EAST RENFREWSHIRE COUNCIL

Update on CODE OF CORPORATE GOVERNANCE

2021/22 Improvement Actions

In June 2022 East Renfrewshire Council's Audit and Scrutiny Committee will meet to approve the local Code of Corporate Governance 2022/23. 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. As well as self-assessing our local code's compliance against the national prescribed scoring, the statement also includes a number of improvement actions to be carried out as part of the 2021/22 code. A progress update on the improvement actions is listed below. For more information contact the Strategic Services Team at Listening@eastrenfrewshire.gov.uk

Principle A: Behaving with integrity, demonstrating strong commitment to ethical values, and respecting the rule of law				
Sub Principle	Requirement	Evaluation of Requirement Against Code (1– not; 2– partial; 3–fully)	Further Action Required	Action completed/ deferred
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	3	Marketing campaign to raise awareness about the new complaints handling procedure and processes. Delivery of training programme to support efficient complaints handling via the new customer experience management system (GOSS).	**Completed** A marketing campaign, including updates on the Complaints Hub on the intranet and briefings for elected managers and managers, was carried out in March 2021. A comprehensive training programme for staff was rolled out across the Council in June 2021. The programme covered the train the trainer sessions, updated training materials, including short videos and refreshed guidance on the intranet.

Principle B: Ensuring openness and comprehensive stakeholder engagement				
Sub Principle	**Requirement**	**Evaluation of Requirement Against Code** (1 – not; 2 – partial; 3 – fully)	**Further Action Required**	**Action completed/ deferred**
1. Openness	1.3 Providing clear reasoning and evidence for decisions in both public records and explanations to stakeholders and being explicit about the criteria, rationale and considerations used. In due course, ensuring that the impact and consequences of those decisions are clear	3	Implement new Equality & Fairness Impact Assessment process and create a central repository of all completed Impact Assessments on council webpage.	**Ongoing** We have developed a new Equality, Fairness and Rights Impact Assessment (EFRIA) and associated training materials. We are in the process of creating a central repository of completed EFRIAs which should be live by December 2022.
Principle C: Defining outcomes in terms of sustainable economic, social, and environmental benefits				
Sub Principle	**Requirement**	**Evaluation of Requirement Against Code** (1 – not; 2 – partial; 3 – fully)	**Further Action Required**	**Action completed/ deferred**
1. Defining outcomes	1.5 Managing service users' expectations effectively with regard to determining priorities and making the best use of the resources available	3	Action deferred due to the COVID 19 pandemic. Community Choices participatory budgeting process/events have been delayed due to current restrictions.	**Completed** Support and partnership working continues but due to the election period events across Barrhead, Neilston and Thornliebank have been postponed to June 2022. ER supported a youth led event in March 2022 with youth groups/organisations accessing small grants to a total value of £5000. To support our mainstreaming PB approach the Council and Linking Communities co-delivered a series of

				workshops in June 2021 to council officers to raise awareness and understanding of mainstream PB processes, and departments are now shaping a number of proposals.
2. **Sustainable economic, social and environmental benefits**	2.3 Determining the wider public interest associated with balancing conflicting interests between achieving the various economic, social and environmental benefits, through consultation where possible, in order to ensure appropriate trade-offs	3	Climate change views sought by Citizens' Panel in January 2021. Climate Change Strategy and Action Plan under development.	**Ongoing** The Council voted to declare a Climate Emergency in October 2021. A required outcome is that the Council establish a Climate Community Partnership as a forum for engaging local communities and businesses on climate change plans and action. Foundational preparations have been made for this, and the partnership will be launched after the local elections in Mid-2022. Climate Change Strategy and Action Plan (to be known as Get to Zero Action Plan) still in development. Going through a required Strategic Environmental Assessment over summer, and out to public consultation in autumn 2022. It is anticipated that the final document will be published by the end of the year.

Principle E: Developing the entity's capacity, including the capability of its leadership and the individuals within it				
Sub Principle	**Requirement**	**Evaluation of Requirement Against Code** (1 – not; 2 – partial; 3 – fully)	**Further Action Required**	**Action completed/ deferred**
1. **Developing the entity's capacity**	1.3 Developing and maintaining an effective workforce plan to enhance the strategic allocation of resources	3	Review and update workforce plan.	**Completed** Updated Council Workforce Plan submitted to Corporate Management Team on 25 May 2021.
Principle F: Managing risks and performance through robust internal control and strong public financial management				
Sub Principle	**Requirement**	**Evaluation of Requirement Against Code** (1 – not; 2 – partial; 3 – fully)	**Further Action Required**	**Action completed/ deferred**
4. **Managing data**	4.2 Ensuring effective arrangements are in place and operating effectively when sharing data with other bodies	2	Roll out the replacement Information Asset Register (IAR) application, with a focus on: identifying IAR users across departments; reviewing and building on Third Party sharing guidance (includes data processing agreements & information sharing protocols) for IAR users; and supporting users to populate the register	**Ongoing** The Information Asset Register (IAR) application built, deployed and populated with core corporate information; a new cross departmental group is being established to review, prioritise and update data held locally by departments. This will established by August 2022.

			with Asset details, relevant sharing documentation and review dates.	