

**CORPORATE GOVERNANCE PANEL PROGRESS REPORT**

<b>Panel Date</b>	<b>Decision</b>	<b>Response</b>	<b>Date for Action</b>	<b>Officer Responsible</b>
<b>25/09/12</b>	<p><b><u>Annual report on the Freedom of Information Act, Environmental Information Regulations and Data Protection Act</u></b></p> <p>Agreed that the previous year's statistics on the number of requests received by the Council under the Freedom of Information Act be included in future reports for comparative purposes.</p>		September 2013	Heads of IMD, Legal and Democratic Services
<b>25/09/12</b>	<p><b><u>2010/11 Accounts</u></b></p> <p>The corporate guide to managing projects be reviewed and approved by Chief Officers Management Team and subsequently forwarded on to Managers for their perusal.</p>	A Working Group is being established to undertake this. Timescale will be clarified once they have met.		Assistant Director Finance and Resources
<b>12/12/12</b>	<p><b><u>Corporate Business Continuity Planning</u></b></p> <p>Service Manager, IMD to identify site which would accommodate council services in the event of major incident at Pathfinder House. Details to be included in the 2013 Annual Report to Panel.</p>		December 2013 – Annual Report	Service Manager, IMD
<b>12/12/12</b>	<p><b><u>Fraud Investigation</u></b></p> <ul style="list-style-type: none"> <li>• Identification of fraud in non welfare work and proposals for the fraud service from April 2015 onwards.</li> <li>• To retain the Fraud Working Group</li> </ul>	<p>Fraud Team Business Plan for 2013/2014 outlines areas for non-welfare fraud consideration (including the Cambridgeshire Fraud Hub). Provisional dates included in the 2013/14 municipal calendar to enable the Working Group to meet quarterly.</p>	<p>September 2014</p> <p>Ongoing</p>	<p>Head of Customer Services</p> <p>Head of Customer Services</p>

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<b>12/12/12</b>	<p><b><u>Providing assurance for the Governance Statement</u></b></p> <p>Draft Annual Governance Statement to May/June Panel Meeting</p>	<p>Informal meeting of CGP 1 July 2013 discussed evidence supporting Code of Corporate Governance. Panel subsequently agreed the significant issues to be included in AGS. Informal Panel meeting on 19 July reviewed and suggested amendments to draft AGS.</p>	<p>July 2013</p>	<p>Internal Audit Manager</p>
<b>26/3/13</b>	<p><b><u>Grant Certification</u></b></p> <p>The Assistant Director Finance and Resources to write to the Department of Communities &amp; Local Government, the Department of Works &amp; Pensions and the Audit Commission over the cost of auditing benefit claims and requesting the criteria for taking a second sample be adjusted to require this if the errors are significant.</p>	<p>Letter to be sent</p>	<p>June 2013</p>	<p>Assistant Director Finance &amp; Resources</p>
<b>22/5/13</b>	<p><b><u>Review of the effectiveness of Overview and Scrutiny Panels</u></b></p> <p>Request to the Deputy Executive Leader to update the Panel on the progress made with the pilot Local Joint Committee.</p> <p>Outcome of effectiveness review to be taken into account when considering the annual governance</p>	<p>Email sent to Councillor Guyatt on 24<sup>th</sup> May 2013.</p>	<p>July 2013</p> <p>September 2013</p>	<p>Senior Democratic Services Officer</p> <p>Internal Audit Manager</p>

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	<p>statement.</p> <p>Effectiveness reviews to be continued with the Licensing and Protection Panel/ Licensing Committee being reviewed next.</p>		May 2014	Internal Audit Manager
24/7/13	<p><b><u>Filming and Recording at Council Meetings</u></b></p> <p>Annex of report to Council to be amended to remove reference to halting filming after a defamatory statement has been made.</p> <p>Head of Legal and Democratic Services to investigate the possibilities and cost of streaming Council meetings live on the internet.</p> <p>Agenda front pages to be amended to reflect the guidelines for filming, recording and taking of photographs at meetings.</p>	<p>Annex amended and report forwarded to Council for approval.</p> <p>Initial enquiries with other authorities revealed a cost for streaming ranging from £13k to £25k p.a plus manpower. The County Council previously streamed their Council meetings at a cost of £30k p.a but no longer do so. Cambridgeshire City are currently looking into the subject and are holding discussions with Public-i, a provider of net services, with a view to having a presentation on social media to which the Chairman and Vice Chairman of CGP will be invited.</p> <p>All agenda front pages have been amended.</p>	September 2013	<p>Senior Democratic Services Officer</p> <p>Head of Legal and Democratic Services</p> <p>Senior Democratic Services Officer</p>

