

APPENDIX C

Issues identified in AGS	Progress to date
Developing and implementing the Partnership framework	<p>A health check approved Evaluation of strategic partnerships completed. and a revised procedure established.</p> <p>A database of all HDC partnerships being developed</p>
Budget monitoring processes	<p>Processes have been refined and a formal risk assessment will be completed before the end of March 2008 to identify future priorities for further improvement.</p> <p>Service Managers are taking a closer interest in their budgets leading to variances being identified earlier in the year.</p>
Reporting on planned savings and efficiency gains	<p>Planned savings are deducted from relevant budgets so that monitoring is mainstreamed into budget monitoring. The efficiency savings target by March 2008 is £1.54M, by the end of 2006/07 £1.45M had been achieved, and the remaining £86k will be identified by the end of the year</p>
Monitoring compliance with constitution	<p>Inclusion of explanatory information in employee induction. Introduction of report checklist for committee reports which requires authors to certify compliance with constitution. Attendance at Divisional team meetings to highlight constitutional requirements. Programme of regular updates in Team News to be implemented</p>
Ensuring capacity is in place to enable sustained service improvement while managing major projects	<p>Corporate training programme (CTP) in place, supplemented by specific professional/management training identified from annual performance development reviews. Successful MTP bid will increase the CTP from 2008/09 to cater for the new skills that will be required. Where appropriate additional resources have been available to support capacity while implementing new rules, for example, The Head of Technical Services has relinquished his Divisional responsibilities and now focuses on the project management of the new accommodation and strategic facilities. A new role of Head of Environmental Management has been created which assumes the divisional management responsibilities of the former Head of Technical Services and provides the corporate lead on environmental programme</p>
Developing consultation and engagement with local	<ul style="list-style-type: none"> ○ Consultation and Engagement strategy developed and adopted by Cabinet in Feb 08

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communities	<ul style="list-style-type: none"> ○ Annual consultation exercise with local residents to be undertaken in March 2008
Improving the overall Assurance opinion on the System of Internal Control	%age of audit actions introduced on time has not substantially increased No change expected to the Audit & Risk Managers assurance opinion – limited assurance.
Put in place effective arrangements to identify and deal with failure in service delivery	The corporate complaints system will be reviewed during 2008/09.
Develop protocols to ensure that the leader and chief executive (or equivalent) negotiate their respective roles early in the relationship and that a shared understanding of roles and objectives is maintained	Ongoing