

## **Overview of Service-Based Governance Statements 2015/16**

### **Background**

All Heads of Service were asked to complete the annual review and update of their Service Based Governance Statements for 2015/16. This process involves the following elements:

- Review of the operation of the Council's system of internal control within their service area and identification of supporting evidence
- Assurance that the control environment operated effectively during 2015/16 in respect of the service areas for which they have responsibility
- Review of actions taken during the year to address any weaknesses and identification of any further areas for improvement in 2016/17.

When reviewing arrangements last year, Heads identified 5 actions to improve governance arrangements during 2015/16.

### **Summary of progress against actions for delivery in 2015/16**

<b>Action identified for 2015/16</b>	<b>Progress</b>	<b>Service Area</b>
<b>Category: Strategic direction and statutory obligations</b>		
Completion of recruitment process within the Regeneration Team to provide adequate resources	The recruitment is now completed. Assistant Director Regeneration was appointed in January 2016. The Regeneration Manager starts in June and the Principal Regeneration Officer starts in July 2016	Regeneration
Rejoin HouseMark in order to benchmark services against a wider range of social housing providers	Housing Services re-joined HouseMark in March 2016.	Housing Management & Housing Property Services and Asset Management
<b>Category: Performance Framework</b>		
<b>Action carried over from 2015/16</b> Data quality checklists to be produced for new balanced scorecard measures for Chief Executive's Unit	Majority of checklists for 2015/16 performance measures were reviewed/provided. The Council is to adopt a new Corporate Performance Framework for 2016/17. Data checklists will be reviewed/refreshed as required.	Chief Executive's Unit
<b>Category: Staff Performance and Conduct</b>		
Managers in the Housing Property Services unit to ensure that the new appraisal process is completed for all staff to the appropriate timescale	All Managers are aware of the appraisal process. Compliance is monitored at monthly Housing Insight Sessions. All appraisals have been completed for all staff to the appropriate timescale.	Housing Property Services and Asset Management

Action identified for 2015/16	Progress	Service Area
<b>Category: Partnerships</b>		
<b>Action carried over from 2015/16</b> Regeneration Manager to ensure Partnership arrangements comply with the Council's partnership arrangements	The Regeneration Manager starts on 20 June 2016 and will ensure that this role is carried out to comply with the Council's partnership arrangements	Regeneration

### **Actions for completion in 2016/17**

Ten new actions to enhance service governance arrangements were identified by Heads of Service for delivery in 2016/17.

Action identified for 2016/17	Service Area
<b>Category: Strategic direction and statutory obligations</b>	
Operational risk register to be created for the capital contracts service.	Housing Property Services and Asset Management
Competence refresher training required to ensure staff with Certificates of Technical Competence within Environmental Services maintain "continuing competence".	Environmental Services
Recruitment process to be completed for Planning Policy and Development Management	Head of Planning and Engineering
Implement changes in Housing working practices to reflect the legal requirements of the Housing and Planning Bill, e.g. pay to stay, sale of high value voids etc.	Housing Management
Through the current round of service planning, Housing Management service to capture all elements of the day to day business and link all deliverables into the FTFC programme.	Housing Management
Undertake a further review of Housing Management	Housing Management
Community Grants website page to be updated to include 2016/17 grant allocations ( <b>Completed May 2016</b> )	Chief Executive's Unit
<b>Category: Business Continuity</b>	
Business continuity plans for Housing Services to be updated to incorporate the senior management restructure.	Housing Management
<b>Category: Performance framework</b>	
Undertake a review of the way performance data is managed and communicated within the Housing Property Services and Asset Management Service.	Housing Property Services and Asset Management
<b>Category: Partnerships</b>	
Review and refresh partnership arrangements for the new service	Head of Planning and Engineering