



GUILDFORD
BOROUGH

James Whiteman
Managing Director

www.guildford.gov.uk

Dear Councillor

CORPORATE GOVERNANCE AND STANDARDS COMMITTEE - THURSDAY, 18TH JUNE, 2020

Please find attached the following:

Supplementary Information Sheet (Pages 1 - 8)

Yours sincerely

John Armstrong, Democratic Services and Elections Manager
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CORPORATE GOVERNANCE AND STANDARDS COMMITTEE

18 JUNE 2020

SUPPLEMENTARY INFORMATION

AGENDA ITEM 4: ANNUAL REVIEW OF THE EQUALITY SCHEME ACTION PLAN

A revised and updated Equality Scheme Action Plan (Appendix 1 to the report) is attached.

AGENDA ITEM 5: ANNUAL GOVERNANCE STATEMENT 2019-20

Corrections:

1. The recommendation (page 21 of the agenda) should read:

“That the Committee considers the Council’s Annual Governance Statement for 2019-20, as set out in Appendix 1 to this report, and refers any comments that it feels appropriate to the Executive at its meeting on ~~21 April~~ 23 June 2020.”

2. The comment in the table on page 26 should read:

“Corporate Governance Task Group has reviewed the Councillors’ Code of Conduct (including policy on acceptance and registration of gifts and hospitality) with a view to report to Council in ~~July~~ October 2020.”

3. The comment in the table on page 28 should read:

“The Executive agreed on 21 January 2020 to hold a public consultation on new draft corporate priorities for the Council, and has set up a working group to support the development of the new corporate plan, which is expected to be adopted by the Council in ~~July 2020~~ 2021.”

Updates

1. In the tables in paragraph 5.1 of the Annual Governance Statement (Appendix 1) on page 34, and in paragraph 2.2 of the Head of Internal Audit’s Annual Opinion (Appendix 2) on page 50, details of the number of audits carried out in 2019-20 are as follows:

Assurance Rating	Number of Audits	
Significant Assurance	0	0%
Significant Assurance with minor improvement opportunities	21	62%
Partial assurance with improvements required	3	9%
No Assurance	1	2%
No Opinion (one-off projects) Value for Money	6	18%
In progress (Inc. fundamental service reviews)	3	9%

2. In the Annex to the Annual Governance Statement setting out details of progress with follow up reviews from 2018-19, which were revisited in 2019-20, there are a number of updates which are set out in the table below:

Agenda Page	Issue	Officer Update
39	Licensing – Performance Monitoring Implementation of Performance Monitoring Procedure Was due by 30 December 2019	This is part of the Phase B Future Guildford programme and has been included in the new service planning programme introduced in Phase A. We are also currently re-instigating corporate performance monitoring and reporting at both strategic and service level as part of this programme.
40	Licensing – HMO Inspections Include checklist for inspections in policy Was due by 30 December 2019	This is now in place and will be included in the revised policy
40	Licensing – Record Keeping Monthly monitoring to be included in policy and introduce spot checks Was due by 30 November 2019	Licensing is part of Phase B of the Future Guildford programme and the monitoring will be picked up through the new service planning and performance framework that is currently being rolled out. We are also looking at the potential functionality of the Tascomi software and how this can be used to improve performance.
42	Parking – Enacting Regulation 10 Penalty Charge Notices: Address software issues Was due by 31 December 2019	This is part of the Future Guildford Phase B technology programme work and we are currently identifying the full potential of the system to assess what the issues are.
44/45	Payroll – Policies and Procedures Is due by 30 June 2020	This forms part of the Enterprise Resource Planning (ERP) platform which is due to go live in July
45/46	Payroll – Timely authorisation of payroll amendments The requirement to await formal authorisation before implementing amendments to be formalised in policy. Is due by 30 June 2020	This forms part of the new ERP platform which is due to go live in July
47	Creditors - Review of Supplier Amendments Provision of proper verification of amendments in suppliers' bank details. Was due by 30 December 2019	This was implemented at the beginning of January 2020
47	Creditors - Maintaining Policies and Procedures: Creation of policies and procedures Was due by 1 April 2020	This forms part of the new ERP platform which is due to go live in July

AGENDA ITEM 9: REVIEW OF TASK GROUPS REPORTING TO THE COMMITTEE

Although the Committee has the power to determine the membership of both the Councillor Development Steering Group and the Corporate Governance Task Group, political group

leaders have been consulted to establish whether they wished to make any change to the current membership of both groups.

