

Annual Governance Statement Action Plan 2010-2011

Governance Issue	Action	Date	Responsible	AGS section
Organisational Transformation				
1. The Council's current Corporate Plan sets out key principles and areas of focus for a transformation programme within the Council. The intention is that this Organisational Transformation Programme (OTP) should ensure that the organisation can support Members' aspirations to demonstrate strong community leadership and provide, commission or facilitate good quality services for Milton Keynes residents, whilst also achieving stretching efficiency/cost reduction targets arising from the Government's wider deficit reduction strategy.	<ul style="list-style-type: none"> - Produce an Organisational Transformation Programme (OTP) delivery plan - Implement actions agreed as part of an Organisational Transformation Programme (OTP) set of deliverables from June 2011 	April 2012	CLT	1.2.4 1.5.19
Public Access				
2. Continued concerns about the Council's responsiveness to customer requirements.	<p>The Engagement and Responsiveness project will include finalising a new Consultation Framework and Toolkit which will include a consistent approach to involving and consulting with individuals, customers and stakeholders.</p> <p>A new Public Access Strategy will transform the Council's approach to customer service, improving our ability to interact effectively and efficiently with residents and clients – start documentation to be finalised.</p>	December 2011	Head of Customer Service	1.6.1 1.6.2
Performance Management				
3. Embedding a culture of high performance remains a continuing issue	Performance Management project phase 2 to be implemented within timescales	March 2012	Assistant Director	1.5.3

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and the necessary systems and procedures are not fully in place.			Performance	
Good Governance Arrangements (Political Governance)				
4. The completion of the Community Governance (Parish Boundary) review remains outstanding.	Further review to take place as decided by Council on 19 th October 2010	December 2011	Assistant Director Democratic Services	1.6.9
5. The support and mechanisms available for ward members and members of the administration in fulfilling their roles needs to be reviewed.	Review of strands of the previous political governance project; including member role profiles; schemes of delegation; and support for members in their roles	December 2011	Assistant Director Democratic Services & Assistant Director Law and Governance	1.2.5 1.2.9 1.5.12
6. Greater positive working between political groups required	Training and officer support to be provided to members and focussed on positive ongoing relationships, communication and constructive challenge in a 'no overall control' authority.	December 2011	Assistant Director Democratic Services	1.2.14
7. Overview and Scrutiny arrangements require review, taking into account the 2009/10 Overview & Scrutiny survey	A review of Overview and Scrutiny arrangements should be undertaken, training provided for Members and Officers, as appropriate, to assist with the effectiveness of the scrutiny function. Consideration should be given to the role of Cabinet Members and Cabinet Advisory Groups in scrutiny arrangements. Consideration is to be given to scrutiny survey results.	December 2011	Assistant Director Democratic Services	1.3.3 2.15
8. The Standards Regime is due to be abolished but a statutory duty for the authority to maintain high standards of conduct is to remain. The authority must	Regular consideration of the unfolding position of standards and decisions to be taken by the Council on how the proposed duty should be discharged	April 2012	Assistant Director Law and Governance	2.19

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consider how this duty is to be discharged				
Risk Management				
9. Risk management processes are much improved but may not yet be fully embedded across the organisation.	Continued monitoring by CLT, with quarterly reports to Audit Committee. Work to continue on embedding risk management culture	December 2011	Assistant Director Audit and Risk Management	1.4.8 1.4.9
Financial Management				
10. Further improvements to financial processes and management are required.	Embed progress to date and drive further improvement in line with the Financial Management project	December 2011	Assistant Director Financial Management	1.5.9
11. Council VFM strategy and reviews to be embedded	Implement a structured programme of efficiency reviews and drive ongoing savings in line with the VFM project	December 2011	Corporate Director Resources	1.5.11
12. Improvements to procurement processes to be implemented and embedded	Contract Procedure Rules to be agreed Procurement Strategy to be updated and implemented	December 2011	Assistant Director Law and Governance & Assistant Director Audit and Risk Management	1.5.9
Project Management				
13. Learning from previous projects not always applied.	Regular flow of 'benefit realisation' and post implementation reports to inform subsequent projects.	December 2011	Corporate Director Resources	1.5.5
Corporate Governance				
14. The Local Code of Corporate Governance, although based on CIPFA guidance may be incomplete	Consideration should be given to updating the Code	December 2011	Assistant Director Law and Governance	Introduction

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15. Communication of governance is weak	Governance website containing the relevant documents to be designed and maintained for members of staff and the public.	June 2011	Assistant Director Law and Governance	All
Human Resources				
16. The programme of activity set out in the Workforce Development Strategy requires continued focus.	CLT/Delivery Board to monitor and report progress	December 2011	Assistant Director HR Strategy	1.2.7 1.5.14 1.2.8
Working Better Together				
17. The conclusion of the Working Better Together Programme (leading to the rebasing of the Mouchel contract and significant savings along with the resolution of several longstanding disputes between MKC and Mouchel) provides some grounds for believing that the Council is getting good value, but this needs to be kept under review.		Ongoing	Corporate Director Resources	2.7
Development Control				
18. Development Control	AD (Planning) to continue implementing improvements in response to the Audit Commission's report on Development Control and Strategic Planning.	December 2011	Assistant Director Planning	
19. FOI Notice from the Information Commissioner	FOI action plan to be implemented	December 2011	Assistant Director Law and Governance and Assistant Director Planning	2.37
Actions from the Corporate Governance Audit				

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20. Miscellaneous actions have arisen from the Audit review of corporate governance, carried out in 2010/11 and used as a background paper for drafting the AGS for 2010/11.	Reporting in line with audit procedures.	September 2011	Head of Internal Audit	

Appendix One to the Annual Governance Statement Action Plan

Issues arising from the Code of Corporate Governance Audit 2010/2011

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1. Strategies, plans and governance structures regarding carbon management and reduction are still being developed.	Once plans have been finalised, suitable targets will be developed. Information will be reported regularly to members	25/02/2011		1.1.19
2. The dates on some key policies indicate that they have not been reviewed or refreshed for some years.	Directors will ensure that all policies/strategies/protocols/codes within their areas are refreshed in a timely manner. Key strategies to be reported to CLT in line with normal reporting procedures.	Ongoing	CLT	All
3. The Constitution states that a written summary of the public's rights to attend meetings and to inspect and copy documents must be kept at and available to the public at the Civic Offices – no such document currently exists.	A summary will be prepared for public use.	31/07/2011	Assistant Director Democratic Services	1.6.6
4. Some Corporate Directors are not managing declarations of interests in accordance with the Employees Code of Conduct - Register of Interests Procedure. Registers are not complete.	Registers of interests will be maintained in accordance with the Employees Code of Conduct. Those who do not return a completed form will be issued a reminder	31/07/2011	CLT	1.3.7

