

Colchester Borough Council
Annual Governance Statement – Action Plan for 2015/16
Interim Review November 2015

No.	Issue	Action	Due Date	Responsible Officer	Position Update
1.	<p>Health & Safety A comprehensive review of the Council's Health & Safety framework was undertaken during the year. This highlighted some areas for focus and improvement to ensure that the Council maintains the highest possible standards in relation to the safety and wellbeing of its staff and visitors.</p>	<p>A comprehensive action plan has been drawn up to ensure that there is an ongoing programme to develop the relevant areas.</p>	<p>31 December 2015</p>	<p>Executive Director</p>	<p>Many of the items highlighted on the action plan have already been implemented. These include revised policies, building records and development and implementation of training plans.</p>
2.	<p>Management of Supplier Relationships It was recognised during the review that the management of supplier relationships can be reactive, leading to impacts on the Council's business resources, especially in the event of unexpected incidents or unforeseen changes in requirements.</p>	<p>Processes to ensure proactive management of service delivery need to be embedded in the organisation. This includes providing training and guidance to officers that manage significant contracts as well as ensuring that contract documentation specifies the Council's expectations.</p>	<p>31 March 2016. However training has already been arranged for managers of key contracts, in July 2015.</p>	<p>Head of Commercial Services</p>	<p>The training of key officers has been completed – this consisted of a full day's workshop with an external facilitator covering the principles of good contract management, from specification through to issue resolution. A contract managers network has also been created with regular meetings to enable sharing of issues and best practice.</p>
3.	<p>Resilience Whilst work has been undertaken as part of the fundamental service reviews to create resilience in the organisation, it is recognised that there are still areas where reliance is placed on individual expert officers.</p>	<p>The resilience objectives of the FSR's need to continue to be embedded to ensure that the relevant posts are identified and processes are put in place to mitigate against the loss of key individual officers.</p>	<p>31 March 2016</p>	<p>Chief Operating Officer</p>	<p>The general approach is to try and make all posts more generic so that we are less reliant on specialists. We also have good working relationships with other authorities so that if we do have a gap in specialist skills we would be able to get support from another organisation at least in the short term</p>