



## Action plan arising from the AGS 13/14 assurance process

**Report Type:** Actions Report

**Report Author:** Angela Struthers

**Generated on:** 11 June 2014

Action Code	Action Title	Priority	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
AGS1314 1	Peer Challenge Action Plan	2		<input type="text" value="0%"/>	31-Mar-2015		Corporate Management Team
<b>Description</b>	A high level action plan following the Peer Challenge has been endorsed by Cabinet for completion. The additional actions not classed as significant governance issues do not warrant being identified as significant governance issues. As the issues raised are being monitored and reported on through the Performance Management process, they will not be replicated here.						
<b>Desired Outcome</b>	CMT to monitor the progress against the plan as part of the Performance Management process.						
<b>All Notes</b>							
AGS1314 2	Information Classification	2		<input type="text" value="0%"/>	31-Mar-2015		Nicki Burton
<b>Description</b>	Information is not classified in accordance with the Government Protective Scheme that came into force in April 2014. Protectively marking emails will be a requirement for the next PSN submission.						
<b>Desired Outcome</b>	Management ensure that information is classified in accordance with the Government Protective Marking Scheme						
<b>All Notes</b>							
AGS1314 3	Satisfaction Survey	3		<input type="text" value="25%"/>	31-Mar-2015		Jane Hackett
<b>Description</b>	Satisfaction surveys are not issued to service users of Member Services and legal Services						
<b>Desired Outcome</b>	A satisfaction survey to be completed for users of Member and legal Services						
<b>All Notes</b>	Angela Struthers 11-Jun-2014 Action bought forward from 2012/13 - until March 2014 Legal Services was operating with only one solicitor who had numerous corporate duties to perform in addition to legal role. As the vacant post has now been filled the survey can begin and will commence shortly						
Action Code	Action Title	Priority	Current Status	Progress Bar	Due Date	Completed Date	Assigned To

AGS1314 4	Community Engagement	<b>Priority</b>	2		<div style="border: 1px solid black; background-color: #add8e6; width: 50px; text-align: center;">60%</div>	31-Mar-2015		John Day
<b>Description</b>	Improve insight about customer/residents needs by developing solutions with partners/neighbouring authorities.							
<b>Desired Outcome</b>	Council Insight Strategy to be developed.							
<b>All Notes</b>	Angela Struthers 11-Jun-2014 Action bought forward from 2012/13. Latest comment - discussions with Staffs Connects on 5 June 2014 have resulted in them carrying out a review of the provision of customer insight data.							

Action Code	Action Title	Priority	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
AGS1314 5	Succession Planning	<b>Priority</b>	2		<div style="border: 1px solid black; background-color: #add8e6; width: 50px; text-align: center;">70%</div>	31-Mar-2015	Anica Goodwin; Christie Tims
<b>Description</b>	Career structures are not in place for officers and members to encourage participation and development.						
<b>Desired Outcome</b>	Succession planning to be discussed with the Head of Organisational Development.						
<b>All Notes</b>	Angela Struthers 11-Jun-2014 Action bought forward from 2012/13 - latest update - a learning and development module to be built on ITrent. Trial with ICT to be launched which identifies business critical posts. Will be managed via Covalent risk log - Head of Organisational Development to action						

Action Code	Action Title	Priority	Current Status	Progress Bar	Due Date	Completed Date	Assigned To
AGS1314 6	Customer Satisfaction	<b>Priority</b>	3		<div style="border: 1px solid black; background-color: #add8e6; width: 50px; text-align: center;">50%</div>	31-Mar-2015	Jane Eason
<b>Description</b>	Satisfaction surveys are not issued to service users of Public Relations						
<b>Desired Outcome</b>	Customer satisfaction monitoring mechanism with PR service to be implemented.						
<b>All Notes</b>	Angela Struthers 11-Jun-2014 Bought forward from 2012/13 - latest update - the satisfaction survey has been drafted and will be issued shortly.						

Action Status	
	Cancelled
	Overdue; Neglected
	Unassigned; Check Progress
	Not Started; In Progress; Assigned
	Completed