Responses from group leaders:

Political Group	Cllr Development Steering Group	Corp Gov Task Group
Liberal Democrats	Cllr Pauline Searle	Cllr Liz Hogger
R4GV	Cllr Colin Cross	Cllr Deborah Seabrook
Conservatives	Cllr Richard Billington	Cllr Nigel Manning
Guildford Greenbelt Group	Cllr Catherine Young	Cllr Ramsey Nagaty
Labour	Cllr Angela Gunning	Cllr James Walsh

AGENDA ITEM 10: CORPORATE GOVERNANCE AND STANDARDS COMMITTEE WORK PROGRAMME

30 July 2020

Due to the ongoing COVID-19 situation, officers recommend that the following reports are deferred to the September 2020 meeting:

- 2019-20 Audit Findings Report: Year ended 31 March 2020
- 2019-20 Audited Statement of Accounts

and the Freedom of Information Compliance Update report is deferred to January 2021 when the Annual Report for 2020 is to be considered.

EQUALITY OBJECTIVES - KEY AREAS	OBJECTIVE	ACTIONS	LEAD OFFICER	TARGET DATE	COMMENTS
1. LEADERSHIP AND CORPORATE COMMITMENT	1.1 Councillors and senior managers to be aware of the equality profile of the residents of the borough	1.1.1 Publish 2011 census information relating to Guildford Borough residents' equality profile on intranet	E&D Forum	31.12.20	
	1.2 Impact on equality is considered as part and parcel of implementing change before decision-making and policy changes take	1.2.1 Establish which services are routinely conducting EIAs	Directors	31.12.20	Monitoring of service EIAs to be established within the Policy team under Strategic Services
		1.2.2 Ensure all managers understand how to assess impact on equality	Lucy Richards	31.3.19	Improved guidance on assessing impact on equality and a new EIA form was produced and published in April 2019
		1.2.4 Publish a summary of EIAs and actions quarterly on the website	E&D Forum	31.12.20	
	1.3 Conduct meaningful impact assessments	1.3.1 Review current EIA template and investigate alternative formats or options	Lucy Richards and members of E&D Forum	Completed April 2019	
		1.3.2 Expand E&D knowledge within HR especially in relation to advising and checking EIAs	Francesca Smith, HR team	Ongoing	
2. SERVICE DELIVERY AND CUSTOMER CARE	2.1 Equality monitoring is consistently carried out across Council services where relevant	2.1.1 Establish what monitoring is currently being carried out	E&D Forum	31.12.20	Monitoring of service EIAs to be established within the Policy team under Strategic Services
	2.2 Data collated from (customer) equality monitoring is published on the website annually	2.2.1 Investigate how data can be published in a useful and meaningful but not onerous way	E&D Forum	31.12.20	Monitoring of service EIAs to be established within the Policy team under Strategic Services
	2.3 Data is used to establish impact on equality/ to inform EIAs	2.3.1 Make the data available for use as per 2.2.1	E&D Forum	31.12.20	Equalities monitoring of services to be established within the Policy team under Strategic Services
	2.4 Equality monitoring wording is consistent and sensitive	2.4.1 Compare current equality questions and make appropriate changes to equality questionnaires on customer documents (see 2.10.1)	E&D Forum	31.12.20	Equalities monitoring of services to be established within the Policy team under Strategic Services
	2.5 Ensure our communications are accessible to protected groups	2.5.1 Review and re-issue document to staff 'Guidance on Alternative Forms of Communication'	E&D Forum	Completed. Next review date 30.12.20	Guidance has been updated and re-issued on the Council's intranet January 2020. Target date amended to 30 December 2020 for next annual review.
	2.6 Check whether HR information and customer information that is sent out is available in hard copies inform people that an alternative range of formats is available on request	2.6.1 Review documents and add information if necessary	Francesca Smith	ongoing	

