

Statutory Requirements

This statement has been produced in accordance with the requirements of regulation 6(1)(a) of the Accounts and Audit Regulations 2015.

Scope of Responsibility

Kettering Borough Council (the Council) is responsible for ensuring that its business is conducted in accordance with the law and proper standards, and that public money is safeguarded and properly accounted for, used economically, efficiently and effectively. The Council also has a duty under the Local Government Act 1999 to make arrangements to secure continuous improvement in the way its functions are exercised, having regard to a combination of economy, efficiency and effectiveness.

In discharging this overall responsibility, the Council is responsible for putting in place proper arrangements for the governance of its affairs, facilitating the effective exercise of its functions, which includes arrangements for the management of risk. The Council's Annual Governance Statement has been prepared on behalf of the Responsible Finance Officer and reviewed by the Corporate Governance Group before being submitted to the Monitoring and Audit Committee. This formed our review of the effectiveness of the Governance Framework in place at the Council.

The Council operates an assurance framework which is consistent with the principles of the CIPFA/SOLACE *Delivering Good Governance in Local Government: Framework (2016)* and meets the requirements of regulation 6(1)(a) of the Accounts and Audit Regulations 2015.

The Council's Corporate Governance Framework

The governance framework comprises the systems and processes, and culture and values, by which the Council is directed and controlled and its activities through which it accounts to, engages with and leads with the community. It enables the Council to monitor the achievement of its strategic objectives via appropriate, cost effective services.

The system of internal control is a critical part of that framework and is designed to manage risks to a reasonable level. It does not eliminate all risks of failure to achieve policy objectives but it does try to provide assurance of effectiveness to a reasonable level.

The system of internal control is based on an ongoing process designed to identify and prioritise risks, to evaluate their likelihood and their potential impact. The process also identifies ways of mitigating individual risks.

This governance framework has been in place for the year ended 31 March 2017 and up to the date of approval of the Statement of Accounts.

There are seven key principles that underpin the Council's corporate governance arrangements, these are detailed in sections A to G and each of these has a number of sub-principles.

A. Behaving with integrity demonstrating strong commitment to ethical values, and respecting the rule of law.

Following the implementation of the Local Government Act 2000, the Council introduced a model Constitution. The Constitution was last formally reviewed during 2007/08 and has been updated in response to changes in legislation. The Constitution was subject to a further review in 2013/14 to take into account the changes introduced by the Localism Act 2011. It includes all the necessary elements to promote good corporate governance, and good working arrangements between Officers and Members. The Members Code of Conduct can be found at:

www.kettering.gov.uk/downloads/download/488/constitution_5p

The Constitution sets out roles and responsibilities of Committees, Members and Officers (including the statutory responsibilities of the Head of Paid Service, Monitoring Officer, and Statutory Finance Officer) together with codes of conduct and responsibilities. The Constitution is available at:

www.kettering.gov.uk/site/scripts/documents_info.php?documentID=270

High standards of conduct are expected from Members and Officers throughout the Council. These standards are articulated in the Member Code of Conduct and the Staff Code of Conduct. Standards are promoted in the induction training for both Officers and Members.

The Council has implemented the Standards provisions of the Localism Act 2011. The Member Code of Conduct is based on the Nolan Principles which sets out the need for Members to register and declare their interests. A Register of Members' Interests and a Register of Gifts and Hospitality are maintained and can be viewed on the Council's website. The website also contains information on the Code of Conduct Complaints Procedure and the Corporate Complaints Procedure.

The Council has maintained a Standards Advisory Committee including independent members although there is no statutory need to do so. This Committee monitors Members' compliance with the Code of Conduct and will investigate complaints of misconduct, taking reports and advice from the Statutory Officers Group established under the arrangements made under the Localism Act 2011 to deal with complaints against Members.

The Council has adopted a confidential 'Whistle-Blowing' policy which forms part of the Constitution. The Council is committed to act with integrity and any wrongdoing by Members or staff is treated very seriously. There is also guidance available on notice boards to raise awareness. The Whistle Blowing Policy has been updated in and approved by the Executive Committee and Full Council to take into account changes in legislation and best practice.

The Financial Procedure Rules contain provisions regarding anti- fraud and corruption measures and a new Anti-Fraud and Corruption Policy is in the process of being drafted for adoption by the Council.

The Council Constitution provides extensive guidance on the procedures for meetings, the conduct of meetings and the decision making process.

The Council is required by statute to have a Monitoring Officer, this role is undertaken by the Head of Legal and Democratic Services, who has a duty to report to the Council on any proposal or decision that may be illegal, in breach of a code of practice, or likely to result in maladministration or injustice.

To ensure compliance with the Financial Regulations the Council is required to have a Chief Finance Officer in accordance with S151 of the Local Government Act 1972, that officer is the Managing Director. The role is supported through a robust system of financial management.

The Council's financial management arrangements conform with the governance requirements of CIPFA's '*Statement on the Role of the Chief Financial Officer in Local Government (2010)*' as set out in the application note to '*Delivering Good Governance in Local Government*'.

The Council prepares job descriptions and specifications for every post, and for senior officers these will include references to any statutory duties.

B. Ensuring openness and comprehensive stakeholder engagement

The Council promotes openness and engagement in a number of ways.

The Constitution explains the powers and duties that Kettering Borough Council has and how it exercises them. It also details how the Council works, how decisions are made and the procedures that are followed to make sure that its decisions are efficient, open and accountable to local people.

Committee reports are set out in a standard format containing the information and professional advice in a logical sequence leading to the decision. The agendas and minutes of the meetings are available to the public on the Council's website. The decisions of the Executive Committee also show the reasons behind those decisions and, where applicable, any alternative options that have been considered.

The Council complies fully with the requirements of the Freedom of Information Act and the Publication Scheme, the details of which are shown on the Council's website.

The Council also complies with the Local Government Transparency Code 2015. This code is issued to meet the Government's desire to place more power into citizens' hands to increase democratic accountability and make it easier for local people to contribute to the local decision making process and help shape public services. This includes data on expenditure exceeding £500, the Council's Assets, Land and Buildings and Grants to Voluntary, Community and Social Enterprise Organisations.

The Council's goals and values are set out in a number of documents such as the Sustainable Community Strategy, the Community Safety Partnership Plan, and the Corporate Priorities, all of which are available on the website.

Council and Committee meetings are open to the public with agendas and minutes being publicly available on the Council's website. The Council also operates a public right to speak policy. The Council annually produces a Council Tax Leaflet, the current years leaflet is available on its website.

http://www.kettering.gov.uk/downloads/file/7456/residents_booklet_201718

The leaflet contains details of the Council's income and expenditure for the coming year and changes to the budget from the previous year.

The Council is committed to ensuring that consultation and engagement is embedded into the way in which it operates.

