

Agenda Item

REPORT OF **Service Improvement Officer**
To: **Audit and Governance Committee**
Subject: **AGS - Review of Evidence**
Date: **22nd August 2017**

Reference:

PURPOSE OF REPORT:

To satisfy the Committee that the AGS Supporting Evidence reflects the governance framework

1. INTRODUCTION

Paragraph 6(1) of the Accounts and Audit (England) Regulations 2016 requires the Council to conduct a review at least once a year of the effectiveness of its control environment and to publish this in the Annual Governance Statement.

The Annual Governance Statement refers to a Code of Corporate Governance which was last approved by Audit & Governance Committee on 29th November 2016.

The Annual Governance Statement was last approved by Audit & Governance Committee on 19th July 2016. The 2016/17 AGS is due to be formally approved on 22nd August 2017.

A process is in place for Members of the Committee to review the evidence to support the Statement on a rolling basis.

2. REPORT

At the meeting on 29th November 2016 it was agreed that the Council should continue to look at governance evidence topics on a random basis, chosen by the Chair prior to each meeting. The Chair has chosen principle B3 for review at the meeting on the 22nd August 2017.

Principle B is about **Ensuring openness and comprehensive stakeholder engagement**.
Section B3 is about **Engaging with individual citizens and service users effectively**.

A copy of this section of the database is included in Appendix A and Members are invited either before, during or any time after the meeting, to select items for further interrogation, to satisfy themselves that the evidence accurately reflects the governance framework.

3. IMPLICATIONS

Legal Implications

There is a legal requirement as part of approval of the annual statement of accounts

Financial Implications

None



Human Resources Implications

None

Sustainability/Biodiversity Implications

N/A

Equality/Diversity

Equality Impact Assessment prepared

Risk Management

The evidence supporting the Annual Governance Statement reviews the Council's governance arrangements including risk management and identifies areas for improvement that are identified in the action plan.

Compliance with Policies and Strategies

Approval and adoption of the Annual Governance Statement is a key aspect of demonstrating that Torridge District Council has undertaken an annual review of its governance framework

Ward Member and Leader Member Views

Consultation date – Chair of A&G, Councillor Philip Hackett, on 2nd August 2017.

4. CONCLUSIONS

The Committee having reviewed the evidence to support the Annual Governance Statement will then make suggestions to address any areas identified for improvement.

5. RECOMMENDATIONS

It is recommended that:

- The evidence contained in section B3 of the supporting database be noted.

SUPPORTING INFORMATION

Consultations: Jenny Wallace, Head of Paid Service
Jamie Hollis, Monitoring Officer
Steve Hearse, Statutory Finance Officer
Councillor Philip Hackett

Contact Officers: Chris Dobbs, Service Improvement Officer

Background Papers: Supporting Database



B3 Engage with individual citizens and service users effectively				90%
B3.1	Establishing a clear policy on the type of issues that the organisation will meaningfully consult with or involve communities, individual citizens, service users and other stakeholders to ensure that service (or other) provision is contributing towards the achievement of intended outcomes.	Record of public consultations	Communications Strategy - January 2017	
			Consultation Strategy - July 2017	
			Consultation and community engagement toolkit available on the Intranet to all staff	Needs to be reviewed - out of date
			The results of public consultations are summarised in the Annual Report	
		Annual Report - 2017		
		Partnership framework	The Partnership Protocol provides a guide to the key processes that should be followed when establishing and maintaining effective partnerships.	is more needed?
B3.2	Ensuring that communication methods are effective and that members and officers are clear about their roles with regard to community engagement	Communication Strategy	Communications Strategy - January 2017	
			Consultation Strategy - July 2017	
			Media Policy - July 2017	
			Social Media Policy Aug 2017	
B3.3	Encouraging, collecting and evaluating the views and experiences of communities, citizens, service users and organisations of different backgrounds including reference to future use	Communication Strategy	Press release advertise consultation events and additional press releases provide details of outcomes of consultations.	
			The views of stakeholders who work with hard to reach/vulnerable groups are specifically targeted during the consultation process	
			Customer 10/10 feedback surveys are carried out by service areas and improvement ideas are taken on-board by Operational Managers. Results are summarised in the Annual Report.	



			Building Control - summary of 10-10 results	
			Annual Report - 2017	
			Attendance at local Agricultural shows	
			Strategic Plan Consultation - Stakeholders	
		Joint Strategic needs assessment	Devon health and wellbeing assessment	
			Equality Policy 2017-20	
			Equality Impact Needs Assessments	
			Retail and Leisure Needs Assessment	
			Economic Viability Assessment (with North Devon)	
B3.4	Implementing effective feedback mechanisms in order to demonstrate how views have been taken into account	Communication Strategy	TDC attends rural events, such as the local agricultural shows, to promote and ensure that all citizens have equal access to its services.	
			Torrige at the Holsworthy Show	
			There is a public participation scheme to allow the public to speak at committees	
			Public Participation scheme	
			The External and Internal Overview and Scrutiny committees and the Community & Resources Committee have Independent Members who provide an independent and impartial presence	
			Example External O&S Agenda	
			The website has facilities for customers to submit suggestions, compliments and complaints. A 28 day service standard is in place for handling complaints.	
			Complaints and Suggestions on Website	



2.3.5	Balancing feedback from more active stakeholder groups with other stakeholder groups to ensure inclusivity	Process for dealing with competing demands within the community, for example a consultation	The analysis of public consultation results are sub-divided to show the views of different stakeholder groups. We rely on Councillors performing a 'community champion' role and acting as the major interface between the public and the Council. Councillors regularly enter the office to discuss verbal or written interaction with ward constituents.	
2.3.6	Taking account of the impact on future generations of tax payers and service users	Reports	Torridge Strategic Plan 2016-20	
		Joint Strategic needs assessment	Devon health and wellbeing assessment	
			Joint Local Plan Supporting Material	
			Torridge Strategic Plan 2016-20	

