

## Further Actions to strengthen South Essex Home's governance arrangements for 2012/13

No	Governance Issue	Action 2012/13	Date of Implementation	Responsible Officer
1.	<p><b>Business Continuity:</b></p> <p>South Essex Homes works in full partnership with Southend Borough Council in relation to the business continuity plans for the services it provides for Southend on Sea Borough Council.</p> <p>These should be tested by the company where it can do so and the results reviewed as soon as possible. In addition, the Company has relocated to one office for the majority of its core office staff and a Disaster Recovery Plan needs to address this change and ensure that the Company is able to provide a continuous service to its customers.</p>	<p>The key areas of risk for South Essex Homes are :</p> <ul style="list-style-type: none"> <li>• Contact Centre/Emergency Repairs</li> <li>• Careline/Sheltered Housing</li> </ul> <p>The contact centre is at Nicholson House. Additional lines have been installed at Cheviot House and the new telephony system now enables the Company to run the service from Cheviot House.</p> <p>There is a disaster recovery plan for the Careline service which has been tested in September. Actions identified from this have been implemented and the plan will be retested in October.</p> <p>The Company will seek to become a member of the Council's working group overseeing Business Continuity Planning. This will enable the Company to be an integral part of the Council's overall Business Continuity Plan for the homes that it manages.</p>	March 2013	Beverley Gallacher
2.	<p><b>Risk Management:</b></p> <p>There needs to be more consistent application of the company's agreed approach to operational risks within the Organisation.</p>	<p>To review and implement the Risk Management Strategy with the Executive Management Team and the Performance Committee. Completed in July 2012</p> <p>To complete training via Staff &amp; Team Briefings during 2012/13.</p>	<p>October, 2012</p> <p>March, 2013</p>	David Lincoln

## APPENDIX 3

No	Governance Issue	Action 2012/13	Date of Implementation	Responsible Officer
	Further training and development is required to ensure that an effective Risk Management culture is embedded throughout the Company at all levels			
3.	<b>Service Planning</b> The Company needs to ensure a consistent approach to service planning which links to the strategic aims of the organisation and develops clear actions for the Plan for Excellence and put in place a regular monitoring process	All service plans for 2012/13 have been completed and put on Covalent. These all link to the Plan for Excellence.  The Personnel Development Reviews (PDRs) have been completed for all staff for 2012/13 and these link through to the service plans.	March 2013	Richard Gormley
4.	<b>Information Management</b> The Company needs to develop its arrangements for managing its information and then ensure this is consistently applied throughout the organisation	The actions contained in the Audit Report are being actioned, although there are some IT issues to be resolved in conjunction with the Council.  Data Protection training for all staff is being organised in partnership with SBC for October, 2012.  The Company now has a representative on SBCs Information Management Working Group (IMWG) and are undertaking the actions coming out of this group.	March 2013	Mike Gatrell