Engagement with residents includes the following:

- individual consultation meetings,
- on line consultations on the Council website,
- press releases,
- residents' panel,
- tenants' forum,
- leaflets, displays and screens at customer service centres,
- a presence at community events such as the Carnival and network events such as the Local Strategic Partnership (LSP).
- feedback from residents on current and planned council activity, demonstrating transparency and accountability.
- Individual Councillor surgeries
- The production of 'Connect', a quarterly newsletter for Council tenants and leaseholders
- Civic role of Mayor

The Council's website is also regularly updated highlighting the issues the Council is wishing to promote, introduce and enter into consultation on.

As a result of the budget pressures, partnership working has become more important. Excellent arrangements have been made with a wide range of partners, both within the Council and externally, to help make sure residents can access comprehensive and seamless services. Our partners include Northamptonshire County Council, the Police and Crime Commissioner for Northamptonshire and Fire Services, Kettering General Hospital NHS Foundation Trust, HM Revenue and Customs and a range of voluntary sector organisations.

The Council Constitution provides a Terms of Reference for Consultation and Partnership Forums.

The Council's formal budget consultation process commences mid-January when the Executive receives the draft budget proposals. The draft budget proposals are then presented at the Council's annual budget consultation meeting and the scrutiny role is undertaken by both the Monitoring and Audit and Research and Development committees. There is also an opportunity for the Geographic

Forums and Tenants Forum to comment on the budget proposals. Comments from this are reported back to the February Executive, who then make a formal recommendation to Full Council, when the budget and the Council Tax is set.

www.kettering.gov.uk/meetings/committee/31/budget_council_tax_consultation

The Council's planning process is clearly linked to corporate objectives and takes into account the views of residents and stakeholders through a number of different mechanisms (including individual consultation meetings, residents' panel, tenants' forum, geographical forums and budget consultations). Examples include consultations with local businesses on proposals for the improvement of the public realm and traffic access in the town centre, residents parking schemes, the East Kettering development and associated junction improvements plus a whole range of activities.

Consultation is specifically aimed at ensuring services for local communities continue to reflect their current needs. The Council's decision making process ensures that when Members make decisions, they are aware of the community impacts of decisions through the consideration of professional officer advice. This involves working in partnership with local businesses, some of the initiatives include offering Job Fairs for employers, training providers and job seekers.

The Council has achieved the Government Customer Service Excellence Standard for its Customer Services operation for the last 6 years. There is a long history of delivering effective, customer focussed services through a wide range of access channels which include customer service centres in Kettering, the three major A6 towns, website, telephone response centre and email.

The Council has a well-established and robust system of dealing with complaints, as a Council we want to give the users of our services a fair, consistent and structured process to secure a remedy for failures in the delivery of our services. We want to learn from all complaints made to us. Therefore, we will use the outcome of any complaint and any remedial action as a positive method of monitoring performance and improving our services.

Complaints about Kettering Borough Council are processed in accordance with the complaints policy which can be found at:

www.kettering.gov.uk/site/scripts/documents_info.php?categoryID=353&documentID=193

The Council encourages all members of the community to express their views. This is facilitated by having a number of pages on the Council's website where the public can submit suggestions on a range of issues.

The Council is committed to supporting the development of local businesses and young people in the community by providing the highest quality training, support and guidance. This is provided through our in-house training specialists, Kettering Borough Training. It aims to support apprenticeships and foundation learning programmes as a valid alternative to full-time education and to develop the skills of young people and encourage them to achieve their full potential to meet local employment opportunities.

C. Defining outcomes in terms of sustainable economic, social and environmental benefits

The Council's Policies and Strategies seek to take into consideration outcomes in terms of sustainable, economic and environmental benefits. Committee reports require the financial and customer implications to be considered.

The Council's Sustainable Place Making Strategy has four key themes which set out the vision and corporate objectives the Council is delivering against for the local area. Initially adopted in 2008 and updated in 2013 the themes are:

- a. Sustainable Communities
- b. Customer Service
- c. Environment
- d. Community and Rural Issues

The Council's Medium Term Financial Strategy is approved annually by Full Council at the same time Council Tax levels are set. The foundations of the Medium Term Financial strategy are the 'guiding principles', 'modelling for recovery' principles, 'budget containment strategy' and the 'Prioritisation Golden Rules'.

The 'guiding principles' have been instrumental in helping the Council deliver a balanced budget over the past seven years. The principles discourage the use of one-off reserves to balance the budget in favour of more sustainable methods, like proactive budget management, ongoing efficiency savings and attracting external funding.

The Council has recognised that as a major economic engine in the Borough it has an important role as a stimulus for the economy and as support to other local businesses. The Council endorsed a set of counter cyclical 'modelling for recovery' principles. The principles were designed to help the Council continue to invest in both infrastructure and services and to help achieve its major objectives of higher grade higher density jobs, better town centres and a better education offer.

The Council produces a number of Key Performance Indicators which are regularly updated on the website.

Each service area within their operational Service Plan clearly identifies what they have delivered and sets out their aims and objectives for the coming year and how they link to the delivery of the key themes.

The Service Plans also detail how the outcomes will be achieved by specifying:

- the financial resources required to efficiently deliver these objectives
- how customers have been consulted on changes to services or new initiatives
- service standards that will be maintained whilst delivering the service
- assessment of potential operational risks and mitigation of these
- performance delivery and sickness information

Service Plans are used to record and set out how the Corporate Objectives will be delivered, these are produced annually.

To ensure delivery of the Service Plans each service area reports to the Strategic Management Team on a monthly basis. A summary performance clinic document is produced for each service area and this provides the opportunity to review and challenge performance, budget, sickness, project delivery and risk management for each of the service areas.

In addition to individual service area monitoring, a Key Performance Information Booklet is produced and presented to Monitoring and Audit Committee on a quarterly basis. This provides Members with the opportunity to assess performance and scrutinise delivery against the council priorities, an example is available at:

www.kettering.gov.uk/meetings/committee/10/monitoring_and_audit_committee

The Executive Committee receives a monthly report on the Council's budget position; 'The Durable Budget Report'. The report considers the main issues that are likely to impact on the Council's financial position in the medium term. The report also highlights emerging issues facing the Public Sector such as changes to funding regimes for local authorities, and the impact of changes in legislation which may exert additional future financial pressures on the Council and its services.

D. Determining the interventions necessary to optimise the achievement of the intended outcomes.

The Council's Statutory Officers have an input into all reports that are considered by Full Council, Executive and Scrutiny committees to ensure that any issues of governance are considered and either addressed or highlighted.

The decision making protocol set out in the Council's Constitution includes references to consulting local people and organisations.

The Strategic Management Team supports all Councillors and provides advice to members on policy options and implications. The Council uses a report format which ensures that all relevant issues are considered including the legal and resource implications.

The Council has an established cycle of meetings that enables regular consideration and review of strategic and operational issues. In line with this there is a calendar for submitting reports to enable members and any other interested parties to have adequate time to read the reports prior to the meetings.

Councillors determine the Council's overall policies and approve the budget each year. These meetings are normally open to the public, and provide local people with an opportunity to address the Council on matters under discussion.

