










Appendix 1








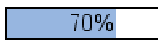






Code of Governance – Improvement Actions

Generated on: 14 November 2013



Action Status	
	Cancelled
	Overdue; Neglected
	Unassigned; Check Progress
	Not Started; In Progress; Assigned
	Completed

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			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			30-Nov-2013	Angela Wilson	New Planning and Performance Framework drafted and approved by the Strategic Leadership Group. 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			30-Sep-2013	Angela Wilson	West Dunbartonshire Single Outcome Agreement (SOA) 2013/14 describes links between community planning 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			30-Sep-2013	Angela Wilson	Complete.
CS/1314/GOV005	Continuous Improvement Strategy	Complete a review of Continuous Improvement Strategy and implement			30-Sep-2013	Angela Wilson	A review has been done with a revised model being implemented as a pilot.
CS/1314/GOV006	Quality Standards	A corporate approach to defining quality standards to be defined and expectations regarding inclusion of standards within each			31-May-2014	Angela Wilson	A corporate model for self-evaluation has been implemented and piloted in a range of services. This is aligned to departmental tools such as 'How good is your school?' and each department now has an approach to self-evaluation in place.
CS/1314/GOV007	Scheme of Delegation	Scheme of Delegation to be reviewed on an annual basis			31-Mar-2014	Angela Wilson	On track.
CS/1314/GOV008	Risk Management	Implement full scheme of risk management in a corporate and systematic manner, including appropriate reporting mechanisms			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			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.