

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

CA – Chief Accountant / Deputy S151 - Finance: Michelle Burge

Publicly Responsible officer (RO)

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

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"> • Review undertaken and now performing above 90% • Work underway to further develop website and internal guidance for Managers 	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"> • New complaint process approved and implemented on 1 April 2025 	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"> • Phase 1 successfully transferred on 1 November 2024 • Phase 2 recommendation approved at Overview & Scrutiny, Cabinet and Council in March. • Phase 2 transfer date 1 July 2025 • Decision to 'pause' following phase 2 due to Devolution / Local Government Reorganisation • New values and behaviours under development with CDC employees 	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"> • The Council constitution has been reviewed following the transfer of services under phase 1. • This action will carry over into next financial year, as a further review will need to be completed when the phase 2 transition of services is complete 	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"> • Locality on-call, response team and rest teams now in place. • On-call by locality commenced on 1 April 2025 • Employees who hold a role in Emergency Planning have all been trained and ongoing training is in place. • BCPs have been reviewed annually and services which have transferred have reviewed their BCPs for any changes. • BCP process being reviewed inline with best practice and any changed will be implemented over the next 12-18 months. 	<p>BM GOV March 25</p> <p>Carry Over</p>
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 presented at Audit & Governance for May 2025 • Risk Maturity Assessment will be completed as part of the internal audit plan. 	<p>BM GOV March 25</p>
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 has been reviewed as part of the transition. 	<p>CFO March 2025</p>
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"> • The act is now live and contract procurement rules will be presented to Council for approval. • Training is scheduled for the new Financial Year. • A toolkit is being developed for use by officers who undertake procurement 	<p>BP Proc March 2025</p> <p>Carry Over</p>

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"> A review was completed in November and work continues on implementation of the action plan. 	CEO March 2025 Carry Over
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