The Executive is the committee of the Council that is responsible for making key policy decisions, within the framework, the budget is set by Full Council. The Executive publishes a monthly work programme of the decisions it will be taking so that other Councillors and local people know what will be decided and when. The Executive requires Full Council to approve decisions if they are outside the budget or policy framework.

There are two scrutiny committees that are charged with challenging and assisting with policy formulation. The Scrutiny Committees may also appoint Task and Finish groups to support the scrutiny function. A recent example includes the Local Pollinator Strategy Task and Finish Group which explored ways in which the Council could seek to improve the plight of pollinators both in its own activities and by influencing others by its own example

In addition there are regulatory committees including Planning and Licensing which take decisions on applications for planning permission and taxi and liquor licences respectively and the Standards Advisory Committee which considers complaints made against Councillors under the Code of Conduct and promotes and maintains high standards of conduct by Councillors.

The Members' role in monitoring service delivery can be illustrated by the use of the Key Performance Information booklet, the allocation of portfolios to Executive Members based on the Council's functions and the consideration of external audit and internal audit reports by the Monitoring and Audit Committee.

The Corporate Management Team (CMT) and the Strategic Management Team (SMT) meet regularly to develop policies that are in line with the Council's aims and priorities.

CMT and SMT monitor the progress of key council projects and also consider internal control issues such as performance management, risk management and efficiency. Partnership risk management is a specific item in the Council's Risk Register.

Issues of capacity are addressed during the budget process and reviewed monthly in the budget monitoring process. All budgets are prepared in accordance with the Medium Term financial Strategy which is a continually evolving framework that takes account of a large number of variables.

E. Developing the entity's capacity, including the capability of its leadership and the individuals within it.

The Council's Strategic Asset Management Plan requires the regular review of assets and their contribution to the Council's objectives. The Performance Downloads pages of the council's website provides a testimony to the effectiveness of the Council's improvement measures.

The Council fully recognises the importance of partnerships as evidenced by the large number and varied type of partnership working into which it has entered. The joint working arrangements at the Council includes District Law, Shared Financial Systems, Joint Planning Unit and Joint Development

Unit. The partnership arrangements include Citizens Advice Bureau, Northamptonshire Police, Connexions and the NHS.

The training needs of all staff relating to service specific or professional development requirements are identified through the Personal Review and Development Scheme and through Service Plans. The PRD scheme was reviewed during 2016/17 and the new scheme became operational from April 2017. Training is provided using the corporate training budget and specific training budgets held by Service areas.

The learning and development plan has been developed to provide the following:

Relevance: learning and development provision will meet new opportunities and challenges for the Council and the Council's services.

Alignment: learning and development is aligned to the Council's culture, priorities and key strategies.

Measurement: evaluating the cost and impact of learning and development and the extent to which expectations have been met.

The Council's strategy for learning and development is as follows:

- a. To identify and maximise potential within the organisation, offering opportunities for learning and development through temporary assignments, projects and secondments.
- b. To provide support for performance improvement and management.
- c. Develop skills and experience in the local community through our work opportunities for apprenticeships, internships volunteering and work experience.

The Council's culture encourages a one team approach, an open and engaged workforce, spotting and developing talent, proactively celebrating success (staff awards ceremony), innovation, enterprise and vision and horizon-scanning.

There are protocols for the relationships between Members and staff contained within the Council's Constitution. In addition SMT and the Leader of the Council meet on a regular basis.

At Member level, the Member Development Group comprising of five Councillors representing all political parties assesses and guides the training requirements of Members. Induction training, regular Member information sessions, training for committee chairs, and external training is provided. In addition the Council was re-accredited with the Member Development Charter in November 2014 for its Member training and development arrangements. The Council will seek further re-accreditation in early 2018.

A Member development review is undertaken on an annual basis and a skills audit undertaken to determine the member training plan. Member Information Evenings are scheduled on a regular basis to provide members with information and updates on changes in legislation and policy.

The Council has a number of stakeholder based forums that meet on a regular basis, and these are organised on a geographical basis. The Tenants forum actively encourages the participation of council tenants. Public consultations are undertaken on an ad hoc basis.

The Council achieved Investors in People accreditation in 2014 and ensures that human resources policies support staff.

Health and Wellbeing is promoted within the Council with monthly health checks are offered to all staff.

F. Managing risks and performance through robust internal control and strong public financial management

The Council recognises the importance of annually reviewing both the Risk Management Policy and the Strategy statements to ensure the Council's approach to risk is robust and up to date. The Risk Management Policy statement was refreshed in November 2016. Risk Management is an inherent element of the Council's Key Performance Information booklet that is presented to the Monitoring and Audit Committee on a quarterly basis.

The Council's Risk Management Policy Statement states that risk management is an essential part of the day to day management culture of the organisation in relation to how the business operates and makes decisions.

The stated aims of the Risk Management Policy, as set out in the Statement, is that the Council has appropriate systems in place to help identify, evaluate and make a conscious choice about how to deal with the business risks that it faces.

In the Council's Risk Management Strategy the overall responsibility for managing risk lies with the Council's Strategic Management Team (SMT). Responsibility for individual risks rests with the Heads of Service or their designated officers, with the Head of Resources co-ordinating this process.

The management of strategic risk is a critical factor in the successful delivery of services, use of resources and decision making. It underpins good corporate governance and assists management in fulfilling their corporate responsibilities.

Member decision making takes place after the proper consideration of Officers' reports and advice including professional advice being given at Committee meetings and Council.

The Council sets out a timetable for the submission of all committee reports to ensure compliance with the statutory period of the inspection of reports prior to meetings. The Executive is the committee of the Council that is responsible for making key policy decisions, within the framework and budget set by Full Council. The Executive publishes a monthly work programme of the decisions

it will be taking so that other Councillors and local people know what will be decided and when. The Executive has to ask Full Council to approve decisions if they are outside the budget or policy framework. The principles of decision making are set out in the Council's Constitution.

The Council operates two scrutiny committees – a Research and Development Committee (which is essentially 'forward' looking) and an Monitoring and Audit Committee (which is 'backward' looking).

Monitoring and Audit perform the function of an Audit Committee and regularly receive reports from both internal and external audit (including audit plans, review of internal audit, annual audit letter). The function and procedure rules for the scrutiny committees are included in the Council Constitution. They are charged with challenging and assisting with policy formulation. The scrutiny committees may also appoint task and finish groups to support the scrutiny function. Examples include the Voluntary Sector Task and Finish Group which consider the allocation of grant funding to voluntary organisations. (In addition there are regulatory committees including Planning and Licensing which take decisions on applications for planning permission and taxi and liquor licences respectively and the Standards Advisory Committee which considers complaints made against members under the Code of Conduct and promotes and maintains high standards of conduct by members).

External audit and internal audit reports are considered by the Monitoring and Audit Committee.

