

## Action plan update – Significant Governance Issues reported in the 2016/17 Annual Governance Statement

Key Improvement Area (as per 2016/17 AGS)	Actions for Implementation (as per 2016/17 AGS)	Responsibility and Implementation Date (as per 2016/17 AGS)	Progress Update – as at 7/9/17	RAGB Rating - Outcome	RAGB Rating - Arrangements
<p><b>Improvement Notice issued by the Secretary of State for Education (30th September 2016)</b> Ofsted's "<i>Inspection of services for children in need of help and protection, children looked after and care leavers and Review of the effectiveness of the Local Safeguarding Children Board</i>", in July 2016 found significant weaknesses in each area reviewed.</p>	<p>In response to the Ofsted findings an Improvement Plan has been established and delivery of the same is underway with oversight provided by the Improvement Board which is independently chaired.</p> <p>The board convenes monthly to consider it's progress against the Ofsted recommendations and monitor the impact of the delivery of the improvement plan.</p> <p>Additional oversight for the improvement plan is provided by the Council's Children and Families Committee.</p> <p>The Leader of the Council has also committed to the setting up of a Leader's Task Force to ensure oversight of the improvement plan.</p>	<p>Director of Children's Services</p> <p>March 2018</p>	<p>The Improvement Plan has been refreshed and will deliver to five key and overarching themes going forward.</p> <p>Underpinning these thematic priorities will be individual action plans and a Performance Management Framework which the Wirral Improvement Board will use to hold organisations to account.</p> <p>A draft of the plan was signed off at the Improvement Board which met in July 2017. The refreshed plan became operational from September 2017.</p> <p>The third Ofsted monitoring visit took place on the 30 and 31<sup>st</sup> of August. The primary focus of the visit was the local authority's arrangements for care leavers. The visit also considered the audit process.</p> <p>The next monitoring visit is scheduled to take place in October 2017 and the focus is expected to be Children looked after.</p>	<p><b>Amber</b></p>	<p><b>Amber</b></p>

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<p><b>ICT Business Continuity Planning</b></p> <p>A greater focus is needed by business plan owners and relevant Directors to ensure business continuity plans are kept up to date and subject to supportive challenge and review by advisers in the business continuity and IT teams.</p>	<p>ICT are supporting the Business Continuity team to ensure effective Business Continuity Plans are being put in place, should a disruptive incident occur. ICT have recognised a marked improvement in the ownership of the IT element of the Council's business continuity plans over the last quarter.</p> <p>Six monthly and annual reviews are planned for all business critical plans.</p>	<p>Head of Community Safety and Transport Services / Acting Head of Digital</p> <p>September 2017 March 2018</p>	<p>The Head of Community Safety and Transport Services has previously received Business Continuity Plans (BCPs) for all 26 identified critical services.</p> <p>BCP owners are responsible for contacting the Business Continuity and Environment Officer (BCEO) to arrange for a desk-top review and walkthrough by the BCEO and IT lead. ICT continue to support the BCEO with the walkthrough testing of BC plans.</p> <p>As at 7/9/17 - 12 of the 26 BC plans have had walkthrough exercises completed with a further 4 scheduled before the end of September 17. The remaining 10 BCP owners are being requested to agree test and review timetables of the BCPs.</p> <p>BCPs should be reviewed and updated every 6 months (or sooner whenever there is a significant change) and subject to a walkthrough review every 12 months. As at 7/9/17, only 7 of 24 plans have been updated in the past 12 months.</p>	<p><b>Amber</b></p>	<p><b>Amber</b></p>

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			<p>On 1/9/17, the Director for Business Services (Asst Chief Exec) wrote to all BCP owners requiring that they contact the BCEO to agree a timetable to complete the testing and review of their BCPs.</p> <p>Progress will be reported to the Strategic Leadership Team. Details of any BCPs that have not been reviewed in the past 12 months or BCPs where a timetable for testing has not been scheduled will be reported to the next ARMC.</p>		
<p><b>ICT Resilience Planning</b> A Scrutiny review in November 2016 identified that the Council's IT disaster recovery arrangements required further work and that the Council does not have a current, fit for purpose IT disaster recovery plan.</p>	<p>A working group is in place to monitor progress with the key project to relocate the Treasury Building Datacentre. It is planned that a comprehensive disaster recovery plan will be prepared following the successful completion of this project, scheduled to be completed by September 2017. The project remains on course for completion within the proposed timeline. The Council has successfully negotiated with Merseytravel to</p>	<p>Acting Head of Digital  September 2017</p>	<p>SCC has completed the plan for the migration from the Treasury Building to Merseytravel. The migration will start in September 2017. It is estimated that :</p> <ul style="list-style-type: none"> <li>- the physical build of the new datacentre in Georges Dock will be complete by 30 September 2017;</li> <li>- the full migration from the Treasury link into Georges Dock will be complete by 31 December 17; and</li> <li>- the disaster recovery capability in</li> </ul>	<p><b>Amber</b></p>	<p><b>Amber</b></p>

