

AGS Actions planned for 2013/14 – Monitoring

	Action planned 2013/14	Timescale to complete	Responsible Officer	Monitoring Body	January 2014 progress
1	<p>Data Transfers and Security (on-going from 2012/13)</p> <p>To implement the strategy to:</p> <p>a) ensure effective information governance relating to external data transfers and security and to raise staff awareness, for new and existing staff of the legal requirements;</p> <p>b) improve staff awareness of the requirements of the Acceptable Use Policy.</p> <p>c) ensuring that where appropriate, data is transmitted securely either using 'Government Connect', or Egress Switch email and file transfer software or another secure software system.</p>	Initial report by the Data Controller by 31 July 2013 then on-going monitoring	Data Controller and ICT Corporate Lead	Information Governance Group	<p>Progress on the three items in the list is as follows:</p> <p>a) A revised Data Sharing Policy and Procedure was approved by the Information Governance Group (IGG) in May 2013. Revisions to intranet pages (http://intranet.oxfordshire.gov.uk/cms/content/managing-information) are now being used to raise staff awareness. This will also be highlighted through intranet news headlines and form part of revised acceptable use (AUP) policy.</p> <p>b) The AUP has been revised in September 2013 and similar arrangements as for (a) have been put in place making user responsibility for acceptable use more transparent and more accountable. A revised AUP e-learning exercise is due to launch early 2014. Completion of the AUP elearning will be mandatory for all staff.</p> <p>c) Clear links to policy and options for data sharing are explained on the intranet (http://intranet.oxfordshire.gov.uk/cms/content/using-data-and-information) Detailed guidance on opening and using an Egress Switch account have also been produced (http://intranet.oxfordshire.gov.uk/cms/content/secure-email-and-file-sharing). The revised Email Policy makes clear that Egress Switch or PSN must be used for secure transfer of data outside OCC.</p>

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2	<p>Health & Safety (on-going from 2012/13)</p> <p>To ensure the Health & Safety Strategy is embedded across the organisation and:</p> <p>a) that roles and responsibilities in directorates and corporately are clear and understood;</p> <p>b) Health & Safety arrangements in commissioning, awarding and managing service provider contracts are robust.</p> <p>c) that the recommendations from the Internal Audit of Health & Safety are actioned.</p> <p>d) that an effective Health & Safety working group is in operation</p> <p>e) that Directorate action plans in place by the end of July 2013</p>	31 March 2014 or dates set out within the Internal Audit report of Health & Safety.	Head of HR	CCMT	A Health & Safety Governance Group has been established to address these actions. Chaired by the Strategic Human Resources Manager, the group has good service representation and is ensuring that there is a consistent approach and understanding across services. Quarterly updates to CCMT are in place and are scheduled into the 2014 meeting plan.

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3	<p>Legislation</p> <p>Develop and implement an action plan to raise awareness of the implications of new legislation, statutory guidance and best practice and forward planning to allow for government policy developments in directorates.</p>	30 December 2013	<p>Monitoring Officer</p> <p>Head of Policy</p>	Corporate Governance Assurance Group (CGAG)	<p>Implemented.</p> <p>Intranet articles: refresh undertaken of monthly governance articles.</p> <p>Monitoring Officer has addressed whole service and issued a reminder to Principal solicitors on importance of updates.</p> <p>Improvement in distribution of e-updates on legal issues.</p> <p>Undertaken tender on electronic research and new training to be provided as part of overall package.</p> <p>Closer liaison with policy team who provide regular bulletin on policy developments and consultations.</p>
4	<p>Data Quality</p> <p>Agree, implement and report on the performance of a Data Quality Strategy within the organisation and with third parties</p>	31 March 2014	Head of Policy	CGAG	<p>A draft document has been prepared but further work, considering data protection requirements and our Intranet pages is needed. A finalised version should be available in the New Year.</p>