EQUALITY OBJECTIVES - KEY AREAS	OBJECTIVE	ACTIONS	LEAD OFFICER	TARGET DATE	COMMENTS
	2.7 Barriers to accessing services are removed where identified	2.7.1 Managers complete an EIA when planning changes and where an impact is identified they amend the proposal to remove or reduce the adverse impact	E&D Forum	31.12.20	Monitoring of service EIAs to be established within the Policy team under Strategic Services
	2.8 Staff deliver excellent customer service to protected groups	2.8.1 Investigate and implement a viable process for monitoring customer complaints and compliments from people in protected groups or for complaints of harassment or discrimination	Lucy Richards	30/04/18. Completed.	Jane Brown, Customer Services Team Leader, to alert Lucy Richards when any equality related complaints are received. These will be monitored and any appropriate action taken. None received as at 31.03.20
	2.9 The website is accessible to protected groups	2.9.1 Website is reviewed to ensure it meets the needs of protected groups	Lucy Richards, Web Team	31/12/19. Complete. Next review date: 31/12/20	<ol style="list-style-type: none"> 1. The web page https://www.guildford.gov.uk/accessibility was reviewed and updated. The web team visited the Gov.uk empathy lab and as a result of the feedback we have made the following features more accessible: <ul style="list-style-type: none"> • the home page carousel (news feature at bottom of home page) was amended from an 'automatically scrolling' feature, so that users now click to view individual news items • The website's keyboard navigation was improved (helpful for people who can't use a mouse to navigate around a website) • Hyperlink styling was altered to meet WCAG (Web Content Accessibility Guidance) accessibility standards • Colour contrast issues were amended across the website (pale coloured text on pale backgrounds is a problems for sight impaired users) 2. The team uses Siteimprove on a regular and ongoing basis to check for accessibility problems, for example, missing titles from 'i-frames' (such as maps and videos), incorrect heading structure on web pages etc. Our Siteimprove report shows that we are making good progress but there is more to do. 3. The Web team received training in editing pdf and word documents to make them more accessible. As a result, we now: <ul style="list-style-type: none"> • use an Adobe pdf accessibility when pdf's are submitted for upload to the website and either make simple edits to improve accessibility or use the report to request changes, for example, the Contact point housing newsletter (we liaised with the outside design agency that puts this newsletter together to request colour contrast changes) • suggest to colleagues, where possible, that the information given to us in a word document or pdf is made into text on a web page (this makes information easier for all website users to access). 4. The Web team liaises with the Communications team to ensure transcripts and captions are added to videos produced in house and by outside agencies. 5. We are also working with the Communications team to address the accessibility of poor colour contrast on some corporate printed communications, as the GBC 'teal' colour may cause problems for sight impaired users. 6. The Web team have been invited to an information day on website accessibility by our website host.

