

Appendix 1 - Corporate Governance Framework Action Plan

Improvement Area from AGS	Responsibility	Timescale	Progress	RAG Status
Significant Governance Issues form the Annual Governance Statement 2012/13				
Strategic HR needs to implement improvements following an adverse Internal Audit report.	Head of Strategic HR	December 2013	Head of Strategic HR & Head of Internal Audit provided separate progress report to Corporate Governance Committee 4 September 2013	Amber
We need to improve our information governance, management of information assets and the way we train employees and elected members in Data Protection and Freedom of Information requirements.	Head of Business Planning & Performance	April 2014	Actions include: <ul style="list-style-type: none"> • Review Data Protection training. • Publish Information Risk Policy. • Progress roll out of EDRMS Corporate Filing programme. 	Amber
Governance Principle 1 - Focusing on the purpose of the Council and on outcomes for the community and creating and implementing our medium and long term vision				
We still have work to do to develop how we will deliver some of our corporate priorities	Head of Business Planning & Performance			Amber
We need to improve co-ordination of the various self-assessments that we carry out.	Head of Business Planning & Performance			
Within our financial planning, we need to develop a more strategic approach to the efficiency programme for the difficult years ahead.	Head of Finance & Assets			Amber
We are developing new service standards to improve customer service further.	Head of Customers & Education Support		Will be subject to Internal Audit review during 2013/14	Amber
We still have work to do to improve how we manage customer complaints.	Head of Customers & Education Support		Will be subject to Internal Audit review during 2013/14	
The configuration of Denbighshire's strategic partnerships is not yet right and requires further work.	Head of Business Planning & Performance			
We need to re-launch our partnership framework to make sure that everyone is aware of it and uses it.	Head of Business Planning & Performance			

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We are improving our procurement strategy, systems and processes to achieve more financial savings.	Head of Finance & Assets			Amber
We are strengthening the service performance challenge process for 2013.	n/a	n/a	New process now in place and service challenges commenced	Green
We will continue our work to fully embed programme and project management into our culture.	Head of Business Planning & Performance			Amber
Governance Principle 2 - Members and officers working together to achieve a common purpose with clearly defined functions and roles				
We are developing a performance management framework for elected members.	Cabinet Lead Member for Modernising & Performance			Amber
While we now have a partnership framework, we need to make sure that all current partnerships meet its requirements.	Head of Business Planning & Performance			
We need to review the role of the S151 Officer to ensure that it meets recommended standards and good practice.	Head of Internal Audit Services	March 2014	Internal Audit review being prepared to measure S151 role against CIPFA guidance. Likely to be completed during autumn	Amber
Governance Principle 3 - Promoting values for the authority and demonstrating the values of good governance through upholding high standards of conduct and behaviour				
We need to update our anti-fraud and corruption policy.	Head of Legal & Democratic Services			Amber
We are updating our Financial Regulations.	Head of Finance & Assets			Amber
We are undertaking a self-assessment to ensure that the Corporate Governance Committee operates effectively as an audit committee.	Head of Internal Audit Services	December 2013	Assessment postponed from July 2013 to September 2013 Committee meeting. Action plan will be developed from outcome by December 2013.	Amber
Governance Principle 4 - Taking informed and transparent decisions, which are subject to effective scrutiny and managing risk				
We need to promote our scrutiny function among our stakeholders and provide further training for elected members. We will also implement any improvements arising from a recent peer review.	Head of Legal & Democratic Services			

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Our Corporate Self-assessment recognised some improvements needed in risk management and we will implement these and any additional issues arising from the recent Internal Audit review.	Head of Business Planning & Performance			
We will update Internal Audit's Charter and carry out a self-assessment of the service to ensure that it complies with the new Public Service Internal Audit Standards.	Head of Internal Audit Services	March 2014	Internal Audit Charter updated and approved by Corporate Governance Committee. Self-assessment planned for later in 2013.	Amber
We are strengthening our research and intelligence functions to be more proactive in the way that we consider the external environment to support decision-making and strategic planning.	Head of Business Planning & Performance			Amber
We are updating our Whistleblowing policy.	Head of Legal & Democratic Services			Amber
Governance Principle 5 - Developing the capacity and capability of members and officers to be effective				
We need to do more to improve the flexibility of our workforce to enable us to use them in the areas of greatest need.				
We are developing a new training programme for elected members based on a needs assessment.	Cabinet Lead Member for Modernising & Performance			Amber
There is still work to do to ensure that officer performance appraisals are completed at least once a year.				Amber
Governance Principle 6 - Engaging with local people and other stakeholders to ensure robust public accountability				
We need to make sure that our employees are fully aware of the requirements of equalities legislation.	Head of Business Planning & Performance		Respect Booklet launched. Will be subject to Internal Audit review in January 2014.	Amber
The Consultation & Engagement Strategy needs to become embedded in our service delivery.				
We will roll out the Denbighshire Volunteering Strategy.				

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We need to further improve the way we engage with business groups.				