technology-based issues, especially in Community Support Services, where the Council or its partners still use some paper systems. It may be necessary to tackle these in a phased way, perhaps in line with more general initiatives to digitise the Council's processes.</p> <p><b>Business Information Team Manager by 31 March 2018</b></p>	<p>A policy has been drafted and is currently being consulted on through the newly formed Information Governance Group.</p> <p>On course to meet March 2018 deadline.</p>