CMT and SMT meet regularly to develop policies that are in line with the Council's aims and priorities including the progress of key council projects and consider internal control issues such as performance management, risk management and efficiency.

The principles of consistency between the specification stage and post implementation reporting are set out in the Council's Financial Regulations and in various financial guidance, such as budget information, produced from time to time as appropriate.

There is a risk matrix included within the Risk Management Strategy for assessing both strategic and operational risks. The internal audit plan is aligned to this strategy highlighting specific areas of risk which will be reported to members during the course of the year.

The Monitoring and Audit Committee fulfils the role of monitoring risk management and internal control. This Committee reviews and approves the Risk Management Strategy and Policy annually.

The Council has produced an anti-fraud and corruption policy which is awaiting final approval.

Each year the Internal Audit Service produces a report summarising the work they have carried out in the year and provides an overall opinion on the level of internal control based on the work they have undertaken.

The Medium Term Financial Strategy and the annual budget process provide the framework within which financial performance can be monitored. Operational performance can be measured both by key performance indicators and by budget monitoring.

G. Implementing good practices in transparency, reporting, and audit to deliver effective accountability

The Council communicates with the public and other stakeholders in an understandable style.

The Council also complies with the Local Government Transparency Code 2015. This code is issued to meet the Government's desire to place more power into citizens' hands to increase democratic accountability and make it easier for local people to contribute to the local decision making process and help shape public services. This includes data on expenditure exceeding £500, the Council's Land and Buildings and Grants to Voluntary, Community and Social Enterprise Organisations

On the Council's intranet there is a Brand Guidelines section for staff. This includes among other things guidance on language and communication.

The annual Statement of Accounts reports primarily on the stewardship of resources but recently a narrative report has been added to the Statement. This provides a commentary on performance and value for money, which the external auditors provide an opinion on.

The Statement of Accounts is submitted to both the Strategic Management Team and the Monitoring and Audit Committee for approval.

The Annual Governance Statement evidences the way in which the principles of good governance have been applied.

The format complies with the requirements of the CIPFA *Code of Practice on Local Authority Accounting* and the associated guidance notes.

The Council provides a full response to issues raised by internal and external audit, and these are reported to the Monitoring and Audit Committee.

The External Audit Annual Report is presented to the Monitoring and Audit Committee and highlights any action taken in response to issues raised.

The Council complies with CIPFA's *Statement on the Role of the Head of Internal Audit*.

The Council's Internal Audit service is provided by Coventry and Warwickshire Audit Services (CWAS). Internal audit looks at how the Council manages its risks. It provides the Strategic Management Team and members with information about whether risks have been identified, and how well they are being managed. Much of Internal Audit's work is focused on reputational, operational and strategic risks. It also gives an independent opinion on whether internal controls, such as policies and procedures that are in place to manage these risks, are working as intended.

Review of Effectiveness

Kettering Borough Council has responsibility for conducting, at least annually, a review of the effectiveness of its governance framework including the system of internal control. The review of the effectiveness is informed by the work of the internal auditors and the management team within the Council. The management team have responsibility for the development and maintenance of the governance environment, for considering comments made by the external auditors, and for implementing improvements following the annual reviews.

The Council is responsible for ensuring that financial management is adequate and effective and that there is a sound system of internal control that is regularly reviewed. As such, it agrees the Corporate Objectives and the Financial Strategy - these form an integral part of the Council's Corporate and Service Planning Process (and effectively the backbone for the Council's performance management arrangements).

The arrangements continue to be regarded as fit for purpose in accordance with the governance framework.

CWAS – Coventry and Warwickshire Audit Services provides an internal audit service to the Council and gives assurance to management on the adequacy of system controls and where necessary recommendations for improvement.

CWAS has assessed the Council's system of internal control and has provided an opinion on the overall adequacy and effectiveness of the Council's internal control environment during 2016/17 as being 'significant' in respect of the core financial systems.

CWAS have been responsible for delivering the internal audit service since April 2012. The internal audit contract from April 2017 was subject to a procurement process, following this process CWAS were awarded the contract for a three year period and the Council has an option to extend for a further two years.

An audit report is produced following each completed audit and discussed with the appropriate level of Management within the Council. Every report contains a Management Implementation Plan that details the recommendations made for each audit finding, the priority, manager responsible and agreed implementation date. Internal audit also assess the effectiveness of the controls that are in place for key systems and report these to the Monitoring and Audit Committee via the Key Performance Information booklet.

The Internal Audit plan for 2016/17 was delivered in full.

The Council's Constitution clearly defines the roles and responsibilities of the Chief Executive (as Head of Paid Service), the Head of Legal and Democratic Services (Monitoring Officer) and the statutory Responsible Finance Officer.

We have been advised on the implications of the result of the review of effectiveness of the governance framework by the Monitoring and Audit committee, and that arrangements continue to be regarded as fit for purpose in accordance with the governance framework.




The following table outlines the key elements and roles within the overall assurance framework;

KEY ROLES & RESPONSIBILITIES	
Body:	Comments:
Internal Audit (via CWAS)	<p>Has a strategic three year plan that is broken down into an annual audit plan that has been constructed using a 'risk based' approach to help the Council's statutory finance Officer discharge their duties.</p> <p>Audit reports contain an action plan agreed by management, split between priority type together with an assessment of the internal control environment pre and post the implementation of the agreed recommendations. Audit reports are then followed up to ensure agreed action has been taken.</p>
External Audit	<p>Undertakes an annual review based upon the agreed audit plan for the year (to meet statutory requirements).</p> <p>The resultant Annual Audit Letter identifies any areas of internal control that require action together with identifying any continuing trends from the previous year.</p> <ul style="list-style-type: none"> • Provides an audit opinion on the Council's Accounts. • Provides a report on the certification of grants and returns. • Provides a Financial Statement Audit Plan.
Management Team: Strategic Management Team	<p>Reviews and advises the Council on issues of strategy and policy and also receives weekly reports (on a rolling basis) of performance information (including financial information) from each Service Unit in the form of a 'performance clinic'.</p> <p>Receives high-level key budgetary control statements every month prior to being submitted to Committee. Preparation and presentation of committee reports to Members.</p> <p>Collectively reviews budgetary and performance information on a weekly basis in addition to dealing with individual audit reports for their area. Preparation and presentation of committee reports to Members.</p>

KEY ROLES & RESPONSIBILITIES	
Body:	Comments:
Corporate Management Team	Responsible for the updating and ongoing monitoring of Service Plans together with the links to Corporate Priorities.
Statutory Officers: Head of Paid Service	The Council's Chief Executive is the Council's Statutory Head of Paid Service.
Monitoring Officer	The Council has a qualified solicitor who acts as the Council's Monitoring Officer. The key role of this post is to ensure that the Council always acts within the law and takes reasonable measures to properly protect itself from possible litigation issues.
Responsible Finance Officer	In accordance with s151 of the Local Government Act 1972 the Council has a suitably qualified Officer in place that is responsible for the overall financial affairs of the Council.
Committee / Member Arrangements:	
Full Council	Has overall responsibility for the approval of policy and strategy changes (new and existing) together with the Council budgets, Statement of Accounts and Corporate Plan.
Executive Committee	Receives policy and strategy information (incl. budget) together with any issues that need to be referred to it as per the Council's Constitution (incl. Financial Regulations).
Monitoring & Audit Committee	Receives monitoring information on the work of internal audit (and any significant issues), Key performance information (incl. financial), the Annual Audit Letter, and the Audit Plan.
Standards Advisory Committee	Overseeing for things such as the Members' Code of Conduct 'whistle blowing policy', Member and Officer protocols and Conduct.
Research & Development Committee	Performs an overview and scrutiny role in relation to the Council's annual budget, medium term financial strategy, planning policies, community plan, housing improvement plan and crime and disorder reduction strategy.

