

**Principle A: Behaving with integrity, demonstrating strong commitment to ethical values, and respecting the rule of law**

AGS improvement actions	Current Status	
<p><b><i>Review commissioning and procurement approaches to embed industry standard contract management as part of staff job descriptions; deliver policy and training to embed social value across the council; and strengthen our approach to partnership working with the VCS through business planning processes and a refresh of the Compact/ VCS Strategy.</i></b></p>	<p>An end-to-end review of processes across procurement has been undertaken, and a refreshed process has been devised (involving colleagues from Legal and SWAP Audit). Commercial Board has been relaunched in line with this. A restructure of the Commercial &amp; Procurement team has been undertaken, all job descriptions have been revised and recruitment is underway. An improvement plan is in place.</p> <p>Following the redesign of end-to-end processes and the development of a social value strategy, there will be an identification of skills gaps for commercialization and procurement.</p>	<p><b>AB</b> <b>DB</b></p>
<p>Rollout a Good Conduct Campaign for local councils, including a toolkit, webinar and Good Conduct chart.</p>	<p>Completed. Further webinars being considered for the future.</p>	<p><b>PH</b> <b>MD</b></p>

**Principle B - Ensuring openness and comprehensive stakeholder engagement**

AGS improvement actions	Current Status	
<p><b><i>Review commissioning and procurement approaches to embed industry standard contract management as part of staff job descriptions; deliver policy and training to embed social value across the council; and strengthen our approach to partnership working with the VCS through business planning processes and a refresh of the Compact/ VCS Strategy.</i></b></p>	<p>See above for review of end-to-end processes</p> <p>A Socially Responsible Procurement Policy and associated action plan has been agreed by Cabinet in November 2022, the action plan includes a specific intent to engage with the voluntary sector and community of Wiltshire as part of a mixed economy approach to the procurement of goods, works and services going forward. A Social Responsibility Toolkit to support both suppliers and commissioners to maximise the delivery of social value has been developed.</p> <p>A new partnership arrangement is being developed with the VCS, taking into account and superseding the Wiltshire Compact and the previous VCS strategy. Early discussion with the sector and WC Officers is underway.</p>	<p><b>AB</b> <b>DR</b> <b>DB</b> <b>RS</b></p>

**Principle C - Defining outcomes in terms of sustainable economic, social and environmental benefits**

<b>AGS improvement actions</b>	<b>Current Status</b>	
<b><i>Regularly report on delivery against outcomes defined in the new Business Plan, including our commercial approach</i></b>	A new corporate performance framework has been agreed as part of the publication of the new Business Plan. Through, aligned quarterly reporting of performance and risk at cabinet this continues to be refined through engagement with the relevant services, including through the annual service planning cycle.	<b>MN</b>

**Principle D - Determining the interventions necessary to optimise the achievement of intended outcomes**

<b>AGS improvement actions</b>	<b>Current Status</b>	
<b><i>Finalise the governance review of Stone Circle company and shareholding arrangements</i></b>	Peer challenge report noted that ‘the council has impressive organisational governance providing good levels of rigour and consistency in corporate decision-making, there is clarity around roles and responsibilities, and member/officer relationships are strong and productive. This extends to the Stone Circle wholly owned company where governance improvements now appropriately balance risk and benefit.’	<b>AB PH</b>

**Principle E - Developing capacity, including the capability of the Council’s leadership and the individuals within it**

<b>AGS improvement actions</b>	<b>Current Status</b>	
<b><i>Rollout training and awareness on decision making processes</i></b>	Guidance on the council’s decision-making processes has been developed and is available on the corporate intranet. Directors and Heads of Service have been briefed. An officer corporate governance group is considering whether or not further action is required regarding publication of officer decisions.	<b>PH MD</b>
<b><i>Continue to work with partners to complete a multi-agency evaluation of the response to the pandemic</i></b>	The LRF held a set of multi-agency debrief interviews and workshops sessions throughout June 2022 and the feedback from these has been reviewed. In addition, the public health team have run a series of response debrief/look back sessions for the specific responsibilities around testing, tracing, outbreak management, prisons, care homes, schools and communications to inform our own internal evaluation and ongoing planning.	<b>PH KB MN EP</b>

	We will continue to support the public inquiry as appropriate with partners.	
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**Principle F – Managing risks and performance through robust internal controls and strong public financial management**

<b>AGS improvement actions</b>	<b>Current Status</b>	
<i><b>Review how performance can be communicated to the public to deliver maximum openness and transparency</b></i>	A new approach to communication of performance as well as publishing open data will be developed and delivered as part of the BI Development programme and SAP Evolve project. Incorporation of appropriate resident engagement is being considered as part of the regular service planning approach.	<b>PH</b> <b>MN</b> <b>SH</b>

**Principle G - Implementing good practices in transparency, reporting and audit to deliver accountability**

<b>AGS improvement actions</b>	<b>Current Status</b>	
<i><b>Align organisational processes more closely to the outcomes in the Business Plan to ensure a focus on the resources used and outcomes achieved</b></i>	An outcome-based process has been developed ensuring directorate level service plans link clearly with Business Plan principles.  A new portfolio management approach which includes organisational level prioritisation and governance arrangements is being implemented to align corporate programmes and transformation activities with the new Business Plan and ensure benefits realisation.	<b>AB</b> <b>SH</b> <b>MN</b>
<i><b>Review the Complaints Procedure alongside arrangements to report trends and learning</b></i>	A new, more user-friendly corporate Complaints Procedure was agreed by Full Council in October 2022.  An Annual Complaints Report 2021-22 was received by Standards Committee in September 2022. This provided a comprehensive picture of the complaints received, how they were processed and the actions in place to address any issues identified.  A new complaints casework IT platform is now being developed internally and will support improved reporting of trends and learning.	<b>PH</b> <b>MD</b>

**Initials**

**AB:** Andy Brown, Corporate Director, Resources

**PH:** Perry Holmes, Director, Legal and Electoral Services

**TK:** Tamsin Kielb, Director, HR and OD

**DR:** David Redfern, Assistant Director, Leisure, Communities and Culture

**KB:** Kate Blackburn, Director, Public Health

**SH:** Stuart Honeyball, Director, Transformation

DB: Deborah Bull, Procurement

RS: Rhys Schell, Strategic Engagement and Partnerships

MN: Martin Nicholls, Executive Office

MD: Maria Doherty, Democracy

EP: Emergency Planning