




















Action Plan	Due Date	Status
R19001 Budget Council approving a robust balanced budget for 2020/21	31 March 2020	
<p>Budget Council approved a balanced budget for 2020/21 on the 26th February 2020.</p>		
R19002 Support the pooled fund manager and develop strategies for bridging the pooled fund gap in current and future financial years.	31 March 2020	
<p>The opening 2020/21 budgets have been presented to the Integrated Commissioning Board on the 26th May 2020.</p>		
R19003 Input into Key Strategic Council and GM projects from a Finance, Legal and HR perspective.	31 March 2020	
<p>All reports with financial implications submitted to Cabinet for decisions were signed off by Finance Support Service. All relevant meetings attended and financial implications known re key strategic Council/GM projects including: South Heywood/Junction 19, Town Centre Capital Programme, Town Hall Restoration, Property Growth Fund and Hollingworth Lake.</p>		
R19004 Provide financial advice on the Commercial and Regeneration projects being undertaken by the Council.	31 March 2020	
<p>No commercial property investments were completed in Q4. The Q3 PGF monitoring position was reported to PGF Sub Committee in this quarter ensuring Members are kept fully informed with regard to performance and risk. Q4 and overall outturn will be reported at the beginning of the next financial year. Finance Service have provided significant input into the financial modelling of significant schemes including South Heywood/Junction 19 and Rochdale Riverside.</p>		

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R19005 Provide legal advice on the Commercial and Regeneration projects being undertaken by the Council	31 March 2020	
<p>Ongoing legal support continues to be provided in relation to key property transactions both prior to purchase and in any ongoing transactions once in the Council's ownership. Support also provided by attendance at in-house property growth fund meetings with colleagues from the RDA and Estates. This support has continued to be provided remotely during the lockdown period due to the corona virus.</p>		
R19006 Produce the 2018/19 Statutory Accounts	31 March 2020	
<p>Accounts signed off at Audit and Governance on 25th July, audit certificate received 25th September closing the audit.</p>		
R19007 Delivery of the Internal Audit Plan for 2019/20	31 March 2020	
<p>96% of the approved Audit Plan has been completed by the end of the year which means the target has been achieved.</p>		
R19008 Implementation of the Risk Management Strategy	31 March 2020	
<p>Q3 Risk Management highlights included agreement on maintenance requirements for the Town Hall with Technical Surveying, placement of insurance cover for Riverside Retail, and advice provided to Customer Transformation projects on appropriate risk processes. Cyber insurance was also placed effective from 31st March, however no progress made by ICT Services on plans to mitigate their 'Red-ranked' technical security risk. The reissue of a joint RBC/CCG Risk Management Policy has been delayed by the Brexit workload and because CCG have yet to roll out the Pentana system.</p>		

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R19009 Maximising income to the Council	31 March 2020	
<p>Council Tax - 94.6% (94.7 in 2018/19) Business Rates - 98.4% (98.7% in 2018/19). The impact of Covid-19 both on our customers' ability to pay their instalments due in March 2020 together with the change in priority to process grant applications has resulted in the targets not being achieved</p>		
R19010 Improving accessibility to services – Council Connect (Customer Self-Service)	31 March 2020	
<p>Promotion of E-Billing to existing customers, web/social media campaigns generated 736 new E-Billing customers. The team at the Contact Centre continue to promote Direct Debit and 12 monthly instalments, this will be re-visited in 2020/21. Each release of Capita Connect is reviewed and new processes are added to MyAccount as they become available.</p>		
R19011 Review of Local Council Tax Support Scheme for 2020/21	31 March 2020	
<p>The banded income scheme has been implemented from 1 April 2020.</p>		
R19012 Developing the use of our HR system to maximise customer experience and enhance organisational performance including the integration of the iTrent HR System with Civica the Financial Ledger	31 March 2020	
<p>Recruitment to fixed term post has been successful with candidate starting mid-January 2020. Review of processes relating to alignment of finance and I-trent structures underway and cleansing of existing information continues. Roll out of e-slips to schools completed, now looking at EM and FM. Automation of LGPS monthly data collection expected for year end.</p>		

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R19013 Financially support the development of a 5 year Children’s Strategy	31 March 2020	
<p>Monthly meetings continued in quarter 4 and the service is focused on delivering the innovations which underpin the delivery of the financial strategy. The Social Care element of the service out turned with an overspend of £2.5m, this pressure was offset by £0.618m by an underspends in Sure Start, Schools Support and Youth Service.</p>		
R19014 Develop: Leadership Team Academy, Integrated Leadership, Wider Leadership Team and Staff Engagement Strategy	31 March 2020	
<p>LEADERSHIP ACADEMY: Cohort 3 has begun with 27 delegates. Initial delegate / line manager briefings undertaken. Diagnostic and coaching modules delivered. Project proposals have been submitted. The programme is currently suspended pending a return to normal working arrangements. Cohort 2 delegates were scheduled to commence ILM Level 5 in April 2020. This has been postponed pending a return to normal working arrangement.</p>		
R19015 Develop the Council’s strategic approach to Workforce Wellbeing in line with the Public Health 5 pillars of wellbeing, maximising the resources within the Council and with partners	31 March 2020	
<p>The workforce wellbeing focus shifted in this period to support the organisation's response to the Covid-19 crisis. Key priority areas included supporting employees and managers in maintaining wellbeing whilst working from home and maintaining connectivity as well as supporting positive mental health at a time of stress and uncertainty.</p>		
R19016 Embed good governance practice and articulate expectations within the Council with its senior leaders, staff and all Members of the Council	31 March 2020	

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<p>AGS completed subject to final sign off by Committee. A number of innovative governance arrangements were developed and implemented in the last reporting period in response to Covid-19. This has ensured that the Council's arrangements continue to support the democratic leadership of the organisation.</p>		
<p>R19017 To review electoral arrangements on parliamentary footprints</p>	<p>31 March 2020</p>	<p></p>
<p>The council sizing report was approved at Council in March 2020 and has been submitted to the LGBE. The LGBE will consider the document in June 2020 with their recommendations expected to be published however, delays to the consultation process are possible as the LGBE consider how to proceed with electoral reviews which are part way through the process.</p>		
<p>R19018 To strengthen governance arrangements across the organisation at service level</p>	<p>31 March 2020</p>	<p></p>
<p>Deploying the emergency requirements for COVID-19 decision making has impacted on the roll out of Constitutional review. The limitations and usability of the existing Constitution are being tested during the increase in Special Urgent and General Urgency delegated decision making; which is equally undermined by the understanding of corporate and statutory governance procedures by Officers. The situation has progressed the need for sub-delegation schemes within each Directorate; working has begun to address this with each Directorate.</p>		
<p>R19019 Digital governance is enhanced and embedded</p>	<p>31 March 2020</p>	<p></p>
<p>Support continues for all members.</p>		

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R19020 To explore the potential for Artificial Intelligence in business processes	31 March 2020	

The draft business case completed in quarter 3 has been updated to include further options of processes which could be automated based on the successful implementation in other local authorities and also to provide more clarity about the in house capacity/skills that would be useful to have following implementation, based on experience of others. In addition a range of alternative AI/Automation tools have been investigated in order to consider the range of products currently on the market. The results of this work are now ready to be considered by the Director of Resources and following this a transformation bid will be developed and presented to the Leadership Team and Leader for sign off of the project and the funding. This will be processed in Q1 2020/21.