

ANNUAL GOVERNANCE ACTION PLAN 2024/25



Notes and key

Each action in the plan is marked with a 'traffic light' as follows:

Green	On target
Amber	Off target but action being taken to ensure delivery (where this results in a reviewed target date, this is made clear in the table)
Red	Off target and no action has yet been agreed to resolve the situation
Complete	Action has been completed

This action plan contains actions from the Annual Governance Statement 2023/24 which are coordinated and monitored by the CDC Management Team.

Key to officers:

Accountable officer (AO)

CEO - Chief Executive: Robert Weaver

CFO - Chief Finance (S.151) Officer: David Stanley

Dir Gov – Director of Governance: Angela Claridge

Publica Responsible officer (RO)

BM Gov - Business Manager - Business Continuity, Risk and Governance: Cheryl Sloan

BM Fin - Business Manager - Finance: Michelle Burge

BM Comm - Business Manager - Communications and Marketing Mark Pritchard

BM HR - Business Manager - People: John Llewellyn

BP Proc - Senior Procurement Business Partner: Ciaran O'Kane

No	Key Area of Focus	Planned Actions	Update	Owner / Target Date
1	Freedom of Information	<ul style="list-style-type: none"> • Improve response times to Freedom of Information requests to ensure compliance with the relevant Act • Publish a greater range of information to reduce the need to respond to regularly made Freedom of Information requests 	<ul style="list-style-type: none"> • A full review is currently being undertaken by the performance team to identify potential opportunities for improvement e.g., improved website / links to information, employee training and awareness. 	BM Gov March 2025
2	Complaints Process	<ul style="list-style-type: none"> • Introduce a revised customer complaints process which aligns to the new Customer Complaints Code issued by the Local Governance 	<ul style="list-style-type: none"> • A new complaints policy and procedure has been drafted and will be brought to Audit and Governance Committee in the Autumn 	BM Gov October 2024
3	New service delivery models	<ul style="list-style-type: none"> • Conclude the review of future service delivery options to make sure the solutions needed for the council to achieve financial stability can be achieved, given the MTFS shortfall over the years ahead • Insource services back from Publica and examine the priorities for a new service delivery model • Implement options for efficiency and transformation • Develop new values and behaviours 	<ul style="list-style-type: none"> • A detailed transition plan is being taken to Cabinet, Council and Overview & Scrutiny in July. • If approved, an implementation plan is in place to commence formal consultation with a proposed transfer date of 1 November 2024. 	CEO November 2024
4	Council Constitution and Code of Corporate Governance	<ul style="list-style-type: none"> • Undertake a full review of the Council's Constitution and Scheme of Delegation to reflect the new service delivery model • Undertake a full review of the Council's Code of Corporate Governance to reflect the new service delivery model 	<ul style="list-style-type: none"> • This will be undertaken as part of the transition of services. 	Dir Gov March 2025

5	Emergency Planning and Business Continuity	<ul style="list-style-type: none"> • Ensure the Council has resilience and can respond effectively in the event of a significant local incident under the new service delivery model • Further develop business continuity plans to ensure they are robust and fit for purpose under the new service delivery model • To test the business critical Business Continuity Plans in 2024-25 	<ul style="list-style-type: none"> • This is being reviewed as part of the transition. 	BM GOV March 25
6	Risk Management	<ul style="list-style-type: none"> • To review the Risk Management Policy • To complete a risk maturity self-assessment 	<ul style="list-style-type: none"> • A new risk policy will be drafted later on this financial year. 	BM GOV March 25
7	Financial Management	<ul style="list-style-type: none"> • To review the financial procedure rules and financial processes to be completed in 2024/25 against the CIPFA Financial Management Code. 	<ul style="list-style-type: none"> • This is being reviewed as part of the transition. 	CFO March 2025
8	Procurement	<ul style="list-style-type: none"> • Implementation of the Procurement Act 2023 and subsequent revision of contract procedure rules • To train officers as required. 	<ul style="list-style-type: none"> • Work is underway to ensure compliance with the new Procurement Act • Manager briefings on proposed changes are scheduled 	BP Proc March 2025
9	Peer Review	<ul style="list-style-type: none"> • To complete the Action Plan from the outcomes of the Peer Review. 	<ul style="list-style-type: none"> • This is ongoing. A review of progress is scheduled for November 2024 	CEO Marc 2025
10	Legislative Changes	<ul style="list-style-type: none"> • To keep abreast of any legislative changes and Government Policy and action where required. 	<ul style="list-style-type: none"> • Watching brief 	Dir Gov