Better Governance and Use of Resources Action Plan

Headings are based on the principles of good governance from
Delivering Good Governance in Government: Framework (CIPFA/Solace, 2016).

Ref	Actions and Measures	Target
A	**Integrity and Values** *(Behaving with integrity, demonstrating strong commitment to ethical values, and respecting the rule of law)*	
1	We will continue to develop corporate governance arrangements in line with the expectations of the Well-being of Future Generations Act , the agreed Wales Audit Office Corporate Assessment Action Plan and the national principles of' delivering good governance..	March 2018
2	We will provide Code of Conduct training to members post 2017 election	September 2018
3	We will deliver a customer care strategy to ensure we deliver our customer expectations but ensuring this is done in a way that supports the communication of the Council and its objectives.	March 2018
4	We will review our Anti-Fraud and Anti-Corruption Strategy	March 2018
5	We will review our Financial Procedure Rules	March 2018
6	We will promote the Authority's Financial policies and procedures, Antifraud and Anti-Corruption Strategy	On going
7	We will undertake the Closure and Audit of the Accounts within the appropriate timescales	June 2017
B	**Openness and engagement** *(Ensuring openness and comprehensive stakeholder engagement)*	
1	We will further develop the Council's consultation, engagement and research approaches	March 2018
2	We will invite the Constitutional Review Working Group (CRWG) to harmonise the deadlines in Standing Orders and Scrutiny Procedure Rules for submitting Notice of Motion's Questions (NOMs), Questions and Petitions.	September 2018
3	We will ensure that Scrutiny Committees consider taking better advantage of opportunities to challenge service change proposals and decisions. From WAO Report - Good Governance when determining significant services changes	March 2018
4	We will ensure that the Officers work with councillors to identify the level of information councillors want to see on options for service change, to enhance transparency in the decision making process. From WAO Report - Good Governance when determining significant services changes	March 2018
5	We will review the terms of reference of both the Corporate Governance Group and the Corporate Review Working Group in order to clarify their respective responsibilities for assessing and reviewing governance arrangements From WAO Report - Good Governance when determining significant services changes	March 2018
6	We will work closely with departments to prioritise and help services engage with the right people, at the right time and develop and deliver a Marketing and Media forward work programme	March 2018
7	We will maintain and develop the authorities' main digital platforms, those being the corporate website, the intranet, the newsroom, Discover Carmarthenshire and the public service board website. We will also raise further awareness of the 'Do It Online' campaign to encourage more people to interact with the council digitally.	March 2018

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8	We will continue the development and implementation of GeoDiscover and will continue to roll it out across the Council, together with the full use of the Gazetteer	March 2018
9	We will, as part of the Digital Transformation Strategy, continue to engage and understand the Departments needs to allow them to deliver effective services.	March 2020
10	We will continue to respond to Freedom of Information Act (FOIA) requests within the Statutory deadline – however the emphasis will continue to be on good and adequate replies *(2.1.1.17)* *(2016/17 Result - 94.43%)*	90%
11	We shall aim to increase the public use of the Council website *(ICT/005)* *(2016/17 - 1,278,152 hits)*	1,400,000
C	**Making a difference** *(Defining outcomes in terms of sustainable economic, social, and environmental benefits)*	
1	We will support the work of the Public Services Board (PSB) and lead on the development of the Future Generations Well-being Plan, its scrutiny and the PSB's thematic group structure.	March 2018
2	For 2018/19 we will publish a consolidated Corporate Strategy, incorporating the Councils Well-being Objectives and Key Improvement Objective Priorities.	March 2018
3	We will develop a suite of Carmarthenshire Outcome Indicators with the Public Service Board and address, where we can, as a public body, these in our in our Well - being Objectives and Action Plans.	June 2018
4	We will review the Council's policy on the disposal of surplus property and ensure its alignment to regeneration priorities	March 2018
5	We shall increase the % of households accessing the Internet in Carmarthenshire based on the National Survey for Wales results *(ICT/006)* *(2014/15 - 76%)*	80%
6	We shall aim to increase the % of people that agree their local council provides high quality services *(PAM/002)* *(2016/17 Result – 51%)*	52%
D	**Making sure we achieve what we set out to do** *Determining the interventions necessary to optimise the achievement of the intended outcomes*	
1	We will monitor the detailed Action Plans for the Councils Well-being Objectives 2017/18 throughout the year and report any necessary interventions that are required to keep them on track	March 2018
2	We will ensure the maximum use of Community Benefits in all procurements where such benefit can be realised and report those benefits on all contracts over £1m	March 2020
3	We will act as an enabler and vehicle for transforming the way services across the Council are delivered to customers by increasing opportunities for accessing council services via digital technologies.	March 2020
4	We will produce a long term Digital Service Plan which allows tenants to do their business online. Making sure systems are developed to deliver better information.	March 2019
5	We will continue to work with Public Service Board partners to achieve a range of benefits through collaborative working in property management and to reduce the cost of holding and managing property through identifying short and longer term opportunities.	March 2018
6	We will develop and implement a hub for all property related services, frameworks and gateway management functions for both within the Authority, regional partners and potential external clients.	March 2018
7	We shall increase the % use of the ICT Self Service helpdesk *(ICT/002)* *(2016/17 - 33%)*	35%
8	We shall increase the number of Transactional Council Services available to the public online. *(ICT/003)* *(2016/17 - 7)*	10
E	**Valuing our people; engaging, leading and supporting** *(Developing capacity and the capability of leadership and individuals)*	
1	We will provide members (post 2017 Election) with Councillors Handbooks and relevant information and support on the democratic process	Jul 2017

