

# Annual Governance Statement

**2018 2019**

# Annual Governance Statement

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## 1. Scope of Responsibility

The Leader of the Council (Councillor Peter Lamb) and the Chief Executive (Pamela Lamb) are responsible for the preparation and the accuracy of the information contained in this statement.



## Annual Governance Statement (Continued)

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proposal or decision being implemented until the report has been considered. This role is also the Head of Legal, Democracy and HR.

***Deputy Monitoring Officer***



## Annual Governance Statement (Continued)

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decisions. Internally, a consultation toolkit has been developed to guide council staff through the consultation process. The agreed process ensures that engagement activity is relevant, accessible, transparent and responsive. To increase awareness, consultations are proactively promoted.

### **ENSURING OPENNESS AND COMPREHENSIVE STAKEHOLDER ENGAGEMENT**

#### ***Complaints***

Crawley Borough Council is committed to delivering a high quality service and aims to achieve the highest possible standards but recognises that despite its best intentions and hard work, things can go wrong. When there is service failure or users are unhappy about the way a matter has been handled, the Council openly wants to hear about such experiences and operates a two stage complaints system. Stage 1 is where the complaint is dealt with locally by the relevant service area. If the complainant continues to remain dissatisfied with the Stage 1 response, a request can be made to a further review, conducted by a senior officer, normally Head of Service as a Stage 2 complaint. Following this if the matter is still not resolved satisfactorily then the complainant is asked to take the matter up with the Local Government and Social Care Ombudsman. We also use our complaints information to improve service delivery and undertake root cause analysis where appropriate, in order to ensure on-going continuous improvement.

The Housing Ombudsman deals with any complaints that relate to the housing managed service.

## Annual Governance Statement (Continued)

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### ***Financial Controls***

Financial reports comparing budget to actual and projections to end of year are available in real time to all key officers, with access/drilldown facilities appropriate to role and responsibilities. The Leader of the Council and the Cabinet also receive quarterly budget monitoring reports.

### ***Local Plan***

The Local Plan - Crawley 2030 - development plan under which development control decisions will be taken. The Local Plan is

## Annual Governance Statement (Continued)

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supports other service providers in developing move on accommodation and has sustained a delivery programme of 250 new affordable homes each year over the past 5 years. The aim is for delivery at this level over the following 4 year period and work is in hand to identify further sites to maximise housing delivery through the Local Plan review.

### ***Local Partnerships***

The Council has a key role in a number of local partnerships, working for the benefits of residents and the community to improve the quality of life, including:

Safer Crawley Partnership - formed in 1998 in response to the Crime and Disorder Act 1998.

Crawley Wellbeing - a free, friendly and impartial health advisory delivered in partnership with West Sussex County Council and the local NHS.

Economic Partnerships, Local Economic Action Group (LEAG), Crawley Growth



## Annual Governance Statement (Continued)

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Live, is published quarterly and mailed to every household in Crawley to keep residents informed. Various methods are used (depending on the scope of the consultation) to seek satisfaction surveys and feedback forms. A list of current consultations and consultation events [www.crawley.gov.uk/consultation](http://www.crawley.gov.uk/consultation)

### **Public Consultation**

Where appropriate the Council has carried out public consultations. There were a number carried out during 2018/2019, which included the Mystic Joe/Arts Council England arts and culture consultation, employment skills survey, proposed Public Spaces PrAæ PrAæ Pr

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## Annual Governance Statement (Continued)

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## **Annual accounts**

The Council publishes full audited accounts each year which are published on the website at <http://www.crawley.gov.uk/pw/sitesearch/index.htm?q=accounts%23>

## **4. Review of Effectiveness**

Crawley Borough Council has responsibility for conducting, at least annually, a review of the effectiveness of its governance framework including the system of internal control. The review of effectiveness is informed by the work of the CMT, who have responsibility for the development

and also by comments made by relevant stakeholders, the external auditors and other review agencies and inspectorates.

## **5. Significant Governance Issues**

Data Centre Migration Project this project was significantly delayed and the budget was exceeded. A lack of governance and internal controls was identified by an Internal Audit review.

## **6. Proposed Action**

We propose over the coming year to take further steps to address the above matter to further enhance our governance arrangements. Much work has already been undertaken following the report on the Data Centre Migration Project, and the migration to the Redhill Data Centre is substantially complete.

We are satisfied that these steps will address the need for improvements that were identified in our review of effectiveness and will monitor their implementation and operation as part of our next annual review.

Signatures:

..... Date: .....

Leader of the Council

..... Date: .....

Chief Executive