

**CORPORATE GOVERNANCE FRAMEWORK: ACTION TAKEN IN 2005/06**

• <i>CGF Dimension</i>	Action Planned	Progress	Division
<i>Community Focus</i>	1. Review the Council's partnership arrangements following completion of the Building the Capacity of Partnerships in Worcester project in June 2005	An audit of partnerships was undertaken in summer 2005 and a Partnership Governance Model adopted by Council on 1 March 2006.	SPU
	2. Introduce quarterly progress reporting to Members on implementation of the District's Community Strategy	Progress is reported to Members on a six-monthly basis as there is insufficient development to report quarterly.	
	3. Implement the newly-adopted corporate Consultation Strategy	The Consultation Strategy is being implemented and progressing well. We are in the process of installing consultation software and setting up a Youth Consultation Forum with the Leader of the Council.	
	4. Update and improve the Council's website and further develop the new Community Information Database website	The website has an improved 'look and feel' and work is progressing to improve site navigation with a new content management system. Online payment options have been added for two additional services and a considerable number of new information pages are available. Many new forms have been provided to enable requests for a range of different services to be made online. The planning process has been e-enabled through the Government Planning Portal and all Committee Agendas and Minutes are published on the Council's website through the CAIRO Committee Management system.  The Community Information Database has been promoted to Wyre Forest households through the Council's Newspaper <i>NewsWyre</i> .	
<i>Service Delivery Arrangements</i>	5. Include an Annual Efficiency Statement (AES) in the 2005 Best Value Performance Plan (BVPP)	'Forward look' and 'backward look' AESs were completed in April and June 2005 respectively and a statement included in the June 2005 BVPP.	SPU; FS

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	6. Establish local service centres supported by new business processes as part of the Worcs Hub	The main service centre is due to open in Kidderminster Town Hall in July 2006. Process changes are being introduced through a training programme, including internal focus groups. Work on Stourport-on-Severn Civic Centre and Bewdley Museum will follow from summer 2006.	CLC; HR
	7. Develop a corporate Customer Service Strategy (to include service standards) in parallel with the development of the Hub	The draft Strategy is due for completion in April 2006. The target date for adoption of the final Strategy is October 2006.	CLC
	8. Review the Council's corporate complaints procedure as part of the Customer Service Strategy	This will be undertaken after adoption of the Customer Service Strategy (above). However, complaints monitoring has been improved and now takes place monthly by the Cabinet and Corporate Management Team.	SPU
	9. Further develop the Council's Performance Management Framework, including implementation of new software from April 2005	The software is in place and is used to produce new reports. Further system development and implementation of the Framework's Action Plan is to be overseen by a cross-Divisional Performance Management Group from April 2006.	
<i>Structures &amp; Processes</i>	10. Conduct a Scrutiny-based review of the annual budget process	The Budget Review Group has met fortnightly in 2005 and produced detailed reports which have fed into the 2006/07 Budget process.	FS
	11. Monitor and review the Scheme of Delegation	The Scheme has been reviewed and updated.	L&D
	12. Introduce a Member Development Programme	The Council signed up to the Member Development Charter on 14 December 2005.	HR
<i>Risk Management and Internal Control</i>	13. Produce an action plan for ensuring risk management best practice is embedded in Council culture	Risk registers are in place and risk assessment is carried out as part of the Finance Strategy and Budget monitoring, and in the production of reports. However, an Action Plan has not yet been produced for rolling out the Risk Management Strategy due to capacity shortage. This will be addressed as part of the Annual Audit & Inspection plan for 2006/07.	HR; SPU
<i>Standards of Conduct</i>	14. Monitor and review the Code of Conduct for Members	The Code has been reviewed and final guidance is now awaited from the Standards Board for England.	L&D