Appendix
Code of Good Governance - Improvement Action Plan

Report Type: Actions Report
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Report Layout: Internal Audit action status with latest note (with Action Code)

West
Dunbartonshire
C O U N C I L

Action Status	
🟥	Cancelled
🔴	Overdue; Neglected
🔺	Unassigned; Check Progress
▶	Not Started; In Progress; Assigned
✅	Completed

Project 1. Improvement Actions for 2012/13

Action Code	Recommendation Title	Recommendation Detail	Status	Progress Bar	Action Due Date	Assigned To	Note
CS/1314/GOV001	Code of Corporate Governance	Review Code of Good Governance and report to Audit and PR Committee at next cycle	✅	100%	30-Sep-2013	Angela Wilson	Reported to Audit & Performance Review Committee on 11th December 2013.
CS/1314/GOV002	Service Planning Process	Review Service Planning Process to ensure service user satisfaction information and complaints outcomes are considered	✅	100%	30-Nov-2013	Angela Wilson	New Planning and Performance Framework approved by Corporate Services Committee. This provides a consistent corporate approach to Department and service planning. Monthly complaints reports now issued to CMT with expectation that this also informs service planning.
CS/1314/GOV003	Linkages to Partners' Plans	Review linkages between Community Planning processes and Partners' Plans	✅	100%	30-Sep-2013	Angela Wilson	West Dunbartonshire Single Outcome Agreement (SOA) 2013/14 describes links between community planning

Action Code	Recommendation Title	Recommendation Detail	Status	Progress Bar	Action Due Date	Assigned To	Note
							and key partner plans and activity. This will be further strengthened in new draft of SOA 2014/17.
CS/1314/GOV004	Integrated Performance Reporting Process	Officers should ensure an integrated performance reporting process covering all areas of performance, outcomes and consultation	✅	100%	30-Sep-2013	Angela Wilson	Complete.
CS/1314/GOV005	Continuous Improvement Strategy	Complete a review of Continuous Improvement Strategy and implement	✅	100%	30-Sep-2013	Angela Wilson	A review has been done, a revised model piloted and now being implemented on a phased basis.
CS/1314/GOV006	Quality Standards	A corporate approach to defining quality standards to be defined and expectations regarding inclusion of standards within each	✅	100%	31-May-2014	Angela Wilson	Complete.
CS/1314/GOV007	Scheme of Delegation	Scheme of Delegation to be reviewed on an annual basis	✅	100%	31-Mar-2014	Angela Wilson	Complete.
CS/1314/GOV008	Risk Management	Implement full scheme of risk management in a corporate and systematic manner, including appropriate reporting mechanisms	✅	100%	30-Sep-2013	Angela Wilson	A revised Risk Management Strategy and Methodology was approved by the Corporate Services Committee on 13th November 2013.
CS/1314/GOV009	PDP's	PDPs to be rolled-out to all employees by 2017	▶	70%	31-Mar-2017	The CMT	A targeted approach has been undertaken to implement PDPs across all departments and services. An evaluation has also been completed to assess effectiveness of the process. 70% of employees now have a PDP in place.

Project 2. Improvement Actions for 2013/14

Action Code	Recommendation Title	Recommendation Detail	Status	Progress Bar	Action Due Date	Assigned To
CS/1415/GOV001	Customer / stakeholder feedback	Evidence a systematic approach to gathering customer feedback which is embedded into the service planning process	▶	0%	31-Mar-2015	Peter Barry
CS/1415/GOV002	Production of Annual Report	Consider the production of an integrated Annual Report covering (published on a timely basis), in addition to financial information, all areas of performance and outcomes and providing reaction to stakeholder / customer views	▶	0%	31-Oct-2014	Malcolm Bennie; Amanda Coulthard; Gillian McNeilly
CS/1415/GOV003	Quality Standards	Embed corporate approach to quality standards across services	▶	0%	31-Mar-2015	The CMT
CS/1415/GOV004	Benchmarking	Develop a systematic approach to benchmarking, utilising SPI/KPI information, and other available information	▶	0%	31-Mar-2015	Peter Barry; Stephen West
CS/1415/GOV005	Reporting of complaints to committees	Review approach to reporting of complaints to committees	▶	0%	31-Mar-2015	Peter Barry; Peter Hessett
CS/1415/GOV006	Option Appraisal	Make better use of option appraisal techniques to challenge and document consideration of future choices for the delivery of services	▶	0%	31-Mar-2015	The CMT
CS/1415/GOV007	Risk Management	Further embed risk management process by creation of full risk registers down to service level in accordance with agreed framework	▶	0%	31-Mar-2015	Colin McDougall
CS/1415/GOV008	Management of Projects	Develop a standardised project management process for key / strategic project activity, including appropriate recognition of project risk	▶	0%	31-Mar-2015	Angela Wilson