Ref	Actions and Measures	Target
2	We will provide Code of Conduct training to members post 2017 election	September 2018
3	We will develop a Leadership & Management Development Framework based on the Behaviour Framework	March 2018
4	We will develop a Strategic Workforce Plan for the Council	July 2018
5	We will support the Corporate Sickness Absence Management Framework by working with Heads of Service and managers to ensure that support is in place for staff where needed and there is consistent application of the sickness policy	March 2018
6	We will pilot the Council's new agile working principles to working practices across the People Management Division. The results from this pilot will be used to inform the roll out of agile working across the Council	March 2018
7	We will ensure the end user has the appropriate IT device/devices to deliver their service effectively.	March 2018
8	We shall aim to keep the % of employees including teachers and school based staff who leave the employment of the local authority, whether on a voluntary or involuntary basis to a minimum *(CHR/001)* *(2016/17 Result - 6.96%)*	7%
9	We will further promote robust sickness absence management within departments to reduce the number of working days/shifts per full time equivalent (FTE) local authority employee lost due to sickness absence. *(CHR/002)* *(2016/17 Result - 10.8 days)*	9.6 days
10	We will increase the % of laptops used in the council to devices to ensure we move towards an 80% flexible workforce. *(ICT/004)* *(2016/17 Result - 42%)*	47%
F	**Managing risks, performance and finance** *(Managing risks and performance through robust internal control and strong public financial management)*	
1	We will develop a new Risk Management Strategy	March 2018
2	We will ensure Business Continuity Management and Emergency Planning work together throughout the Authority through regular group meetings	March 2018
3	We will ensure that risks relating to all premises owned or occupied by Carmarthenshire County Council are suitably and sufficiently identified and managed.	March 2018
4	We will review Data Centre Risk Assessment	February 2020
5	We will further develop the Council's Corporate Performance Management arrangements e.g. Business Plans to meet the expectations of WbFG Act and Performance Information Monitoring System(PIMS) Dashboards	March 2018
6	We will further strengthen financial planning arrangements by developing explicit links between the Medium Term Financial Plan and the Council's corporate planning processes *(WAO PFI Savings Planning Report)*.	March 2018
7	We will identify capital and revenue funding allocated to Our Well Being Objectives and monitor our resource allocation to these priorities. *(WAO PFI Savings Planning Report)*.	February 2018
8	We will further strengthen financial planning arrangements by ensuring that delivery timescales in business cases are robust and reviewing timescales in Budget challenge exercises with Executive Board Members. *(WAO PFI Savings Planning Report)*.	March 2018
9	We will further strengthen financial planning arrangements by implementing our income and charging policy. *(WAO PFI Savings Planning Report)*.	March 2018
10	We will further strengthen financial planning arrangements by updating our developed reserves strategy and presenting it to the new Council. *(WAO PFI Savings Planning Report)*.	September 2017
11	We will further improve procurement by working with departments on the Category Management of spend	March 2020

Ref	Actions and Measures	Target
12	We will deliver, via ICT, automation and integration of internal working processes and procedures to release efficiencies.	March 2018
13	We will aim for maximum income of capital receipts to support the capital program of £2.7m *(2.1.2.12)* *(2016/17 Result - 90% = £2.36m)*	100%
14	We aim to increase the % of Council Tax collected *(CFH/007)* *(2016/17 Result 97.05%)*	97.10%
15	We aim to collect at least 98% of non-domestic rates *(CFH/008)* *(2016/17 Result 98.2%)*	98%
G	**Good transparency and accountability** *(Implementing good practices in transparency, reporting, and audit to deliver effective accountability)*	
1	We will publish a detailed Annual Report for 2016/17 and an update on our progress on the Corporate Strategy. We will also compare and explain our results against all other Councils in Wales (for both National Indicators, 'National Survey for Wales' results together with and any Regulatory findings) identifying any gaps that need to be addressed.	October 2017
2	We will continue to report performance data to the Public Service Board and Council	March 2018
3	We will review the Audit Manual	March 2018
4	We will ensure an unqualified audit on the 2016/17 final accounts.	September 2017
5	We will aim to ensure actual achievement against Annual Audit Plan *(6.4.1.3)* *(2016/17 Result - 80%)*	90%