

CABINET PORTFOLIO SUMMARY REPORT

REPORT OF	Councillor Ann McLachlan
CABINET PORTFOLIO FOR	Governance, Commissioning and Improvement
CO-ORDINATING CHIEF OFFICER	Joe Blott, Strategic Director-Transformation & Resources

EXECUTIVE SUMMARY

This report is an update from the Cabinet Portfolio Holder to Members of the Council on matters relevant to her portfolio.

1. THE DIGITAL EXPERTS FUND

We have been successful in securing £10,000 worth of funding from the Digital Experts Programme. Over the next couple of months our website will be redesigned to make it work effectively on any device including a PC, tablet or smartphone. The funding secured will be used to purchase tools that monitor a user's experience as they navigate their way around our website. The information gathered will be used to continually improve our website which will lead to increased levels of online self-service and satisfaction and a reduction in demand across our more traditional channels such as telephone and face to face. The tools also help us to identify users or areas that may be digitally excluded.

2. TRANSFORMATION

A transformation framework is currently being developed comprising four themes – Managing Demand, Delivering Differently, Income & Efficiency and Customer Contact. This framework will be used to deliver key projects and their associated budget savings Projects include innovate ways to deliver services such as the establishment of a new transaction centre and ways to effectively manage demand and reduce the costs of care. Further enhancement of the programme will include exploring alternative delivery models to meet our corporate priorities and maximise efficiency. The approach to alternative delivery will be informed by current projects such as the development of a local authority company and the establishment of a shared service to deliver schools traded services.

3. ANNUAL GOVERNANCE STATEMENT

The Council is starting its preparations for drafting the 2014-15 Annual Governance Statement (AGS) with a report being presented to Audit and Risk Management Committee (ARMC) in March to take this work forward. It is important that the Council can clearly

demonstrate robust governance arrangements and the AGS is a public statement of these arrangements which has been developed with Elected Members and senior officers.

Significant progress has been made to strengthen and improve our governance arrangements and this can be evidenced by the significant governance issues reducing from 15 issues in 2012-13 to the following five issues identified in the Council's most recent statement:

- Business continuity arrangements
- Corporate procurement arrangements
- Absence management
- Asset management
- Essential training

I receive regular reports on the progress that is being made to address the above issues, and the March report to ARMC provides a comprehensive update on the actions that have been taken to address these issues.

The preparation of the 2015-16 Annual Governance Statement will be led by the Council's Strategic Leadership Team and will be based on evidence provided to Internal Audit. A draft statement will be considered by myself as the Portfolio Holder for Governance, Commissioning and Improvement, External Audit and ARMC in June 2015. A final draft of the AGS will be signed off by the Leader and Chief Executive and will be reported to Cabinet and ARMC in September 2015.