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	host the data centre and the network connection through the Mersey tunnel is in place. The tendering to relocate the data centre was won by SCC. The process to plan and then move the data centre to Merseytravel will shortly be underway.		the Treasury Building will be complete by 31 March 18.		
<b>Compliance Absence Management :</b> Ensuring compliance with the Council's sickness absence policy remains a Significant Governance Issue for the 2016-17 AGS.	- An action plan has recently been agreed and is being delivered in response to the (internal) audit review. The action plan includes a focus on support and training for managers including targeting of identified groups. Additional work is being put in place to strengthen the organisational approach and ensure that all managers recognise their accountability and accept and discharge their responsibilities to comply with all aspects of the Council policy.  HR are realigning resources to provide further dedicated support and monitoring of management actions in relation to absence.	Assistant Director: Human Resources and Organisational Development (AD HR&OD).  March 2018	A revised and updated action plan has been developed and was presented to SLT on 12 September 2017  This is centred around 5 key themes: - Leadership and Commitment - Training and Support - Performance and Compliance - Targeted Action - Health and Wellbeing  The actions set out within the plan will be delivered between October 2017 and March 2018. This includes further training for all managers, improved Management Information and increased performance monitoring.  SLT also received a new Health and Wellbeing Strategy setting out the wider	<b>Amber</b>	<b>Amber</b>

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			approach for health and wellbeing in the workplace. This included a commitment to the achievement of the workplace wellbeing charter.		
<p><b>Compliance - Essential Training</b></p> <p>Compliance with supporting staff development through the provision of essential training remains a Significant Governance Issue for the 2016-17 AGS.</p>	<p>A project plan to adopt a refreshed approach to the delivery of essential training in 2017-18 has been developed and is being implemented with a robust communication approach / monitoring to rapidly address noncompliance.</p> <p>In addition to the roll out of essential training for 2017-18 led by the Senior Leadership Team corporate ownership must be displayed by all management and staff to ensure routine compliance with training.</p> <p>There has been a complete refresh of the Ulearning portal, with a regular staff compliance report available to all managers. Essential training will subsequently be linked to appraisal accountability</p>	<p>Assistant Director: Human Resources and Organisational Development (AD HR&amp;OD).</p> <p>March 2018</p>	<p>There are two essential training (e-learning) modules to be completed by all employees:</p> <ul style="list-style-type: none"> <li>- Responsibility for Information 2017 (by 31 October 2017);</li> <li>- Equality and Diversity in the Workplace (by 31 March 2018).</li> </ul> <p>The update to the November ARMC will include performance information in respect of completing the Responsibility for Information training.</p> <p>Specific training workshops targeted at line managers will be delivered by June 2018:</p> <ul style="list-style-type: none"> <li>- Stress management (October – December 2017)</li> <li>- Performance management (January – June 2018)</li> </ul>	<b>Amber</b>	<b>Amber</b>

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	statements, to promote compliance across the organisation. This will in turn hold both staff and their managers accountable for the completion of the training program.				
<b>Compliance Contract Procedure Rules (CPR's)</b> - Compliance with the Councils CPR's remains a Significant Governance Issue for the purposes of the 2016-17 AGS.	Development work is underway in 2017-18 to address this issue; a number of actions are being implemented. These include a new procurement model structure to be in place by September 2017. Additional training will be provided to officers and a targeted approach based on insight of areas of noncompliance put in place.	Head of Procurement March 2018	<p>In November 2015 Members approved the existing CPR's. A full review of the CPR's is currently being undertaken as this is required every two years. Recommendations for amendments will be presented for Member approval at the November 2017 ARMC. The recommendations will further enhance and support compliance.</p> <p>The Use of Procurement Rules Approval Documents (PRAD) from 1 April 2017 to the 30 September 2017 will also be reported to Members in November 2017.</p> <p>The new Corporate Procurement Structure will be finalised by the end of September 2017 and is expected to be fully operational, allowing for the recruitment process, from January 2018.</p>	<b>Amber</b>	<b>Amber</b>