

## Annual Governance Statement Action Plan - Significant Governance Issues where Improvements are Required

Area Identified / AGS Year Identified	Action	Lead Officer / Action Officer	Update / Status [January 2022]	Timescales
<b>Partnership, Relationship and Collaboration Governance (2020/21)</b>	Develop a defined governance framework with a corporate lead for partnerships and collaborations	SD Finance / Head of Internal Audit, Anti-Fraud and Assurance	A survey of partnerships and existing governance arrangements has been undertaken, this will be used to inform the development of a good governance framework for partnerships and collaborations across the Council. The framework will be presented to SMT and Cabinet in March 2023.	December 2022  Revised timescale March 2023
<b>LGSCO Annual Review Letter 2021/22</b>	<ul style="list-style-type: none"> <li>Development of POD training on complaints management</li> <li>Delivery of training courses – to be rolled out in stages commencing with Adult Social Care and Children’s Social Care Teams</li> </ul>	SD Business Improvement, HR & Communications / Customer Resolution Manager	<ul style="list-style-type: none"> <li>POD training course on Customer Resolution is live and covers the following areas – the difference between compliments and complaints, who manages compliments and complaints, the procedures in place to handle compliments and complaints and details of the Ombudsman process. <b>Completed</b></li> <li>Training with most Adult Social Care Teams has now taken place with a follow up session for individuals/teams that haven’t made the sessions to be arranged in the New Year. Training for Children’s Social Care to commence in January 2023.</li> </ul>	September 2022  March 2023

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<b>Elections Report (2021/22)</b>	Implementation of the recommendations of the Elections Report Review of the Count for the Royston Ward	ED Core Services / SD Law and Governance	The Election Review Process was completed in December 2022. All recommendations from the investigation into the Royston Ward Count have either already been implemented or will be implemented at the local election on 4 <sup>th</sup> May 2023.	December 2022
<b>SEND (2021/22)</b>	<ul style="list-style-type: none"> <li>• The engagement of and communication with parents and carers. Local statutory partners need to ensure that the lived experience of families is influencing their strategic plans for services and provision</li> <li>• Improving the identification of and provision for, children and young people with SEND but without an Education, Health and Care Plan (EHCP)</li> </ul>	Barnsley MBC and Barnsley CCG Lead Officer – ED Children’s Services	<p>Good progress is being made against both areas of the Written Statement of Action (WSOA). All but three actions are rated green with impact considered to be amber for 26 actions. Where the impact of an action is identified as amber, this is due to further evidence being required to enable us to measure the effect of the progress made to ensure it is embedded. The DfE set out that the expectation the focus for the first 6 months of the WSoA is implementation with a shift in the latter 6 months to evidencing impact.</p> <p>Formal monitoring of the WSoA following Inspection is taking place with DfE including the submission of a monthly performance report.</p> <p>The DfE reported following the formal monitoring meeting held in October 2022, that ‘the Barnsley Local Area continues to make sound progress with respect to their WSoA actions.</p> <p>The Local Area is already reporting on impact measures where this is appropriate, and this is evidenced in the written submission. Impact</p>	October 2023

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			measures, in the main, refer to the views, experiences and recommendations of service users i.e., how have things improved (or not), how and why etc. The impact on partners and stakeholders are also an invaluable source of evidence to inform SEND improvements and joint commissioning.	

**Annual Governance Statement Action Plan - Areas where Improvement Enhancements would improve the Efficiency of Systems and Processes across the Council.**

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<b>Information Governance – Efficiency Improvement (2019/20)</b>	POD / Success Factors – learning and development	SD Customer Information and Digital Systems / SD Business Improvement, HR & Communications / Head of HR and Organisational Development	<p>The Success Factors programme implementation has been delayed; however, the POD learning and development system continues to be actively used across the Council and therefore there are no degradation to service with information governance bite sized training being promoted throughout 2022/23.</p> <p>Following the appointment of a new implementation partner a revised project plan will be produced for the launch of the initial Success Factors module. An extension to the Learning Pool contract is being pursued in line with the revised Success Factors implementation plan.</p>	2023/24
<b>Personal Development Reviews – Efficiency Improvement (2019/20)</b>	Success Factors (performance and goals) to be implemented	SD Business Improvement, HR & Communications / Head of HR and Organisational Development	Timescales for this project are dependent on relevant Success Factors release and will be revised based on the above.	2023/24
<b>Risk Management - Governance</b>	Development of training material for inclusion on the POD system	Head of Internal Audit, Anti-Fraud and Assurance	Opportunities to improve the existing Risk Management System are being pursued with Business Intelligence and IT colleagues. The	January 2023