More specific detail on the above can be seen by reference to the detailed analysis in Annex 1.

Governance issues

Name	Position	Signature	Date
G Soulsby	Managing Director		June 2017
D Cook	Chief Executive		June 2017
Cllr R Roberts	Leader of the Council		June 2017

In the Council's Internal Audit report for 2016/17 an overall 'Significant' level of assurance has been given for the system of internal control based on the work completed during the year. This means that *'all key controls are in place and are working effectively but there are some reservations in connection with the operational effectiveness of some key controls'*. There is predominately a low exposure to business risk, although some weaknesses do exist. The Council continues to address the control weaknesses identified during audits.

CWAS did not highlight any issues that should be regarded as 'Significant Internal Control Issues' that would require disclosure within the Council's Annual Governance Statement.

ANNUAL CORPORATE GOVERNANCE STATEMENT 2016/17 – ANNEX 1

In the following tables the main principles of good governance are set out as the main headings A to G. The sub-principles within each of these is shown in bold type in the column ‘Good Practice Requirements’

A. Behaving with integrity, demonstrating strong commitment to ethical values and respecting the rule of law.		
Good Practice Requirements	Evidence Base and assessment	Other Information / Action
Behaving with integrity		
a) Ensuring members and officers behave with integrity and lead a culture where acting in the public interest is visibly and consistently demonstrated thereby protecting the reputation of the Council.	Members Code of Conduct Officers Code of Conduct Officers Performance Appraisals Induction of new members and officers to include standards of behaviour Customer Service Standards	Responsible Officers: SMT and Service Heads Timescale: Ongoing
b) Ensuring members take the lead in establishing specific standard operating principles or values for the Council and its staff and that they are communicated and understood. These should build on the Seven Principles of Public Life (the Nolan Principles).	Communicating shared values with members, officers, the community and partners	Responsible Officers: SMT and Service Heads Timescale: Ongoing
c) Leading by example and using the above standard operating principles or values as a frame work for decision making and other actions.	Decision making practices Declarations of interest at meetings and minutes recording these declarations Standards Committee Written procedures governing conduct at meetings	Responsible Officers: Strategic Management Team and Service Heads Timescale: Ongoing

Good Practice Requirements	Evidence Base and assessment	Other Information / Action
d) Demonstrating, communicating and embedding the standard operating principles or values through appropriate policies and processes which are reviewed on a regular basis to ensure that they are operating effectively.	The Constitution and the Council' which includes policies such as Anti-fraud and anti-corruption and Whistleblowing. Register of Members Interests Register of gifts and hospitality for member and officers. Complaints Procedure in place, with examples of action taken or improvements made following complaints Staff Briefings Core Brief Code of Conduct refers to a requirement to declare interests Minutes showing declarations of interest	Responsible Officers: SMT, Head of Legal & Democratic, Corporate Governance Group The anti-fraud and corruption policy is currently being reviewed. Timescale: Ongoing
Demonstrating strong commitment to ethical values		
a) Seeking to establish, monitor and maintain the Council's ethical standards and performance.	Members Code of Conduct Officers Code of Conduct Adoption of arrangements for dealing with standards allegations under the Localism Act 2011 Standards Advisory Committee Statement of Procurement Policy Scrutiny of ethical decision making	Responsible Officers: Head of Legal & Democratic, Head of Resources. The procurement policy is currently under review. Timescale: Ongoing
b) Underpinning personal behaviour with ethical values and ensuring they permeate all aspects of the Council's culture and operation	Training on the Members Code of Conduct and Officers Code of Conduct. Professional Code of Conduct	Responsible Officers: SMT and Service Heads Timescale: Ongoing

Good Practice Requirements	Evidence Base and assessment	Other Information / Action
c) Developing and maintaining robust policies and procedures which place emphasis on agreed ethical values	Council Constitution Standards Advisory committee established with a majority of independent members Independent person appointed under Localism Act as a part of the members complaints process Staff appointment policy Procurement Policy	Responsible Officers: SMT, Head of Legal & Democratic, Head of Resources. The procurement policy is currently under review. Timescale: Ongoing
d) Ensuring that external providers of services on behalf of the Council are required to act with integrity and in compliance with the ethical standards expected by the Council.	Protocols for partnership working Agreed values in partnership working – statement of business ethics and ethical values featured in procurement process	Responsible Officers: SMT and Service Heads Timescale: Ongoing
Respecting the rule of law		
a) Ensuring members and staff demonstrate a strong commitment to the rule of law as well as adhering to relevant laws and regulations.	Ensuring that the law and statutory guidance is followed. Committee Reports Council Constitution Monitoring Officer provisions	Responsible Officers: SMT and Service Heads Timescale: Ongoing
b) Creating the conditions to ensure that the statutory officers, other key post holders, and members, are able to fulfil their responsibilities in accordance with legislative and regulatory requirements.	Monitoring Officer provisions Compliance with CIPFA's <i>Statement on the Role of the Chief Financial Officer (2015)</i>	Responsible Officers: SMT and Head of Legal and Democratic Timescale: Ongoing
c) Striving to optimise the use of the full powers available for the benefit of citizens, communities and other stakeholders.	Record of legal advice provided by officers Council's policy framework Project Delivery in accordance with the Council's priorities.	Responsible Officers: SMT and Service Heads Timescale: Ongoing
d) Dealing with breaches of legal and regulatory provisions effectively.	Statutory provisions Monitoring Officer provisions Record of legal advice provided by officers	Responsible Officer: Head of Legal & Democratic Timescale: Ongoing

<i>Good Practice Requirements</i>	<i>Evidence Base and assessment</i>	<i>Other Information / Action</i>
e) Ensuring corruption and the misuse of power are dealt with effectively.	Anti-fraud and anti-corruption Internal Controls Performance Clinic Whistleblowing Policy Local test of assurance where appropriate	Responsible Officers: SMT, Head of Legal & Democratic, Corporate Governance Group The anti-fraud and corruption policy is currently being reviewed. Timescale: Ongoing

