

APPENDIX 4 – FEEDBACK RECEIVED FROM MANAGERS’ ASSURANCE STATEMENTS

Subject	Governance or Operational	Number of responses	Level of concerns	Feedback Received	How these are being addressed/mitigated
Digital By Design	Operational	1	Major	Move to new software “disbanded” with integration incomplete so not achieving outcomes agreed with Corporate Management Team. This has led to double handling of processes and a negative impact on staff morale.	IT to action all tasks on submitted priority schedules.
Capacity	Operational	15	7 – Some 8 - Minor	Very lean organisations which are tested by sickness ad recruitment issues. Recruitment issues means a lack of professionally trained staff for specialist roles and a general impact on services.	Look at new ways to structure and prioritise services. Train up existing staff and consider wider use of apprenticeships. Keep under review and inform Corporate Management Team of pressure points.
Governance/ Policies	Governance	12	3 – Some 9 - Minor	Risk of minor non-compliance with data protection because of home working. Policies (such as Financial Procedure Rules, Contract Procedure Rules and Anti-Bribery Policy) are not understood. Some information held beyond scheduled disposal dates and no disposal schedules on some software systems.	Training to be given with regard to policies in place. Investigation of the use of data cleansing tools. Procurement page on the intranet is being developed. Bribery risks to be reinforced at team meetings.
Delegated Powers	Governance	5	1 – Some 4 - Minor	Lack of understanding of delegated powers for officers. The schemes of delegation for the two authorities are not aligned in all respects.	An updated scheme of delegation is currently being considered by the Constitution Working Group before being taken to Full Council for adoption in Autumn 2023.

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Companies	Operational	3	1 – Some 2 - Minor	Capacity and financial pressures driven by high inflation and economic downturn. Eastbourne Homes Limited – Service Level Agreements are incomplete but have been agreed by the Board.	Ongoing monitoring and review. Incomplete Service Level Agreements is being picked up in the review of companies.
Service Plan/Strategy	Both	1	Some	No Tourism strategies or destination management plans in place so little chance for benchmarking.	Strategy being drawn up with separate plans for each authority.
Tourism	Both	1	Some	Services within Devonshire Park and other areas of Tourism are being reviewed. This is to assess whether the services are aligned to the council’s priorities and to consider the DLUHC mandate for the council to reduce reliance on tourism income.	Service ways of working, staffing structures, procedures etc being reviewed. Using external specialist advice where appropriate.
Performance	Operational	5	Minor	Appraisals process is not really in place. Not aware of plans to monitor quality of service to users in service areas. Need to build up confidence and resilience.	Continue to build confidence, skills and resilience. Maintain honest relations with HR. Could do more to improve performance measures for quality.

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Members	Both	2	Minor	Monitoring Officer capacity dealing with code of conduct complaints. Members contacting staff out of hours.	Training to Members on the Code of Conduct. Remind staff they do not need to answer calls from Members out of hours.
Hybrid Meetings	Governance	2	Minor	Awaiting response from Government to the call for evidence about hybrid meetings in use during Covid.	Any response could indicate whether there is a likelihood of new legislation enabling councils to have the option of holding hybrid or remote meetings.
Decision Making	Governance	1	Minor	There is always room for improvement	Training, feedback, early engagement.
Risk Management	Governance	1	Minor	Risk management works well at the strategic level but the practice is mixed at the operational level.	Needs to be a greater understanding of risk management.
Economy	Operational	1	Minor	The state of the economy affects the value of work in Planning and has an influence on fee income	Monitor work to assess demand, initiate a service improvement group. Use feedback to improve the service
Assurance Review	Governance	1	Minor	Addressing the Assurance Review action plan may be difficult to align with existing priorities.	Continue to review and engagement with administration.