

Colchester Borough Council
Annual Governance Statement – Action Plan for 2019/20
Interim Review December 2019

No.	Issue	Action	Due Date	Responsible Officer	Position Update
1.	<p>Data Protection</p> <p>During the governance review it was noted that, whilst there were no reportable data breaches during the year, there still needs to be some strengthening of the controls around the protection of data and use of personal information, including respecting individuals' rights and access arrangements.</p>	<p>Compile a complete register of Information Assets and Data Flows.</p> <p>Develop and deliver refresher data protection training to the whole organisation.</p> <p>Apply retention policy to all information assets, including corporate email.</p> <p>Introduce standard supplier controls covering contract clauses and procurement processes to manage information governance activities.</p> <p>Implement processes for managing privacy impact assessments which is compliant with GDPR requirements.</p> <p>Implement security measures as agreed by SMT.</p> <p>Conduct data protection audits at remote sites, e.g. leisure world, shrub end, museums etc.</p>	31/03/20	Information Services Manager	<p>A review of all information assets has been launched using the Flowz system – all information assets are to be updated by end of January 2020. This will be followed by an analysis of external data flows.</p> <p>The e-learning content has been updated, however waiting for approval of the breach process and policies so these can be included – this may delay the launch till January 2020.</p> <p>A retention project has commenced to review inclusion of automatic retention in any new systems. We are currently running a test on O365 to formulate a plan of action for corporate emails.</p> <p>Standard contractual clauses are in place for new contracts. Need to obtain assurances from suppliers that they are GDPR compliant – a list of critical suppliers needs to be drawn up.</p> <p>Privacy impact assessments are embedded for new projects – PowerApps form to be built to automate completion – needs to be scheduled into the workplan.</p> <p>Implementation of security measures are being scheduled into the workplan.</p> <p>A checklist for audits is being drawn up and a visit to the Town Hall is arranged for 16/12/19.</p>

2.	<p>Project Management</p> <p>Whilst the project management processes have continued to be embedded and a robust framework exists, which is beginning to demonstrate good management during the project initiation and implementation phases, there is still some improvement required to the post implementation stage. It should be ensured that there is a robust post-implementation review process that includes an honest assessment of what worked well and what didn't, monitoring and reporting of delivery against performance indicators, and knowledge sharing for future projects.</p>	<p>Cabinet agreed in January 2019 to review governance processes and programme reporting for all CBC transformation activity to provide greater oversight, strengthen programme management (pre- and post-implementation) and coordinate resources across Policy and Corporate and other services. A new Corporate Programmes and Projects SharePoint site, SMT governance and training will be established.</p>	30/09/19	Strategic People & Performance Manager	<p>Agreement by Leadership Team in June to new governance for project management with a new Programme Delivery Board (SMT) established to oversee all activity and provide delivery assurance, supported by the Programme Delivery Group (GMT managers), both of which meet monthly to review performance and tackle risks and issues to ensure delivery. Fully integrated Programme Management System developed using Power BI and Sharepoint with extensive training being delivered across the organisation.</p>
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3.	Long Term Decision Making Senior officers, and Members, recognised that the closeness of the political balance during the year had had an impact on longer term decision making, with the focus being on more reactive and shorter-term goals. This has caused some constraints on resources and officer ability to respond.	Working relationships between SMT and Cabinet members continue to be strengthened through informal meetings, member training, awareness raising and Portfolio briefings on key internal and external factors, demographics, legislation, policy development and trends affecting the Council. Refresher training on Members' code of conduct to be provided to all Members. Officers are supporting the administration to ensure political priorities are aligned with the three year Strategic Plan and MTFF issues.	31/03/20	Chief Operating Officer	As part of the budget strategy process for 20/21 and the MTFF, New Strategic Priorities (NSPs) have been developed through engagement with Cabinet, other Members and SMT Managers. The NSPs were agreed in the November 2019 Cabinet budget strategy report, including provision for revenue and capital requirements, and these priorities are being used to refresh the Strategic Plan in early 2020.
4.	Finance System The internal audit IT review of one of the financial systems highlighted a significant number of control weaknesses. Including licensing of the system, backup of data, disaster recovery plans and service level agreements with the supplier.	The current Finance system is scheduled to be upgraded by end of financial year 19/20. The contract is in place and initial technical work has been completed. The new version of the software will be implemented alongside an updated contract with SLAs, a review of process and is expected to resolve the significant control weaknesses identified. ICT and Finance see this new system implementation as a critical priority in this financial year	31/03/20	Strategic ICT Manager & Finance Manager (Technical)	Additional resource has been committed to drive this project forward, with regular reporting and oversight through PDG/PDB. Staff are now able to access the new web based solution of Efin. Basic testing has been carried out and a number of issues are being worked on with go-live expected early – mid February.