B. Ensuring openness and comprehensive stakeholder engagement

Good Practice Requirements	Evidence Base and assessment	Other Information / Action
Openness		
a) Ensuring an open culture through demonstrating, documenting and communicating the Council's commitment to openness.	Work programme and review of scrutiny committees Customer Service Centre arrangements Customer Charter Freedom of Information Act publication scheme Online council tax information Council's goals and values Council's website	Given the variety of information available in other formats and the associated cost, the Council does not feel a separate report is necessary at this time
b) Making decisions that are open about actions, plans, resource use, forecasts, outputs and outcomes. The presumption is for openness. If that is not the case, a justification for the reasoning for keeping a decision confidential should be provided.	Record of decision making and supporting documentation	Responsible Officer SMT and : Heads of Service Timescale: Ongoing
c) Providing clear reasoning and evidence for decisions in both public records and explanations to stakeholders and being explicit about the criteria, rationale and considerations used. In due course, ensuring that the impact and consequences of those decisions are clear.	Employment policies and practices Decision making protocol Record of Decisions Minutes Council website Report pro-forma Record of professional advice provided by officers in reaching decisions Discussions between members and officers regarding members' information needs to support decision making Calendar of dates for the submission of committee reports and demonstration of adherence to this	Responsible Officer SMT and : Heads of Service Timescale: Ongoing

Good Practice Requirements	Evidence Base and assessment	Other Information / Action
d) Using formal and informal consultation and engagement to determine the most appropriate and effective interventions and courses of action.	Consultation arrangements Communications Strategy Corporate and Service Plans Use of display and up to date feedback via Customer Service Centre displays	Responsible Officers: Heads of Service Timescale: Ongoing
Engaging comprehensively with institutional stakeholders		
a) Effectively engaging with institutional stakeholders to ensure that the purpose, objectives and intended outcomes for each stakeholder relationship are clear so that outcomes are achieved successfully and sustainably.	Communications Strategy Corporate and Service Plans Local Strategic Partnership structure Community Strategy Tenants forum Database of stakeholders with whom the Council will engage	Responsible Officers: Heads of Service Timescale: Ongoing
b) Developing formal and informal partnerships to allow for resources to be used more efficiently and outcomes achieved more effectively	Strategic Partnership Framework Community Strategy Corporate Plan Membership criteria for bodies Council website Partnership protocols	Responsible Officers: SMT/ Head of Services Timescale: Ongoing
c) Ensuring that partnerships are based on trust, a shared commitment to change, a culture that promotes and accepts challenge among partners and that the added value of partnership working is explicit.	Compliance with Access to Information Regulations	Responsible Officers: SMT/ Heads of Service Timescale: Ongoing

<i>Good Practice Requirements</i>	<i>Evidence Base and assessment</i>	<i>Other Information / Action</i>
Engaging stakeholders effectively, including individual citizens and service users		
a) Establishing a clear policy on the type of issues that the Council will meaningfully consult with or involve individual citizens, service users and other stakeholders to ensure that service (or other) provision is contributing towards the achievement of intended outcomes.	<p>Consultation arrangements Communication Strategy Strategic Partnership Framework Council Constitution – Consultation and Partnership Forums Record of public consultations</p>	<p>Customer satisfaction surveys and complaints forms provide invaluable information to construct and improve communication with Kettering Borough Council Stakeholders.</p> <p>Responsible Officers: Heads of Service</p> <p>Timescale: Ongoing</p>
b) Ensuring that communication methods are effective and members and officers are clear about their roles with regard to community engagement.	<p>Communication Strategy Council Constitution – Consultation and Partnership Forums</p>	<p>Responsible Officers SMT/ Heads of Service</p> <p>Timescale: Ongoing</p>
c) Encouraging, collecting and evaluating views and experiences of communities, citizens, service users and organisations of different backgrounds including reference to future needs.	<p>Customer Services Feedback Communication Strategy Joint strategic needs assessment</p>	<p>Responsible Officers SMT/ Heads of Service</p> <p>Timescale: Ongoing</p>
d) Implementing effective feedback mechanisms in order to demonstrate how their views have been taken into account.	<p>Communication Strategy</p>	<p>Responsible Officers: Head of Corporate and Cultural services</p> <p>Timescale: Ongoing</p>

<i>Good Practice Requirements</i>	<i>Evidence Base and assessment</i>	<i>Other Information / Action</i>
e) Balancing feedback from more active stakeholder groups with other stakeholder groups to ensure inclusivity.	Process for dealing with competing demands within the community Website pages designed for feedback	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
f) Taking account of the interests of future generations of tax payers and service users.	Geographical forums (stakeholder based) Consultation events and programmes Joint strategic needs assessment	Responsible Officers SMT/ Heads of Service Timescale: Ongoing

C. Defining outcomes in terms of sustainable economic, social and environmental benefits.

<i>Good Practice Requirements</i>	<i>Evidence Base and assessment</i>	<i>Other Information / Action</i>
Defining outcomes		
a) Having a clear vision which is an agreed formal statement of the Council's purpose and outcomes containing appropriate performance indicators, which provides the basis for the organisation's overall strategy, planning and other decisions.	Corporate and Service Plans Individual service unit plans Sustainable Community Strategy Sustainable Place Making priorities Local Development Framework Community Safety Plan Council Constitution	The strategic vision will continue to be consistently reported via the various plans produced. Responsible Officers : Heads of Services Timescale: Ongoing
b) Specifying the intended impact on, or changes for, stakeholders including citizens and service users. It could be immediately or over the course of a year or longer.	Sustainable Community Strategy	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
c) Delivering defined outcomes on a sustainable basis within the resources that will be available.	Sustainable Community Strategy Local Strategic Partnership terms of reference Progress reports Durable Budget reports Medium Term Financial Strategy Key Performance Information booklet	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
d) Identifying and managing risks to the achievement of outcomes.	Risk Management Strategy and Policy Financial Regulations Members and officers induction programme Performance and management framework	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
e) Managing service users' expectations effectively with regard to determining priorities and making best use of the resources available.	An agreed set of quality standard measures for each service element included in the service plans Process for dealing with competing demands within the community	Responsible Officers SMT/ Heads of Service Timescale: Ongoing

Good Practice Requirements	Evidence Base and assessment	Other Information / Action
Sustainable economic, social and environmental benefits		
a) Considering and balancing the combined economic, social and environmental impact of policies, plans and decisions when taking decisions about service provision.	Capital Programme	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
b) Taking a longer-term view with regard to decision making, taking account of risk and acting transparently where there are potential conflicts between the Council's intended outcomes and short-term factors such as political cycle or financial constraints.	Record of decision making and supporting documents Discussions between members and officers regarding members' information needs to support decision making	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
c) Determining the wider public interest associated with balancing conflicting interests between achieving the various social, economic and environmental benefits, through consultation where possible in order to ensure appropriate trade-offs.	Record of decision making and supporting documents Consultation arrangements	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
d) Ensuring fair access to services.	Protocols to ensure fair access to all	Responsible Officers SMT/ Heads of Service Timescale: Ongoing