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<b>Improvement (2019/20)</b>			development of training materials is on hold until any system changes/developments have been implemented.	
<b>Risk Management - Governance Improvement (2020/21)</b>	Development of the wider governance assurance process across the Council to integrate with the new risk management approach – to be considered by the Governance and Ethics Board	Head of Internal Audit, Anti-Fraud and Assurance	The development of wider governance assurance processes will be considered as part of the work the Governance and Ethics Board. An initial discussion is planned for the January 2023 meeting.	March 2023
<b>Anti-Fraud Awareness – Governance Improvement (2020/21)</b>	Continue work to improve staff awareness and the assessment of fraud risks, develop specific training to promote better general awareness of the Council policies on fraud and corruption	SD Finance / Head of Internal Audit, Anti-Fraud and Assurance	The Fraud Awareness E-Learning has been refreshed and updated on the POD learning and development system.  A further six e-learning courses are currently in draft format. These relate to procurement fraud awareness (four modules), confidential reporting/whistleblowing and direct payments fraud awareness.	December 2022  2023/24
<b>Workforce / HR Management – Efficiency Improvement (2020/21)</b>	Review processes to improve efficiency and effectiveness with the introduction of a new HR system “Success Factors”	SD Business Improvement, HR & Communications / Head of HR and Organisational Development	Dependent on revised Success Factors implementation plan (as detailed above).	2023/24
<b>Procurement and Contract</b>	Through a strategic service review (over 18-24	SD Finance / Head of Strategic	The Procurement and Contract Management Service Review forms part of the first tranche of	April 2024

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<b>Management – Efficiency Improvement (2021/22)</b>	months), explore improvements to procurement systems and processes to improve efficiencies and promote better awareness of the Commercial Toolkit and Strategy (process improvements will be identified during the strategic review)	Commissioning, Contracts and Procurement	the Council wide transformational activity referred to as Phase 1a. As part of this activity the service has had an in-depth review undertaken by a third-party consultant. This review concluded in November 2022 and a final report and recommendations was received in early December. The report addresses a wide variety of improvement opportunities including areas such as systems, processes, toolkits and commercial awareness and training. The report has been reviewed and first set of actions are to be undertaken during the final quarter of the current financial year. Work will then continue throughout 2023/24 in line with the Councils transformation timelines for Phase 1 Projects with a view to achieving targeted efficiencies/savings in 2024/25.	
<b>Declarations of Interest – Governance Improvement (2021/22)</b>	Implementation of an improved system to record declarations of interest following a review of existing processes	SD Business Improvement, HR & Communications / Head of HR and Organisational Development	The amended procedure is complete. The questionnaire will be completed and submitted via POD. Communication cannot commence until the BI team have created and tested an output solution for Service Directors to be able to access the responses.  Implementation date revised to 28 <sup>th</sup> February 2023 due to the work required in BI to implement and other projects (Employee Engagement Survey and Absence Dashboards) taking precedence.	November 2022  Revised timescale – February 2023

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<b>Corporate Mandatory Training – Governance Improvement (2021/22)</b>	Undertake a review of mandatory training	SD Business Improvement, HR & Communications / Head of HR and Organisational Development	Review has been undertaken with a revised proposition being taken to the Organisation Development Board in early 2023.  Date revised in line with implementation decisions to be taken by the Organisation Development Board	October 2022  Revised timescale – February 2023
<b>Health and Safety – Governance Improvement (2021/22)</b>	Re-introduction of Health and Safety Audits from June 2022 following a pause in the programme for the last 2 years due to COVID-19	SD Business Improvement, HR & Communications / Head of Corporate Health & Safety and Emergency Resilience	Audits recommenced in summer 2022 with progress and results included in Q2 to Q4 quarterly performance data. The programme will continue in 2023/24. All audits produce a prioritised action plan for services to address opportunities for improvement identified.	Throughout 2022/23 and into 2023/24
<b>Assoc. of Electoral Administrators - Recommendations Health Check Report Elections Count Process – Governance Improvement (2021/22)</b>	Implementation of the recommendations of the Health Check Report	ED Core Services / SD Law and Governance	The Health Check Report was an overall assurance process and didn't raise any significant additional recommendations over and above those included in the Royston Report (see page 2 above).	December 2022