

Issue	Action	Responsible officer	Progress Sept – Dec Q3	Progress Jan – March Q4	Date achieved by
1. Member/Officer protocol – concerns raised that Members and Officers are not aware of the protocol	<p>Ensure reference to the protocol during inductions</p> <p>Refresher sessions together with Code of Conduct training for members to take place post July</p> <p>Actions taken to ensure that all officers are aware of the protocol</p>	AD Law and Governance	<p>Training for Members on the Code of Conduct has taken place, including reference to the protocol.</p> <p>Training on Member Officer protocol is included for officers in induction sessions.</p>	Training has been provided for members and officers as discussed in quarter 3, however having noted the Committee's comments at the last meeting these actions have been rolled into the new action plan (action 21 and in respect of training action 11)	August/September 2012
2. Changes to the Standards Regime made by the Localism Act 2011 require the Authority to consider the discharge of its duty to promote and maintain high standards of conduct	Code of Conduct and arrangements for the determination of allegations in respect of that Code agreed by Council and put into place.	AD Law and Governance	<p>Independent Persons are in place and dispensations have been granted for four years.</p> <p>First meeting to determine complaints took place 18 December 2012.</p>	As above, action 12.	July 2012

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<p>3. Overview and Scrutiny survey identified some concerns with respect to the effectiveness of the scrutiny function.</p>	<p>The new structure has been put into place and should continue to be reviewed throughout the year in respect of its effectiveness.</p>	<p>AD Democratic Services</p>	<p>A full programme of 4 meetings for each of the 7 select committees will be held this year. In addition, 8 review groups have been appointed dealing with issues such as play areas, housing allocations and mental health. The annual O & S survey will take place in January so that it can feed into the annual Report, and will demonstrate the effectiveness or otherwise of O & S this year.</p>	<p>The O & S survey was conducted in January 2013, with a much a higher response rate and the findings reported to the Council as part of the O&S Annual report in March. A report on lessons to be learnt will be submitted to an early meeting of the O&S Mgt Committee.</p> <p>A priority setting meeting was held on 30 April 2013 to set the priorities for the next year.</p> <p>This action is recommended for closure.</p>	<p>Ongoing</p>
	<p>The effectiveness of scrutiny generally should continue to be reviewed and appropriate systems put in place in light of changing needs.</p>	<p>AD Democratic Services</p>	<p>As above</p>	<p>As above</p>	<p>Ongoing</p>

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4. Greater support required for ward members in their roles, and generally in respect of Member development	Development of member role profiles and Personal Development Plans during 2012/13	AD Democratic Services	Member role profiles are in the final stages of drafting and an example has been considered by the Group Training Champions. Several training and development events have taken place during the autumn, usually with good attendance and positive feedback	<p>16 Personal Development Plans have been developed for the Members elected in May 2012. These are being used to identify the greatest training and development needs and training is being arranged accordingly.</p> <p>There are some ongoing needs identified in this area and these have been carried forward into the 2012/13 Annual Governance Statement Action Plan – actions 13, 14 and 15.</p>	30 September 2012

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<p>5. The Localism Act has introduced new possible governance models for local authorities.</p>	<p>In light of the changes to governance models made by the Localism Act 2011, a briefing session for members to be held by INLOGOV to inform Members of the different governance models available to local authorities and allow discussion as to appropriate models for Milton Keynes Council.</p>	<p>AD Democratic Services</p>	<p>The seminar on 1 November was attended by 17 Members of the Council, and was well received, although some Members had expected clearer advice on how the new arrangements might work in NOC councils. The matter is being considered by political groups and was the subject of extensive discussion at a recent Group Leaders' Meeting</p>	<p>Discussions at Group Leader level are continuing. An action has been drafted in the Action Plan 2012/13 to reflect this outcome continuing – action 5.</p>	<p>October 2012</p>

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6. A Corporate Peer Review was undertaken by the Local Government Association, which identified some potential governance weaknesses	Action Plan to be made available by September	Director of Strategy	High level action plan agreed at CLT on 16 th August and has been published.	Complete	September 2012
	Monitoring of progress of the action plan through CLT	Director of Strategy	Action plan to be monitored on quarterly basis through CLT.	The action plan continues to be monitored on a quarterly basis through the Director of Strategy, and is published on the website. All actions have now been complete or are captured within existing projects. The only outstanding action in respect of the Peer Review is with regard to member/officer working relations, which is reflected at action 21 in the 2012/13 Annual Governance Statement Action Plan.	Ongoing