D. Determining the interventions necessary to optimise the achievement of the intended outcomes		
<i>Good Practice Requirements</i>	<i>Evidence Base and assessment</i>	<i>Other Information / Action</i>
Determining interventions		
a) Ensuring decision makers receive objective and rigorous analysis of a variety of options indicating how intended outcomes would be achieved and including the risks associated with those options. Therefore ensuring best value is achieved however services are provided.	Decision making protocol Record of decisions Risk Management Strategy and Policy Option appraisals Committee reports	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
b) Considering feedback from citizens and service users when making decisions about service improvements or where services are no longer required in order to prioritise competing demands within limited resources available including people, skills, land and assets and bearing in mind future impacts.	Medium Term Financial Strategy Communications Strategy Consultation arrangements	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
Planning interventions		
a) Establishing and implementing robust planning and control cycles that cover strategic and operational plans, priorities and targets.	Calendar of dates for the submission of committee reports and demonstration of adherence to this	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
b) Engaging with internal and external stakeholders in determining how services and other courses of action should be planned and delivered.	Communication Strategy Customer satisfaction surveys Tenants Forum Data quality checks	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
c) Considering and monitoring risks facing each partner when working collaboratively including shared risks.	Risk Management Strategy and Policy	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
d) Ensuring arrangements are flexible and agile so that the mechanisms for delivering outputs can be adapted to changing circumstances.	Planning protocols	Responsible Officers SMT/ Heads of Service Timescale: Ongoing

Good Practice Requirements	Evidence Base and assessment	Other Information / Action
e) Establishing appropriate key performance indicators as part of the planning process in order to identify how the performance of services and projects is to be measured.	Key Performance Information booklet	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
f) Ensuring capacity exists to generate the information required to review service quality regularly.	Reports to include detailed performance results	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
g) Preparing budgets in accordance with the Council's objectives, strategies and the medium term financial plan.	Documentary evidence from committee reports	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
h) Informing medium and long term resource planning by drawing up realistic estimates of revenue and capital expenditure aimed at developing a sustainable funding strategy.	Medium Term Financial Strategy Corporate Plan Budget Notes	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
Optimising achievement of intended outcomes		
a) Ensuring the medium term financial strategy integrates and balances service priorities, affordability and other resource constraints.	Customer satisfaction surveys Key Performance Information booklet	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
b) Ensuring the budget process is all-inclusive, taking into account the full cost of operations over the medium and longer term.	Budget guidance notes	Responsible Officers SMT/ Heads of Service Timescale: Ongoing

Good Practice Requirements	Evidence Base and assessment	Other Information / Action
c) Ensuring the medium term financial strategy sets the context for ongoing decisions on significant delivery issues or responses to changes in the external environment that may arise during the budgetary period in order for outcomes to be achieved while optimising resource usage.	Medium Term Financial Strategy	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
d) Ensuring the achievement of 'social value' through service planning and commissioning. The Public Service (Social Value) Act 2012 states that this is the <i>additional benefit to the community over and above the direct purchasing of goods, services or outcome</i>	Service plans to demonstrate the consideration of 'social value' Achievement of 'social value' is monitored and reported	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
Developing the Council's capacity, including the capability of its leadership and the individuals within it.		
Good Practice Requirements	Evidence Base and assessment	Other Information / Action
Developing the entity's capacity		
a) Reviewing operations, performance use of assets on a regular basis to ensure their continuing effectiveness.	Regular review of activities, outputs and planned outcomes Performance downloads page of the council's website.	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
b) Improving resource use through appropriate application of techniques such as benchmarking and other options in order to determine how the Council's resources are allocated so that outcomes are achieved effectively and efficiently.	Utilisation of research and benchmarking exercises	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
c) Recognising the benefits of partnerships and collaborative working where added value can be achieved.	Effective operation of partnerships to deliver agreed outcomes	Responsible Officers SMT/ Heads of Service Timescale: Ongoing

Good Practice Requirements	Evidence Base and assessment	Other Information / Action
d) Developing and maintaining an effective workforce plan to enhance the strategic allocation of resources.	Performance Management system Performance Appraisal system Recruitment arrangements Continuing Professional Development Workforce Plan – HR to advise Organisational development plan	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
Developing the capability of the Council's leadership		
a) Developing protocols to ensure that elected and appointed leaders negotiate with each other regarding their respective roles early on in the relationship and that a shared understanding of roles and objectives is maintained.	Job descriptions Regular meetings SMT meetings	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
b) Publishing a statement that specifies the types of decisions that are delegated and those reserved for the collective decision making of the governing body.	Council Constitution Scheme of Delegation (reviewed annually) Members Code of Conduct Records of decisions Job descriptions Standing Orders and Financial Regulations	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
c) Ensuring the leader and the Head of Paid Service have clearly defined and distinctive leadership roles within a structure whereby the Head of Paid Service leads the authority in implementing strategy and managing the delivery of services and other outputs set by members and each provides a check and balance for each other's authority.	Clear statement of their respective roles and responsibilities and how these will be put into practice	Responsible Officers SMT/ Heads of Service Timescale: Ongoing

Good Practice Requirements	Evidence Base and assessment	Other Information / Action
<p>d) Developing the capabilities of members and senior management to achieve effective shared leadership and to enable the Council to respond successfully to changing legal and policy demands as well as economic, political and environmental changes and risks by:</p> <ul style="list-style-type: none"> - ensuring members and staff have access to appropriate induction tailored to their role and that ongoing training and development matching the individual and organisational requirements is available and encouraged. - ensuring members and officers have appropriate skills, knowledge, resources and support to fulfil their roles and responsibilities and ensuring that they are able to update their knowledge on a continuing basis - ensuring personal, organisational and system wide development through shared learning, including lessons learned from governance weaknesses both internal and external. 	<p>Induction programme Update courses Training and Development Plan Continuing Professional Development Members Development Charter Member Development Group Member Information evenings Investors in People Award</p>	<p>Responsible Officers SMT/ Heads of Service</p> <p>Timescale: Ongoing</p>
<p>e) Ensuring that there are structures in place to encourage public participation.</p>	<p>Geographical forums (stakeholder based) Tenants Forum Strategic Partnerships</p>	<p>Responsible Officers SMT/ Heads of Service</p> <p>Timescale: Ongoing</p>
<p>f) Taking steps to consider the leadership's own effectiveness and ensuring leaders are open to constructive feedback from peer review and inspections.</p>	<p>Peer review</p>	<p>Responsible Officers SMT/ Heads of Service</p> <p>Timescale: Ongoing</p>
<p>g) Holding staff to account through regular performance reviews which take account of training or development needs.</p>	<p>Officers annual appraisal Training and Development Plan Effective working of human resources policies</p>	<p>Responsible Officers SMT/ Heads of Service</p> <p>Timescale: Ongoing</p>
<p>h) Ensuring arrangements are in place to maintain the health and wellbeing of the workforce and support individuals in maintaining their own physical and mental wellbeing.</p>	<p>Effective working of human resources policies</p>	<p>Responsible Officers SMT/ Heads of Service</p> <p>Timescale: Ongoing</p>

