






EAST RENFREWSHIRE COUNCIL

**Update on CODE OF CORPORATE GOVERNANCE
2017/18 Improvement Actions**

In August 2017 East Renfrewshire Council’s Audit and Scrutiny Committee approved the local Code of Corporate Governance 2017/18. The code is a Council statement of the structures and working arrangements in place for internal policy-making; community leadership; partnership working and accountability mechanisms that are in place. As well as self-assessing our local code’s compliance against the national prescribed scoring, the statement also included a number of improvement actions to be carried out in 2017/18. A progress update on the improvement actions is listed below. For more information contact the Policy and Improvement Team: Tel: 0141 577 3075.

Principle A			
Behaving with integrity, demonstrating strong commitment to ethical values, and respecting the rule of law			
Supporting Principle	Requirement	Further Action Required	
1. Behaving with integrity	1.4 Demonstrating, communicating and embedding the standard operating principles or values through appropriate policies and processes which are reviewed on a regular basis to ensure that they are operating effectively	Gain staff feedback to assess employee awareness and understanding of our five values and wider Vision for the Future	<p>✔ COMPLETE A values survey has been developed and the decision has been made that this should not be issued until work has started on values discussion across the council. This work is being reviewed to determine next steps.</p>
Principle B			
Ensuring openness and comprehensive stakeholder engagement			
Supporting Principle	Requirement	Further Action Required	
1. Openness	1.1 Ensuring an open culture through demonstrating, documenting and communicating the organisation’s commitment to openness	Transfer of social customer service activity to Customer First by August 2017. Establish new digital customer experience team to take experience of our customers across all digital platforms to the next level by May 2018. Implement and embed new website subscription tool across council (this forms part of the Digital Customer Experience plan and is scheduled for delivery in January 2019).	<p>✔ COMPLETE Social customer service activity now sits under Customer First.</p> <p>✔ COMPLETE The Digital Customer Experience Manager and Digital Content Officer have been recruited to support development of the Digital Customer Experience plan scheduled for January 2019.</p> <p>⚠ NOT COMPLETE</p>

			Work on implementation of the new website subscription tool has been delayed beyond March 2019.
Supporting Principle	Requirement	Further Action Required	
2. Engaging comprehensively with institutional stakeholders	2.2 Developing formal and informal partnerships to allow for resources to be used more efficiently and outcomes achieved more effectively	Develop a Local Outcome Improvement Plan by October 2017	 COMPLETE The Local Outcome Improvement Plan - Fairer East Ren setting out how outcomes will be improved and inequalities will be reduced is now in place.
Principle C			
Defining outcomes in terms of sustainable economic, social and environmental benefits			
Supporting Principle	Requirement	Further Action Required	
1. Defining outcomes	1.5 Managing service users' expectations effectively with regard to determining priorities and making the best use of the resources available	Develop an approach to participatory budgeting by March 2018	 COMPLETE Two participatory budgeting pilot projects were completed over the year to March 2018. A report to Cabinet in April 2018 outlines the learning points from these exercises as well as setting out next steps in the development and embedding of the process.
Principle E			
Developing the entity's capacity, including the capability of its leadership and the individuals within it			
Supporting Principle	Requirement	Further Action Required	
1. Developing the entity's capacity	1.1 Reviewing operations, performance and use of assets on a regular basis to ensure their continuing effectiveness	Review and submit to Cabinet for approval updated Asset Management Plans, commencing 2017/18 with completion by June 2018	 COMPLETE Asset Management Plans are substantially complete and due for final cabinet approval in June 2018 as scheduled.
Supporting Principle	Requirement	Further Action Required	
1. Developing the entity's capacity	1.4 Developing and maintaining an effective workforce plan to enhance the strategic allocation of resources	Alignment of the financial plan with the workforce plan to better predict potential changes to workforce shape and size with completion by May 2018	 COMPLETE The financial plan and workforce plans are aligned and will be included in the 3 year workforce plan submitted to CMT in May 2018.

Principle F			
Managing risks and performance through robust internal control and strong public financial management			
Supporting Principle	Requirement	Further Action Required	
5. Strong public financial management	5.2 Ensuring well-developed financial management is integrated at all levels of planning and control, including management of financial risks and controls	Implement audit actions relating to invoice processing	 COMPLETE Key audit actions substantially complete. Other related actions not scheduled for completion until later in 2018/19.