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<p>7. The Authority is currently undertaking a programme of Organisational Change, which may impact on governance processes in the Authority</p> <p>It has been identified that there is a need to raise awareness and understanding of the OTP among both Members and staff</p>	<p>OTP programme is in place, and to ensure that any governance issues are addressed, regular updates are to be supplied to the Cabinet and Scrutiny to allow consideration of governance and proper process.</p>	<p>Corporate Director for Children and Families</p>	<p>Further reports on OTP approved by Cabinet in October, and Corporate Affairs in November. Process to continue for Q4.</p>	<p>OTP progress reports were provided to Jan and April Cabinet meetings. Corporate Affairs and Performance Committee received in depth presentations from Strand 1 (Public Access) in Feb and Strand 6 (New & Alternative Sources of Funding) in April. Both meetings also received an overview of OTP progress.</p>	<p>Ongoing</p>
	<p>Regular, refreshed communications to staff and Members</p>	<p>Corporate Director for Children and Families</p>	<p>Update on OTP circulated to all staff and members in November.</p>	<p>OTP Spring 13 update circulated to all Staff and to Members (via Members Weekly News) in May.</p>	<p>Ongoing 2012/13</p>
<p>8. During an Internal Audit, declarations of pecuniary interests by officers were found to be inconsistent</p>	<p>Note to go out with all payslips to inform employees of their duties in respect of declarations and to ensure that declarations are being made consistently across the Authority</p>	<p>Head of Internal Audit</p>	<p>Note sent out in all payslips and has also been published in the Tuesday Bulletin.</p> <p>Completed</p>	<p>Note sent out in all payslips and has also been published in the Tuesday Bulletin.</p> <p>Due to concerns raised by the Committee about the ongoing effectiveness of this action and to ensure appropriate assurances are obtained this has been rolled forward into the action for 2012-13 – action 17</p>	<p>September 2012</p>

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<p>9. Ongoing focus on the implementation of the Workforce Strategy is required</p>	<p>Monitoring of progress through CLT and an annual report to Cabinet</p>	<p>AD Human Resources Strategy</p>	<p>Overall progress reported to Cabinet 28 November 2012. Of specific note:</p> <p>New attendance, discipline and capability policies all having positive impact on concluding long term cases.</p> <p>Manager and Employee Self Service – ESS/MSS – pilot programme delivered, testing and sign-off achieved. Phase 1 implemented.</p> <p>First cohort completed new management development programme; very positive feedback; second cohort commencing Feb 2013.</p>	<p>Increased focus on improving the health and wellbeing of employees across the council; raising the profile and importance of effective absence management practice; target of 20% reduction in levels of sickness absence agreed for 2013/14.</p> <p>Employee and Manager Self Service implemented. MKSP included from point of TUPE transfer; all Service Groups now live with small number of exceptions agreed for go-live later this year. Benefits realisation review due in September 2013.</p> <p>New Management Development programmes embedded and endorsed by Institute of Leadership and Management. Benefits include consistent approach to skills development across key areas of focus, such as</p>	<p>Ongoing as per project plan milestones</p>

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			<ul style="list-style-type: none"> Workforce change elements/TUPE transfer of Mouchel staff to the Milton Keynes Service Partnership scoped and supported. 	<p>performance management, appraisal, target setting, and attendance management.</p> <p>Discussion ongoing to progress the complex and iterative process of developing and negotiating a new fit for purpose, sustainable, fair and equitable pay and reward structure and changes to staff terms and conditions that are comparable to the market.</p>	

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<p>10. Concerns raised by the Audit Committee on the basis of internal and external audit reports into the Bridge Management Service and the handling of the Secklow Gate Bridge Incident, focusing on the safety of bridges and on the effectiveness of the Council's arrangements for incident management, contract management and governance</p>	<p>An action plan addressing these issues has been put into place and is currently being monitored through the portfolio office.</p> <p>Regular updates on the action plan to be reported to Audit Committee/Cabinet during 2012/13</p>	<p>Corporate Director for Resources/CLT</p>	<p>The final report will go January Audit Committee. There are a few outstanding actions but these are progressing, and will be further updated verbally at the 15 January meeting</p>	<p>Closed Jan 2013</p>	<p>Dates as set out in action plan.</p> <p>Ongoing updates to be agreed</p>
	<p>Internal Audit to undertake a follow up to the audit findings in September 2012</p>	<p>Head of Internal Audit</p>	<p>Follow up completed. A further follow up will be undertaken in September 2013.</p>	<p>This has been completed and no substantial outstanding issues were found. Closed Jan 2013</p>	<p>September 2012</p>
<p>11. Procurement process have been altered and updated during 2011/2012 and require further embedding in 2012/13</p>	<p>The procurement processes have been significantly altered in the last year and ongoing review of its effectiveness should continue</p>	<p>AD Audit and Risk Management</p>	<p>New processes operating. A further review of Contract Procedure Rules is underway</p>	<p>New processes operating. CPR's scheduled for July Council Action 18, 2012/13 Annual Governance Statement Action Plan.</p>	<p>Ongoing</p>