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24/7/13	<p><b><u>Complaints Feedback Annual Report</u></b></p> <p>Requested clarification over the recording of complaints to individual services given that Customer Services had experienced nine complaints in 2010/11 but none in the other three years referred to in the report.</p>	<p>Of the nine complaints:</p> <ul style="list-style-type: none"> <li>• Four related to the actions of an employee; that is, their conduct. Two of these were not upheld; there was one staff instruction and the other member of staff was serving notice to leave the Council anyway.</li> <li>• Two were about difficulties getting post to the Council. This was at the time the Council moved into the new Pathfinder House and members of the public were still getting used to our new ways of working e.g. an individual posted benefits forms through the post box at Centurion House despite our signs about what to do with post.</li> <li>• Two related to more than one activity area so they were classed at the higher level covered by the Head of Service.</li> <li>• One was about the way enforcement had been taken against a Benefits claimant. As the complaint was not about the Benefits Service itself, it was attributed to Customer Services</li> </ul>	September 2013	Scrutiny and Review Manager

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		<p>generally.</p> <p>Apart from those that were the result of the new HQ building, the above complaints could have been attributed to Benefits or Council Tax. Classification is done by service departments and it looks as though the practice has changed and this is what has been done in the two subsequent years.</p>		
<b>24/7/13</b>	<p><b><u>Preparing the Annual Governance Statement</u></b></p> <p>Identified 5 governance issues for inclusion in the Annual Governance Statement as being significant.</p> <p>Draft statement to be presented to an informal meeting of Panel.</p> <p>Approved the use of the word good instead of excellent in the supporting principle to the Code of Corporate Governance.</p>	<p>Informal Panel meeting on 19<sup>th</sup> July reviewed and suggested amendments to draft AGS. AGS report on the agenda.</p> <p>To be approved at 25<sup>th</sup> September Council meeting.</p>	September 2013	<p>Assistant Director Finance and Resources</p> <p>Senior Democratic Services Officer</p>
<b>24/7/13</b>	<p><b><u>Review of RIPA Policies</u></b></p> <p>New RIPA Communications Data Policy and Procedure to be approved by the Council</p>	<p>Recommendation to be submitted to meeting of Council scheduled for 25<sup>th</sup> September 2013.</p>		Senior Democratic Services Officer
<b>24/7/13</b>	<p><b><u>Internal Audit Service Annual Report</u></b></p> <p>Requested regular updates from Chief Officers</p>	<p>COMT to provide information to Panel</p>		Internal Audit Manager/

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	<p>Management Team on procurement practices.</p> <p>Chief Officers Management Team to be advised of the Panel's concerns in respect of the implementation of agreed audit actions and the lack of compliance with Code of Procurement.</p> <p>The opinion of the Internal Audit Manager on the overall adequacy and effectiveness of the Council's internal control and governance processes to be taken into account when considering the Corporate Governance Statement.</p>	<p>on a quarterly basis, commencing November 2013.</p> <p>Discussed at COMT, 2 August 2013. COMT to propose changes to Codes of Conduct and Procurement. Agree internal audit actions – new target, 100% to be introduced on time.</p> <p>Done</p>	27 November 2013	Assistant Director Finance and Resources
<b>24/7/13</b>	<p><b><u>Appointment of Professional Advisors</u></b></p> <p>Any amendments to the Employees' Code of Conduct and Code of Procurement to be submitted to the Panel</p>	Report on actions agreed elsewhere on the agenda		Internal Audit Manager