

Appendix C – 2019-20 Governance Improvement Plan Progress

The table below summarises the areas of improvement identified during the 2018/19 annual governance review, the planned actions and the progress to date against those actions.

Area for Improvement	Proposed action	2019-20 Outcome	Responsible Officer
Local Plan	Submit the Local Plan to the government in May 2019 for independent examination with a view to the Plan being adopted in March 2020.	Partially Complete <i>The Northumberland Local Plan was submitted by Northumberland County Council to the Secretary of State for Housing, Communities and Local Government on 29 May 2019. In June 2019 the Inspector was appointed to undertake the independent examination of the Local Plan. The inspector's role is to determine whether or not the Core Strategy in the Local Plan is sound and complies with all relevant legal requirements. The Phase 1 Hearing Sessions, covering the strategic elements of the Local Plan took place during October 2019 and February 2020. Chapter 13 Hearing Sessions also took place in February 2020, covering the Minerals, Waste and Renewable Energy aspects of the Local Plan. A number of actions for the Council have resulted from these Hearing Sessions, which will be progressed during 2020/21</i>	Juliemma Mcloughlin
Consultation	Establish a framework for the consistent publication of all Council consultation (carried forward from 2018-19).	Partially Complete <i>The Council is currently in the process of commissioning a supplier to provide an electronic system that will facilitate a process of digital consultation, and assist in widening participation and engagement going forward.</i>	Kelly Angus
Active Northumberland	Ensure an Operating Agreement is in place for 2019-20 for Active Northumberland with appropriate monitoring arrangements in place. Ensure a formal process is in place for measuring customer satisfaction with an annual report to the Council.	Complete <i>An Operating Agreement between Active Northumberland and the Council was put in place for 2019/20. The Operating Agreement includes a requirement to provide detailed quarterly performance information to the Council, and appropriate monitoring arrangements for the operating agreement are in place. The Leisure Client function is now well established with the appointment of a dedicated 'Contracts Officer'. Progress has also been made during 2019-20 towards the development of a comprehensive outcomes framework.</i>	Kelly Angus
Advance Northumberland	Ensure an Operating Agreement is in place for 2019-20 for Advance Northumberland with appropriate monitoring arrangements in place.	Complete <i>An Operating Agreement between Advance Northumberland and the Council was put in place for 2019/20. Monitoring arrangements take place through officer level meetings between Advance and NCC, including a monthly Performance Clinic where performance against detailed KPIs is reviewed. In addition, a monthly Shareholder Assurance meeting takes place to review performance against the agreed business plan.</i>	Juliemma Mcloughlin

<p>Operational delivery</p>	<p>Establish a framework for strategic and operational performance which demonstrates delivery and assurance of key operational and strategic indicators and which gives assurance on delivery of the Corporate Plan and in delivery of physical processes including Local Transport Plan, Capital Programme and Regeneration projects.</p>	<p>Complete <i>A significant restructure of the Economy & Regeneration service has been undertaken to equip the Service with the resources required to deliver the Council's corporate priorities for economic growth. A pipeline of regeneration projects put in place together with robust processes to manage the subsequent monitoring and progressive delivery of the various initiatives via a Steering Group chaired by the Executive Director. Process of Project Initiation Documents (PIDs) put in place in collaboration to manage the commissioning of services.</i> <i>A new Policy Service was established during the year, to work with all services, partners and stakeholders and to support Members to develop policies based on sound evidence, aligned with other policies, and set a clear direction for delivery of services, projects and investments.</i></p>	<p>Daljit Lally</p>
<p>Programme of Service Reviews</p>	<p>Establish a series of service reviews to challenge current service delivery arrangements and provide assurance that value for money is being achieved.</p>	<p>Complete <i>Following recruitment and establishment of an Innovation and Improvement Team during 2019/20, a programme of eight work streams has been established that will be carried out during 2020/21 and beyond, as a cycle of continuous review and improvement. The eight workstreams are: Digital; Service Reviews; Place Based Shaping; Workforce; Quality and Complaints; Cultural and Engagement, Business Development and Income Generation; and Climate Change.</i></p>	<p>Daljit Lally</p>
<p>Partnership with NHS bodies</p>	<p>Consider whether there needs to be changes to current partnership arrangements as the restructuring of the NHS set out in the Long-Term Plan takes shape.</p>	<p>Complete <i>The decision was taken that a review of the current partnership arrangements with NHS partners should be carried out. A draft terms of reference for the partnership review has been agreed and the membership of the review group proposed. Potential options and opportunities are currently being considered, with the formal review process expected to commence in June 2020.</i></p>	<p>Cath McEvoy-Carr</p>