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12. The Audit Committee has raised concerns in respect of the effectiveness of the whistle blowing policy	Audit Committee to be informed on a regular basis of an overview of customer surveys on conclusion of whistle blowing investigations.	Head of Internal Audit	Internal Audit undertook a survey as part of the Whistle blowing Audit and a summary of responses was provided within the report. Surveys are undertaken after each Whistleblowing investigation and a summary of responses will be provided in the annual report to Audit Committee.	Completed Responses will be included in annual report to Audit Committee June 2013	December 2012
	Audit Committee to continue to review the whistle blowing policy and its effectiveness to ensure that it is fit for purpose. Items to be placed on Audit Committee agenda	Head of Internal Audit	This was presented to the November Audit Committee who requested a few amendments before. The Whistle blowing policy is to be presented to Cabinet early in 2013.		Ongoing

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<p>13. Concerns have been raised that IT systems and supporting policies may not be fit for purpose in respect of Member use</p>	<p>A review of Member access and IT issues is currently being undertaken and communications are to be issued clarifying Member use of IT.</p>	<p>AD IT and e-Government AD Democratic Services</p>	<p>A revised approach to IT for Members has been discussed with group leaders, and will now be taken forward by the AD (Public Access)</p>	<p>The supply and support of ICT for Members will also be considered by the Independent Remuneration Panel later this year. An action has been drafted in the 2012/13 action plan to reflect the ongoing nature of this work – action 19.</p>	<p>January 2013</p>
<p>14. The need to make adequate preparations in terms of structures and capacity for the Council to take on responsibility for the effective management of the HCA assets, development control in the expansion areas and the operation of the MK Tariff, and to ensure that the opportunity is taken to strengthen the Council's overall approach - as set out in the Scrutiny Panel report, "Putting the Magic back into Milton Keynes"</p>	<p>Governance arrangements be established and the transfer undertaken by way of a programme board to oversee the transfer of the assets and functions to the council and identify proposals for future arrangements in advance of the transfers taking place, including establishing a Development Company for Milton Keynes.</p>	<p>Chief Executive</p>	<p>Heads of Terms agreed between HCA, DCLG and MKC on all aspects of the transfer. SI laid before Parliament to come into effect on 14.01.13. MKC has set up an LLP, with role and functions set out in a Members' Agreement, and appointed an independent Chair. Recruitment of Board Members and CX under way.</p>	<p>Transfer of HCA assets (to MKDP) responsibility for the Tariff and Development Control in the expansion areas all took effect smoothly (along with transfer of relevant staff) on 14 January 2013. Some consequential adjustments made to staffing and policy responsibilities, with Strategic Finance now leading on the co-ordination of strategic infrastructure (reflecting the impact of MKC now having responsibility for the MK Tariff).</p>	<p>Cabinet to consider Heads of Terms to the transfer (June 2012) Cabinet to consider detailed proposals for future governance arrangements (October 2012) Target for transfer (December 2012)</p>

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	The board advises Cabinet on decisions and is guided at all times by the cross-party Cabinet Advisory Group and is informed by the recommendations of the Scrutiny Panel's report "Putting the magic back into MK."		Planned changes to Planning & Property Services take effect in January, wider management changes planned.	Planning & Strategic Transport now positioned to support an holistic approach to major strategic planning issues and Development Management.	
15. One Independent Member of the Audit Committee has resigned and the other has indicated an intention to resign at a point appropriate for the Committee	Recruitment process for independent members to be carried out and an appropriate selection process to be arranged	AD Democratic Services	Complete. New independent members of the Audit Committee have been appointed and will attend their first meeting on 15 January	Closed	September 2012