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5	<p>Commercial Services Board</p> <p>Is implemented effectively and</p> <ul style="list-style-type: none"> provides an on-going robust overview of the adequacy of procurement and contract management arrangements across the organisation including contract performance and visibility of issues/risks. issues in CEF contract management are addressed 	31 March 2014	<p>Chief Finance Officer</p> <p>Interim Procurement Manager</p>	CGAG	<p>The Commercial Services Board continues to meet monthly and is building an overview of significant commercial activity. Over 82 procurement projects are now visible representing an external spending commitment of £147m per year.</p> <p>These projects are rated as Red, Amber or Green by the commercial team and selectively reviewed by the Board. Work on implementing a consistent approach to Contract Management is progressing well. The Council's approach has been agreed (the Contract Management Framework). We have over 4,000 suppliers and have carried out risk based segmentation for 75% of them.</p> <p>A base line assessment of the most critical projects (Platinum) begins in November and a standardised performance snapshot for these is being prepared quarterly.</p>

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6	<p>Implementation of Self-Service for Human Resources and Finance</p> <p>Actions to introduce user – friendly systems to enable improvements to financial management and human resources processes are completed in line with project plans and staff are aware of and using the new tools effectively.</p>	31 December 2013	<p>Chief Finance Officer and</p> <p>Head of Human Resources</p>	Transformation Board	<p>Reshaping Finance</p> <p>As part of the wider Reshaping Financial Management Project, new tools for revenue budget monitoring incorporating Excel based reports and workflow, went live on 1 November 2013 and have been well received as a replacement for the existing SAP reports. The Finance Helpdesk went live ahead of this on 14 October.</p> <p>The Finance Intranet pages have been updated to take account of the new tools and processes and Microsoft Dynamics and Lync screen sharing are now being used to manage and monitor calls and support managers.</p> <p>Training on Financial Management Roles and Responsibilities took place in the summer, and hands on classroom based training and on-line training in the new tools is taking place from October to early December.</p> <p>Engagement with the new process will be monitored using the audit reports available from the system and fed back to leadership teams to follow up with the relevant managers.</p> <p>Capital project managers are being trained to use the new capital reports in November. These will be live from December 2013.</p> <p>Continued on next page...</p>

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					<p>Continued...</p> <p>Self Service tools for staff</p> <p>Three of the four planned self-service tools for HR activities have been delivered so far this year with the final tool on Annual Leave due to be rolled out from January 2014. Those on Pay/My Details, Expenses and Sick Absence have been well received, with excellent feedback from users. Roll out of the tools has been prefaced with briefing sessions across the Council which have been well attended and we have taken the opportunity to link relevant policy and guidance to the on-line tools which has been very helpful to managers and staff.</p>
7	<p>Improve Client Charging arrangements in Social and Community Services and in Oxfordshire Customer Services</p> <p>Actions to address issues raised by the Internal Audit report</p>	31 March 2014	<p>Deputy Director, Adult Social Care</p> <p>and:</p> <p>Deputy Director, Oxfordshire Customer Services</p>	<p>Audit Working Group</p> <p>and:</p> <p>CGAG</p>	<p>Actions planned to address issues raised by Internal Audit have all been undertaken. Where appropriate these actions have been incorporated into management responsibilities for continuous attention.</p> <p>Progress - All management actions identified by Internal Audit have been addressed, and are complete pending the implementation of the Adult Social Care Contributions Policy.</p> <p>Status - Complete, pending implementation of the Contributions Policy (January 2014).</p> <p>Additional actions were taken to improve process flows in the Financial Assessments Team. A process review assessed end-to-end practices within the team, making significant changes which boosted performance and had very positive impact on the number of clients assessed and the timeliness of those assessments.</p>

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					<p>Continued...</p> <p>In addition, changes underway within Adult Social Care will lead to further improvements for Client Charging - specifically through process improvements due to a LEAN review which is underway, and the new IT system currently in procurement.</p> <p>Progress - The procurement of the new Adult Social Care IT system is underway.</p> <p>Status - Implementation is expected in late 2014/ early 2015.</p> <p>Progress - Phase 2 of the LEAN review of Adult Social Care is currently undergoing procurement.</p> <p>Status - Completion expected in July 2014.</p> <p>This progress has been reported back to Audit Working Group quarterly in 2013/14</p>

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