

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>Improvement Notice issued by the Secretary of State for Education (30th September 2016) 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 31st 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 on 11/12 December 2017 and the focus is expected to be Children looked after.</p>	<p>Amber</p>	<p>Amber</p>

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<p>ICT Business Continuity Planning</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>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.</p> <p>As at 3rd November, 21 of the 26 business continuity plans have been tested using a walkthrough exercise. A further four tests have been scheduled before the end of the year (Communications, Waste Management, Health & Care (DASS) and Supported Housing & Homelessness), with just SEN Transport's plan yet to be tested.</p>	<p>Amber</p>	<p>Amber</p>

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			<p>All plans have been reviewed in the last six months with the exception of SEN & Adult Transport (review due October 2016); Cemeteries & Crematorium (due July 2016); Environmental Health (due February 2016); and CYPD Social Care, Specialist Services (due October 2015).</p> <p>Reminders will be sent to all plan owners when further reviews / walkthrough exercises are required.</p> <p>There is still a requirement for plans to be produced for Coastal Protection and Traffic, these were previously included in the Highways & Transportation plan which, following a review now only covers Commissioning Support - Highways. The BC Officer will work with managers in these areas to get plans completed and tested.</p>		
<p>ICT Resilience Planning A Scrutiny review in November 2016 identified that the Council's IT disaster recovery arrangements required further</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</p>	<p>Acting Head of Digital September 2017</p>	<p>The Migration of the Treasury link datacentre (DC1) to Merseytravel Georges dock datacentre (DC3) is progressing and is planned to be completed by the end of December 2017.</p> <p>The Creation of a Disaster Recovery datacentre (DC2) on the first floor of the Treasury building in the existing room is</p>	<p>Amber</p>	<p>Amber</p>

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work and that the Council does not have a current, fit for purpose IT disaster recovery plan.	September 2017. The project remains on course for completion within the proposed timeline. The Council has successfully negotiated with Merseytravel to 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.		currently being planned with an expected completion date of the end of February 2018. It is expected that both these phases of the project will be achieved within the current £1.5m budget.		
Compliance Absence Management : 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.	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 attendance plan agreed by SLT is being implemented. A new suite of management information reports have	Amber	Amber

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	HR are realigning resources to provide further dedicated support and monitoring of management actions in relation to absence.		<p>developed to support management of absence. Specific areas have been identified for targeted action by Service managers supported by HR. Further training for managers is being rolled out.</p> <p>The absence projection for the financial year is currently around 9.9 days against a target of 10.75 days.</p> <p>A workplace wellbeing strategy has been developed alongside the attendance action plan</p>		
<p>Compliance - Essential Training - 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>Assistant Director: Human Resources and Organisational Development (AD HR&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"> - Responsibility for Information 2017 (by 31 October 2017); - Equality and Diversity in the Workplace (by 31 March 2018). <p>62% of employees had completed the Responsibility for Information training module by the deadline of 31 October 2017. SLT and DMTs have / will be provided with details of non-completed training with follow-up action required.</p> <p>Specific training workshops targeted at</p>	Red	Red

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	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 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.		line managers will be delivered by June 2018: <ul style="list-style-type: none"> - Stress management (October – December 2017) - Performance management (January – June 2018) 		
Compliance Contract Procedure Rules (CPR's) 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	In November 2015 Members approved the existing CPR's. The CPR's went live on the 1 April 2016. 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 January 2018 ARMC. The recommendations will further enhance and support compliance. The Use of Procurement Rules Approval Documents (PRAD) from 1 April 2017 to the 30 TH September 2017 are being reported to the November 2017 ARMC.	Amber	Amber

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			The new Corporate Procurement Structure has been finalised and is expected to be fully operational, allowing for the recruitment process, from the middle of January 2018.		

Other Governance Issues

Other Governance Issue	Actions for Implementation (as per 2016/17 AGS)	Responsible officer Expected Delivery Date	Progress Update	BRAG Rating 'Outcome'	BRAG Rating 'Arrangements'
Performance Appraisals	(Not reported as a Significant Governance Issue in the 2016/17 AGS. Reported here for information).	Assistant Director: Human Resources and Organisational Development (AD HR&OD).	90% of performance appraisals due by 31 October have been completed. SLT and DMTs will be provided with details of non-completed Performance Appraisal and Development forms and these will be followed up as a priority.	Amber	Amber