

## 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. A MS Forms questionnaire has been developed and trialled with a couple of partnerships this will be launched across the Council in the summer.	Summer 2023
<b>LGSCO Annual Review Letter 2021/22</b>	Delivery of training courses – to be rolled out in stages commencing with Adult Social Care and Children’s Social Care Teams	SD Business Improvement, HR & Communications / Customer Resolution Manager	Training for Adult Social Care has now been completed. Training with Children’s Social Care has commenced with one session delivered so far.	March 2024
<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</li> </ul>	Barnsley MBC and Barnsley CCG Lead Officer – ED Children’s Services	Progress in this area has not been at the pace that was planned due to a number of issues relating to the formal DfE funded Parent Carer Forum in Barnsley which required the Council and the DfE contracted organisation, Contact to not re-new the arrangement (Contact are the organisation that administer the grant on behalf of the DfE for parent carer forums). There are some good examples of how parents and carers	October 2023

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	without an Education, Health and Care Plan (EHCP)		<p>have been involved in co-production, but overall, a different approach is required to ensure a wide reach of parental voice and engagement is achieved. The Barnsley Parent Carer Forum formally ended in March 2023; the grant application was not renewed following a number of safeguarding complaints from parents. The DfE have been made fully aware of the position in Barnsley and this was done in conjunction with Contact.</p> <p>A recent survey was sent out across the local area, seeking views on how best to contact, communicate and co-produce with families, children, and young people. Over 250 responses were received, and this gave a clear direction of what our families were telling us they wanted to see.</p> <p>Moving forward the aim is to develop and secure a consortium made up of representative groups across Barnsley with a clearly defined plan setting out what co-production is and how we want to work together. The aim is to have this in place by October 2023</p> <p>We have seen progress in key actions within the Written Statement of Action (WSOA) and these have been rated green and we are gathering evidence to demonstrate the impact</p>	

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			<p>this action is having on the lived experience and outcomes for children.</p> <p>The rate of children identified as being at SEN support has increased. The SEND improvement team are now in place following the council's investment. This team will be undertaking whole school SEND audits and driving the early identification of need, alongside schools, early years, and other professionals in SEND.</p> <p>The DfE has continued to monitor activity and progress against the actions in the WSOA and have continued to report progress being made in other areas and acknowledging why progress has stalled in others.</p> <p>A new inspection framework for SEND was published in January 2023, along with a revised SEND and AP strategy setting out the clear direction and ambition for children 0-25 with SEND. The last monitoring visit by the DfE will be in October 2023. Barnsley will be inspected under the new framework as well as having a specific focus on the two areas of the WSOA.</p> <p>The impact measures continue to focus on the lived experience of children, young people, and their families, and how we demonstrate improvement since 2021. We are taking the opportunity to refresh our Self Evaluation</p>	

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			<p>Framework, making sure it has been co-produced with children, young people and families as well as all key stakeholders in Barnsley. The SEND strategy was launched in December 2022, and a revised improvement plan is being developed to reflect the priorities and the requirements of the SEND and AP plan.</p>	

**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	Migration to and implementation of Success Factors remains work in progress. Colleagues in HR, Finance, IT and Business Intelligence are working together on this project to ensure a successful implementation in March 2024, as agreed with SMT.  We will continue to use POD for learning and development and online delivery and recording until the successful migration to Success Factors.	March 2024
<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	PDR processes will be reviewed in line with the relevant performance module in Success Factors – as part of Phase 2 Implementation.	Late 2024
<b>Risk Management - Governance Improvement (2019/20)</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 have been pursued with Business Intelligence and IT colleagues and some minor improvements have been made. Guidance documentation has been updated to reflect the changes and work is underway to develop a POD training course.	September 2023

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<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. Work is underway to develop a Domains Lead Assurance Framework and the Board will be reviewing the AGR process and timescales for next year.	December 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	A further six e-learning courses are being developed (these relate to procurement fraud awareness, confidential reporting/whistleblowing and direct payments fraud awareness). The four procurement modules have been finalised and are currently with the Learning and Development Team for uploading to POD. The confidential reporting module is in the process of final review and the direct payment module is currently being drafted.	October 2023
<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 outlined above).	Late 2024
<b>Procurement and Contract Management –</b>	Through a strategic service review (over 18-24 months), explore	SD Finance / Head of Strategic Commissioning,	The Procurement and Contract Management Service Review forms part of the first tranche of the Council wide transformational activity referred	April 2024

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<b>Efficiency Improvement (2021/22)</b>	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)	Contracts and Procurement	to as Phase 1a. As part of this activity the service has had an in-depth review undertaken by a third-party consultant - their final report was received in 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 as a result the Contract Management Team is progressing the development of a contract management toolkit to be rolled out in Q3 of 2023/24, with additional training for stakeholders across the Council.	
<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	<p>The Policy and Declaration Form went live on 10<sup>th</sup> March 2023. The initial deadline for form submissions was 7<sup>th</sup> April 2023, with a visibility of completion available on the POD PDR Dashboard.</p> <p>A Dashboard for SD's/HoS to be able to access responses went live on 1<sup>st</sup> June 2023. Managers are now able to review the risks, implement appropriate controls, and save these to the electronic personnel files on SharePoint. The BI team will create a solution for HoS to record appropriate safeguarding controls and for these actions to be reported on a dashboard.</p> <p>Current Council compliance rate – 83% with ongoing promotion of the system</p>	31 <sup>st</sup> December 2023

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			Full implementation date revised to enable further BI solutions to the system and to increase the completion/compliance rates.	
<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 of mandatory training was undertaken, and a revised proposition was approved by the People Board in July 2023.  HR and OD are developing an associated communications plan to launch to all employees over the summer and linked to the induction programme.	September 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