	2.10 We understand the needs of our community	2.10.1 Ensure equality information is included in customer satisfaction surveys	Web Team	ongoing	include standard questions in all future surveys
EQUALITY OBJECTIVES - KEY AREAS	OBJECTIVE	ACTIONS	LEAD OFFICER	TARGET DATE	COMMENTS
3. EMPLOYMENT AND TRAINING	3.1 Staff are paid fairly and equitably	3.1.1 Appropriate use is made of the job evaluation scheme and appeals process	Francesca Smith	Complete	Job evaluation process complete
		3.1.3 Regular salary benchmarking activity to ensure that salaries remain competitive and equitable in comparison to the local economy	Francesca Smith	Annual activity	Procure a benchmarking package
		3.1.4 Annual review of the Pay Policy	Francesca Smith	April 2020 completed	
		3.1.5 Annual gender pay gap analysis to identify the mean and median differences in pay between the genders	Francesca Smith	March 2020 completed.	The Gender Pay Gap is analysed annually and following approval from the Corporate Governance & Standards Committee the report is published on the Government's Equality website and the transparency pages of the Council's website. The gap is currently positive.
	3.2 Workforce profiling is used to compare and move towards a similar profile to that of our customers	3.2.1 Complete and publish workforce profile	Francesca Smith	Completed January 2020	
		3.2.2 Publish workforce profile for 2017	Francesca Smith	completed	
		3.2.3 Publish workforce profile annually	Francesca Smith	ongoing	
	3.3 Adequate recruitment training is provided for managers	3.3.1 Ensure recruitment training is in place for newly appointed managers and as a refresher, provided or arranged by HR	Ali Holman	Completed	Recruitment training has been provided for newly promoted managers and for managers who recruit staff on a regular basis July and September 2018. Extended training to other managers during 2019. Currently suspended due to limited recruitment activity.
	3.4 Equality monitoring is used to inform decisions regarding employment policies and procedures	3.4.1 The impact of policies and procedures is reviewed annually and policies revised if necessary	HR team	Continuous	HR policies and procedures and equality impact assessed. Workforce profiling also highlights any differential impact on groups of employees with protected characteristics e.g. the number of grievances raised, bullying complaints, disciplinary hearings.
	3.5 Form an equality and diversity forum	3.5.1 Invite employees to join a group looking at equality matters relating to employment and customers	Claire Morris	January 2021	
3.6 Equality and diversity training available to all staff	3.6.1 Add refresher E&D training to the Corporate Training Plan	Hannah Cornick	completed	Rolled out refresher training 2019. (All new recruits receive mandatory E&D and disability awareness training in first six months of employment).	
3.7 Be a Disability Confident employer	3.7.1 Review whether to apply for Disability Confident status	Francesca Smith	completed	Achieved compliance level	

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	3.8 Meet the commitment to the Time to Change campaign	3.8.1 See separate action plan for Time to Change	Natasha Sherwood, HR, Helen Barnsley, Corporate Public Health Coordinator	Completed 2017	The action plan was created in 2017 and is due to be updated by Helen.
	3.9 Increase equality and diversity awareness for employees	3.9.1 With the introduction of the Equality and Diversity Forum (see objective 3.5) introduce bitesize awareness sessions for employees on various aspects of equality and diversity.	Ali Holman, HR	31.12.21	
	3.10 Increase the number of job applications from a more diverse range of candidates including those with protected characteristics	3.10.1 Investigate options and advertise on specialist diversity recruitment sites in order to reach a more diverse range of applicants	Ali Holman, HR	31.12.21	
		3.10.2 Create a brief diversity and safeguarding statement to appear on all job adverts	Ali Holman, HR	Completed	This statement has been added to job adverts/recruitment information: We are an equal opportunity employer and value diversity. All employment decisions are made on the basis of qualifications, merit and business need. Our organisation is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and post-holders to share this commitment. To fulfil this commitment, we have robust systems in place for the safe recruitment of staff and volunteers.
4. CONSULTATION AND COMMUNITY DEVELOPMENT	4.1 The borough's various communities are encouraged to engage with the Council on equality matters	4.1.1 Use all of our communications media to communicate our key messages	E&D Forum	ongoing	
	4.2 Protected groups are targeted by inviting them to participate in consultation	4.2.1 Appropriate services are made aware of key issues that their various communities can engage with	E&D Forum	ongoing	
		4.2.2 Coordinate with service leaders on community consultation with regard to the services we provide	E&D Forum	ongoing	

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