

Appendix 1**Further Governance Arrangements based on the Local Code of Governance six principles****1. Focusing on the purpose of the authority and on outcomes for the community and creating and implementing a vision for the local area**

The function of governance is to ensure that authorities, other local government organisations or connected partnerships fulfil their purpose and achieve their intended outcomes for residents, customers and taxpayers and operate in an effective, efficient, economic and ethical manner. This concept should guide all governance activity.

Local government bodies need to develop and articulate a clear vision of their aim, purpose and intended outcomes for residents, customers and taxpayers that is clearly communicated, both within the organisation and to external stakeholders.

1.1 Develop and promote the authority's purpose and vision**Progress to date**

The Council has a corporate strategy spanning 4 years and outlining our aim, priorities and objectives. The strategy is underpinned by an annual corporate business plan, demonstrating delivery and Service Delivery Plans for each Directorate. Priorities are member led. The strategy and plan are updated annually and fundamentally reviewed every 4 years, linked to the election cycle.

1.2 Review on a regular basis the authority's vision for the local area and its impact on the authority's governance arrangements**Progress to date**

The corporate planning framework oversees a substantial review of corporate aims and priorities every four years. Strategically, this is in line with the District's Community Strategy (led by Cotswold Local Strategic Partnership)

1.3 Ensure that partnerships are underpinned by a common vision of their work that is understood and agreed by all parties**Progress to date**

A corporate partnership framework and toolkit is in place which sets out performance and governance standards for the Council's partnership working. It summarises key "to dos" for officers and members involved in partnerships and it is expected that all partnerships the Council is involved in will adhere to these principles. The Council has set up a partnership monitoring system and has defined what it considers to be "significant partnerships". Significant partnerships are reviewed periodically so that the Council can ensure that they contribute to corporate priorities and objectives and deliver value for money.

1.4 Publish an annual report on a timely basis to communicate the authority's activities and achievements, its financial position and performance**Progress to date**

The Council publishes an annual report, the 'Review of the Year' outlining its achievements against its priorities, other actions and containing details of its financial results and performance. The report is sent to all Members, Town and Parish Councils and is also distributed through the Council's Front of House Services at Cirencester and Moreton-in-the-Marsh. The annual report is published on the Council's website.

1.5 Decide how the quality of service for users is to be measured and make sure that the information needed to review service quality effectively and regularly is available**Progress to date**

The Council has identified the need to measure customer satisfaction. There are numerous means of measuring customer satisfaction across the Council and these are tailored to corporate and/or service specific needs. Examples include: surveys of visitors, 'touchscreen' technology, comments cards, etc.

1.6 Put in place effective arrangements to identify and deal with failure in service delivery**Progress to date**

CDC has a range of measures to monitor and deal with failure in service delivery. These include:

- a complaints procedure to ensure appropriate learning from Complaints;
- quarterly performance monitoring reports which are discussed at Directorate meetings, with Portfolio Holders, Corporate Team, Overview and Scrutiny Committee and Cabinet;
- on-going and tailored feedback from consultations and engagement with service users, as part of service planning and delivery.
- use of CRM data to identify service failure enabling changes to be made (where possible) to the process to reduce likelihood of reoccurrence.

1.7 Decide how value for money is to be measured and make sure that the authority or partnership has the information needed to review value for money and performance effectively. Measure the environmental impact of policies, plans and decisions**Progress to date**

The Council's efficiency programme has been monitored and controlled by the "One Team" Programme Board which comprised of the Chief Executive, the Leader of the Council, the Portfolio Holder for Customer and Support Services and the Directors

The One Team Programme definition will be regularly updated to include all of the efficiency savings identified within the Council's Medium Term Financial Plan (MTFP).