E. Managing risks and performance through robust internal control and strong public financial management		
<i>Good Practice Requirements</i>	<i>Evidence Base and assessment</i>	<i>Other Information / Action</i>
Managing risks		
a) Recognising that risk management is an integral part of all activities and must be considered in all aspects of decision making.	Risk Management Strategy and Policy	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
b) Implementing robust and integrated risk management arrangements and ensuring that they are working effectively.	Risk Management Strategy and Policy Risk management operation	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
c) Ensuring that responsibilities for managing individual risks are clearly allocated	Risk management operation	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
Managing performance		
a) Monitoring service delivery effectively including planning, specification, execution and independent post implementation review.	Calendar of dates for the submission of committee reports and demonstration of adherence to this Cost performance Benchmarking information Ensuring all key activities have performance measures	Responsible Officers SMT/ Heads of Service Timescale: Ongoing

Good Practice Requirements	Evidence Base and assessment	Other Information / Action
b) Making decisions based on relevant, clear objective analysis and advice pointing out the implications and risks inherent in the Council's financial, social and environmental position and outlook.	Induction programme Record of professional advice provided by officers in reaching decisions Briefings and reports including publication of agendas and minutes Training for committee chairs will be introduced in 2017/18	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
c) Ensuring an effective scrutiny or oversight function is in place which encourages constructive challenge and debate on policies and objectives before, during and after decisions are made thereby enhancing the Council's performance and that of any organisation for which it is responsible.	Council Constitution Two scrutiny committees	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
d) Providing members and senior management with regular reports on service delivery plans and on progress towards outcome achievement.	Committee reports SMT / CMT meetings Calendar of dates for the submission of committee reports and demonstration of adherence to this	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
e) Ensuring there is consistency between specification stages (such as budgets) and post implementation reporting (eg financial statements)	Financial Regulations Financial guidance	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
Robust internal control		
a) Aligning the risk management strategy and policies on internal control with achieving the objectives.	Risk Management Strategy and Policy Audit plan and reports Terms of reference for Monitoring and Audit Committee	Responsible Officers SMT/ Heads of Service Timescale: Ongoing

Good Practice Requirements	Evidence Base and assessment	Other Information / Action
b) Evaluating and monitoring the Council's risk management and internal control on a regular basis.	Risk Management Strategy and Policy	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
c) Ensuring effective counter fraud and anti-corruption arrangements are in place.	Compliance with the <i>Code of Practice on Managing the Risk of Fraud and Corruption</i> (CIPFA 2014)	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
d) Ensuring additional assurance on the overall adequacy and effectiveness of the framework of governance, risk management and control is provided by the internal auditor.	Annual Governance Statement Effective internal audit function	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
e) Ensuring an audit committee or equivalent group or function, which is independent of the executive and accountable to the governing body: - provides a further source of effective assurance regarding arrangements for managing risk and maintaining an effective control environment - that its recommendations are listened to and acted upon.	Monitoring and Audit Committee complies with best practice (see <i>Audit committees: Practical Guidance for Local Authorities</i> , CIPFA 2013) Training for members	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
Managing data		
a) Ensuring effective arrangements are in place for the safe collection, storage, use and sharing of data, including processes to safeguard personal data.	Data management framework and procedures Designated data protection officer Data protection policies and procedures	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
b) Ensuring effective arrangements are in place and operating effectively when sharing data with other bodies.	Data sharing arrangements Data sharing register Data processing arrangements	Responsible Officers SMT/ Heads of Service Timescale: Ongoing

Good Practice Requirements	Evidence Base and assessment	Other Information / Action
c) Reviewing and auditing regularly the quality and accuracy of data used in decision making and performance monitoring.	Data quality procedures and reports Data validation procedures	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
Strong public financial management		
a) Ensuring financial management supports both long term achievement of outcomes and short term financial and operational performance	Financial management supports the delivery of services and transformational change as well as securing good stewardship	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
b) Ensuring well developed financial management is integrated at all levels of planning and control, including management of financial risks and controls.	Budget monitoring reports	Responsible Officers SMT/ Heads of Service Timescale: Ongoing

F. Implementing good practices in transparency, reporting and audit to deliver effective accountability		
<i>Good Practice Requirements</i>	<i>Evidence Base and assessment</i>	<i>Other Information / Action</i>
Implementing good practice in transparency		
a) Writing and communicating reports for the public and other stakeholders in an understandable style appropriate to the intended audience and ensuring that they are easy to access and interrogate.	Website	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
b) Striking a balance between providing the right amount of information to satisfy transparency demands and enhance public scrutiny while not being too onerous to provide and for users to understand.	Website	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
Implementing good practice in reporting		
a) Reporting at least annually on performance, value for money and the stewardship of its resources	Statement of Accounts Formal annual report which includes key points raised by external scrutineers and service users' feedback	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
b) Ensuring members and senior management own the results.	Appropriate approvals	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
c) Ensuring robust arrangements for assessing the extent to which the principles contained in the framework have been applied and publishing the results on this assessment including an action plan for improvement and evidence to demonstrate good governance (annual governance statement)	Annual Governance Statement	Responsible Officers SMT/ Heads of Service Timescale: Ongoing

Good Practice Requirements	Evidence Base and assessment	Other Information / Action
d) Ensuring the framework is applied to jointly managed or shared service organisations as appropriate.	Annual Governance Statement	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
e) Ensuring the performance information that accompanies the financial statements is prepared on a consistent and timely basis and the statements allow for comparison with other similar organisations.	Format follows best practice	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
Assurance and effective accountability		
a) Ensuring that recommendations for corrective action made by external audit are acted upon.	Evidence that recommendations have informed positive improvements Compliance with Public Sector Internal Audit Standards	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
b) Ensuring an effective internal audit service with direct access to members is in place which provides assurance with regard to governance arrangements and recommendations are acted upon.	Evidence that recommendations have informed positive improvements Compliance with Public Sector Internal Audit Standards	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
c) Welcoming peer challenge, reviews and inspections from regulatory bodies and implementing recommendations.	Evidence that recommendations have informed positive improvements	Responsible Officers SMT/ Heads of Service Timescale: Ongoing

<i>Good Practice Requirements</i>	<i>Evidence Base and assessment</i>	<i>Other Information / Action</i>
d) Gaining assurance on risks associated with delivering services through third parties and that this is evidenced in the annual governance statement.	Annual Governance Statement	Responsible Officers SMT/ Heads of Service Timescale: Ongoing
e) Ensuring that when working in partnership, arrangements for accountability are clear and that the need for wider public accountability has been recognised and met.	Community Strategy Financial Regulations (Section E)	Responsible Officers SMT/ Heads of Service Timescale: Ongoing