

**ANNUAL GOVERNANCE STATEMENT 2014/15: SIGNIFICANT GOVERNANCE ISSUES ACTION PLAN**

Governance Issue	Action Being Taken	Performance Measure(s)	Lead Officer	Oversight Body	Expected Completion Date
<p><b><u>ICT Business Continuity and Resilience Plans</u></b></p> <p>The Council has identified weaknesses in its business continuity arrangements, which may be susceptible due to the Council not having in place robust ICT business continuity plans. The Council must ensure that these plans are in place for its identified critical services to ensure these services can function effectively in the event of an incident.</p> <p>The Council has identified the need to strengthen its ICT resilience and respond to risks related to the current location of its data centres.</p>	<p>A Business Continuity Policy has been produced and publicised on the Council's Intranet. This accompanies a business continuity planning template which is in the process of being completed for all those services deemed to be critical. The content of the plans will be used to inform the work plans for the IT service in the event of data loss of one or a number of systems.</p> <p>The project to move one of the Council's data centres is being initiated, with a number of options being researched. These options include:</p> <ul style="list-style-type: none"> <li>• Co-location with a public sector organisation</li> <li>• Co-location with a commercial organisation</li> <li>• Use of Wirral-owned assets.</li> </ul>	<p>Effective and tested Business Continuity Plans in place for all critical services.</p> <p>Completion of relocation project.</p>	<p>Head of Corporate and Community Safety</p> <p>Chief Information Officer</p>	<p>SLT</p> <p>SLT</p>	<p>Q4 2015/16</p> <p>Q4 2015/16</p>

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<p><b><u>Corporate Procurement Arrangements</u></b> The Council must continue to take action to address identified weaknesses in relation to its corporate procurement arrangements.</p>	<p>The organisation's capacity to respond and adhere to policy and legislative requirements is being strengthened.</p>	<p>Adherence to corporate procurement procedures (Contract Procedure Rules / Procurement Toolkit) which should include all national and European policy and legislative requirements.</p>	<p>Strategic Director: Transformation and Resources</p>	<p>SLT</p>	<p>Q4 2015/16</p>
<p><b><u>Absence Management</u></b> The organisation failed to meet its absence target for 2014/15.  The Council must now review its approach to ensure that absence is reported and managed effectively in accordance with Council policies.</p>	<p>A range of measures are being taken to reinforce the Council's absence management policy with managers and employees. This includes strengthening management information and the completion of a mandatory e-learning package on attendance management by all staff. Data provided by North West Employers shows that the Council's performance in comparison with other authorities has improved in recent years.</p>	<p>Achievement of the absence target for 2015/16 of 9.75 days per person.  Comparative position with other North West councils.</p>	<p>Head of Human Resources and Organisational Development</p>	<p>SLT</p>	<p>Q4 2015/16</p>
<p><b><u>Culture</u></b> The Council has identified issues relating to staff and management adherence to internal controls.</p>	<p>The People Strategy 2015 is being developed to support a refreshed leadership and culture framework, linked to the Council's target operating model. This will</p>	<p>Delivery and embeddedness of the People Strategy.</p>	<p>Head of Human Resources and Organisational Development</p>	<p>SLT</p>	<p>Q4 2015/16</p>

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The Council is developing plans to reinforce its expectations of all staff in relation to internal controls and ensure that managers are committed to creating a culture where these controls are visible and understood.	include a diagnosis of the required changes to culture, structure, systems and processes, underpinned by a new form of leadership for the future.				