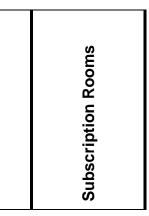
Customer Services Assurance Statement – Summary

Leader of the Council	Doina Cornell						
Chief Executive	Kathy O'Leary						
Director: Customer Services	Joanne Jordan						
Actions to address non or partial compliance are monitored by Director							

CIPFA Seven Core Governance Principles	Community Services including Public Spaces/ Public Spaces	Revs and Bens	Customer Service Centre	Housing Advice and Homelessness	The Pulse	Museum
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		17/18	18/19	17/18	18/19	17/18	18/19	17/18	18/19	17/18	18/19	17/18	18/19	17/18	18/19
Α.	Officers within my service area behave with integrity and demonstrate strong commitment to ethical values and to respecting the rule of law.	G	G	G	G	G	G	G	G	G	G	G	G	G	G
В.	My service area operates in a way that ensures openness and comprehensive stakeholder engagement.	G	G	G	G	G	G	G	G	G	G	G	G	G	G
C.	My service area defines outcomes in terms of sustainable economic, social and environmental benefits.	G	G	G	G	G	G	G	G	G	G	G	G	G	G
D.	My service area determines the interventions necessary to optimise the achievement of intended outcomes.	G	G	G	G	G	G	G	G	G	G	G	G	G	G
E.	My service area continually develops its capacity including the capability of its leadership and the individuals within it.	G	G	G	G	G	G	G	G	G	G	G	G	G	G
F.	My service area manages risk and performance through robust internal control, strong public financial management, and managing data appropriately.	G	G	G	G	G	G	G	G	G	G	G	G	G	G
G.	My service area has implemented good practice in transparency, reporting, and audit to deliver effective accountability.	G	G	G	G	G	G	G	G	G	G	G	G	G	G

Кеу	17/18	18/19
Fully compliant	G	G
Partially compliant	А	А
Not compliant	R	R



Tenant and Corporate Services Assurance Statement – Summary

Leader of the Council	Doina Cornell						
Chief Executive	Kathy O'Leary						
Director: Tenant and Corporate Services Allison Richards (Corporate Team Oversigh							
Actions to address non or partial compliance are monitored by Director							

CIPFA Seven Core Governance Principles	¥	Elections	Property Services	Legal Services	Contract Services	Housing Services	Business Service Planning	IT/ICT Infrastructure and Security	
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	17/18	18/19	17/18	18/19	17/18	18/19	17/18	18/19	17/18	18/19	17/18	18/19	17/18	18/19	17/18	18/19
A. Officers within my service area behave with integrity and demonstrate strong commitment to ethical values and to respecting the rule of law.	G	G	G	G	G	G	G	G	G	G	G	G	G	G	G	G
B. My service area operates in a way that ensures openness an comprehensive stakeholder engagement.	J G	G	G	G	G	G	G	G	G	G	G	G	G	G	G	G
C. My service area defines outcomes in terms of sustainable economic, social and environmental benefits.	G	G	G	A	A	A	A	G	G	G	G	G	G	G	G	G
D. My service area determines the interventions necessary to optimise the achievement of intended outcomes.	G	G	G	G	G	G	A	G	G	G	G	G	G	G	A	А
E. My service area continually develops its capacity including the capability of its leadership and the individuals within it.	G	G	G	G	G	A	G	G	G	G	G	G	A	G	G	G
F. My service area manages risk and performance through robu internal control, strong public financial management, and managing data appropriately.	G	G	G	G	G	A	A	G	G	G	G	G	G	G	A	G
G. My service area has implemented good practice in transparency, reporting, and audit to deliver effective accountability.	G	G	G	G	G	G	G	G	G	G	G	G	G	G	G	G

Кеу	17/18	18/19
Fully compliant	G	G
Partially compliant	А	А
Not compliant	R	R

Development Services Assurance Statement – Summary

Leader of the Council	Doina Cornell					
Chief Executive	Kathy O'Leary					
Director: Development Services Barry Wyatt						
Actions to address non or partial compliance are monitored by Director						

CIPFA Seven Core Governance Principles	Health and Wellbeing	Building Control	Planning	Planning Strategy
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		17/18	18/19	17/18	18/19	17/18	18/19	17/18	18/19
Α.	Officers within my service area behave with integrity and demonstrate strong commitment to ethical values and to respecting the rule of law.	G	G	G	G	G	G	G	G
В.	My service area operates in a way that ensures openness and comprehensive stakeholder engagement.	G	G	G	G	G	G	G	G
C.	My service area defines outcomes in terms of sustainable economic, social and environmental benefits.	G	G	G	G	G	G	G	G
D.	My service area determines the interventions necessary to optimise the achievement of intended outcomes.	G	G	G	G	A	G	G	G
E.	My service area continually develops its capacity including the capability of its leadership and the individuals within it.	G	G	G	G	A	A	G	G
F.	My service area manages risk and performance through robust internal control, strong public financial management, and managing data appropriately.	G	G	G	G	G	G	G	G
G.	My service area has implemented good practice in transparency, reporting, and audit to deliver effective accountability.	G	G	G	G	G	G	G	G

Кеу	17/18	18/19
Fully compliant	G	G
Partially compliant	А	А
Not compliant	R	R

Finance / Section 151 Officer / Canals Project Service Assurance Statement – Summary

Actions to address non or partial compliance are monitored by Chief Executive				
Canal Project Manager	Dave Marshall			
Finance / Section 151 Officer	Andrew Cummings			
Chief Executive	Kathy O'Leary			
Leader of the Council	Doina Cornell			

Canal Project Section 151 Canal Project Canal Project Section 151 Canal Project Cana Project Canal Project Cana Project Cana

		17/18	18/19	17/18	18/19
Α.	Officers within my service area behave with integrity and demonstrate strong commitment to ethical values and to respecting the rule of law.	G	G	G	G
В.	My service area operates in a way that ensures openness and comprehensive stakeholder engagement.	G	G	G	G
C.	My service area defines outcomes in terms of sustainable economic, social and environmental benefits.	A	A	G	G
D.	My service area determines the interventions necessary to optimise the achievement of intended outcomes.	G	G	G	G
E.	My service area continually develops its capacity including the capability of its leadership and the individuals within it.	G	G	G	G
F.	My service area manages risk and performance through robust internal control, strong public financial management, and managing data appropriately.	G	G	G	G
G.	My service area has implemented good practice in transparency, reporting, and audit to deliver effective accountability.	G	G	G	G

Кеу	17/18	18/19
Fully compliant	G	G
Partially compliant	А	А
Not compliant	R	R