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## Governance Report to Audit Committee

### 6 February 2020

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#### CONTRIBUTION LIST

Service Area:	Responsible:
LGSS Contract Management Risk/policies/emergency planning/AOB Temporary workers GDPR H & S	Stuart McGregor Jo Bonham Karen Middleton David Taylor Julian Bissaker

## **1. LGSS Contract Management:**

- LGSS Contract meetings ongoing
- Previous KPI's and management information improved through discussions between both parties
- Highlighted issues mainly within IT service delivery and HR Agresso issues and reporting
- Working relationship with LGSS very positive

## **2. Risk registers:**

- Brexit risk register – ongoing live document. Awaiting instruction from MHCLG with regards to Brexit preparedness. Monthly calls ongoing between LA's and MHCLG.
- Corporate risk register – Q3 update completed January 2020 (appendix 2)

## **3. Emergency Planning:**

- Business continuity plans to be finalised
- Additional request to heads of service to identify further volunteers for emergency roles – to be followed up January 2020
- Incident room training October and December 2019 – further training required following feedback on the July 2019 exercise at NBC
- Counter terrorism training December 2019
- Duty rota updated to Unitary 2021
- Involvement with LGR unitary team to discuss how emergency planning will be delivered in the new world

## **4. Temporary workers register**

See appendix 3

## 5. Health & Safety:

Accident / Incident Statistics 2019/20													
	April	May	June	July	August	September	October	November	December	January	February	March	
Borough Secretary		1		1	0								2
Customers and Communities	3	2	1	1	5	7	7	3	4	1			34
Housing & Wellbeing	2			2	0		2		1				7
LGSS					0				1				1
Chief Finance Officer					0			1					1
Chief Executive					0								0
Planning	1			1	0	2		1					5
Economy, Assets & Culture	2		1	3	4	6		3	4	2			25
<b>Grand Total</b>	<b>8</b>	<b>3</b>	<b>2</b>	<b>8</b>	<b>9</b>	<b>15</b>	<b>9</b>	<b>8</b>	<b>10</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>75</b>

  

Type of Accident / Incident 2019/20														
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total	
Aggressive behaviour including verbal abuse	5	2	1	3	4	4	5	3	2	1			30	
Dangerous occurrence								1	1	1			3	
Exposed to fire or explosion													0	
Exposed to, or in contact with hazardous substance					1								1	
Fall from Height					2								2	
Hit by a moving vehicle													0	
Injured by an animal or insect													0	
Injured while handling, lifting, and carrying	1					2							3	
Medical condition				1		2	1	1					5	
Near miss					1		1						2	
Other									1	1			2	
Physical assault						1	2						3	
Property and plant damage as a result of an accident				1	1								2	
Needle Stick Injury			1										1	
Road traffic accident								2	1				3	
Slip, trip and fall on the same level	2	1		2		2		1	3				11	
Struck by moving, flying, falling parts or objects				1		1							2	
Struck, caught, trapped by something fixed or stationery						3			2				5	
<b>Grand Total</b>	<b>8</b>	<b>3</b>	<b>2</b>	<b>8</b>	<b>9</b>	<b>15</b>	<b>9</b>	<b>8</b>	<b>10</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>75</b>	
Month on Month Difference from 2018/2019	-2	-8	-9	-2	-3	3	1	3	2	-4	-3	-7	-29	

## 6. GDPR:

1st April 2019 to 31st December 2019											
Overall						Improvement					
Service	Total	Reportable Breaches	Non Reportable	Non Breaches	Deferred to another controller	Investigation ongoing	Procedure improvement	Correct Data Set	Update contact details	Staff Training	Notes
Borough Secretary	2	0	1	1	0	0	0	0	0	1	* Data subjects name published in LGBT online Committee Meeting minutes
Customers and Communities	2	0	1	1	0	0	0	0	0	1	* Front and back of payment card copied and added to electronic document management system as proof of ID.
Economy Assets and Culture	1	0	0	1	0	0	0	0	0	0	
Finance and Governance	2	0	2	0	0	0	2	0	0	0	* Email response to police including DWP request in email chain. Police confirmed deletion within 20 minutes. * File Transfer Protocol issue with the NBC computer network.
Planning	6	0	6	0	0	0	5	0	0	1	* Published applicants' signature online *Document not fully redacted published online *Email intended for Cllr sent to a member of the public *Member of public sent copy of third-party comments as part of confirmation that comments had been received.



<b>Housing and Wellbeing</b>	6	1	3	2	0	0	2	0	0	2	* Reportable breach. Letter notifying tenant of landlords impending loss of property due to failure to pay mortgage sent to wrong address. * Homeless decision notice delivered by hand to the wrong address. * Handwritten note including data subject mobile number posted though wrong door *Template sent to Social Services with some personal data left on it.
<b>NNDR</b>	1	0	0	1	0	0	0	0	0	0	
<b>External Agency</b>	2	0	0	1	1	0	0	0	0	0	
<b>External Contractor</b>	1	0	1	0	0	0	0	0	0	1	* Fine document to wrong address
<b>NLT</b>	0	0	0	0	0	0	0	0	0	0	
<b>NPH</b>	1	0	0	0	1	0	0	0	0	0	
<b>Total</b>	41	3	22	13	3	0	13	0	1	11	

## 7. AOB:

- Performance reporting to be updated following the issue of the new Corporate Plan.
- Service plans are being updated to accurately reflect the objectives of the Corporate Plan and to clearly show progress against the plan through the measures identified and reported quarterly. New report format as of April 2020.