

Appendix A – Governance Improvement Plan Update

What	Why	Who	Deliverables	Timescale	Progress Update – July 2024
Develop a Consultation and Engagement Framework.	This will guide how we listen, consult, and involve the people of South Yorkshire in our plans, decisions, and services.	Exec lead – CM CDT leads – SM/SG/TT/AG/KM	A Consultation and Engagement Framework document.	Q3 (interim milestone for principles Q2)	Progress ongoing including meeting with GMCA Head of Engagement to understand how they support the organisation with doing engagement well and meeting with Involve - a public participation charity. We will be using some principles in any consultation necessary for the September bus network changes though the critical milestone will be the statutory consultation for Bus Franchising should we approve the independent audit phase.
Introduce a consolidated customer complaints and feedback process.	This will ensure we have a consistent, effective, and efficient approach to managing customer complaints and providing a comprehensive view of service improvement requirements.	Exec lead – CM CDT leads – TT/DS	A consolidated Customer Complaints and Feedback Process.	Q2/3	A draft proposal has been produced and shared with CDT. Further work required to consolidate processes and then agree how to implement across SYMCA. Likely to be Q3 for implementation at current pace.
Refine and embed our approach to performance reporting.	This will provide assurance that outcomes are being achieved and corporate functions are working effectively, and ensure we are read to report metrics to Oflog.	Exec lead – JH CDT leads – KM/AQK/CJ	A Power BI system to collect and analyse data and a quarterly reporting cycle implemented.	Q2-Q3	Work has begun on a refresh programme for SYMCA’s performance reporting. We are engaging with South Yorkshire Police and Sheffield City Council to learn from their performance reporting journeys. A prototype product and work plan was discussed with ELB w/c 17 June. The proposal is for ELB to receive quarterly reporting and workshops to be rolled out across SYMCA to refresh the metrics and ensure they reflect

					priority outcomes and ways of working. We are also discussing the need for a new Corporate Plan and outcomes framework alongside.
Further develop and enhance the way we use evidential data and intelligence.	This will strengthen funding asks, underpin the SY narrative, help us prioritise our resources and deliver on the Mayor's priorities most effectively.	Exec lead - JH CDT leads – KM/PJ/MC	Under development. To include a programme to improve our business cases; core briefs to give us one version of the truth; further analytical work targeted at priorities.	Q1-Q4	A programme to improve our business cases has been worked up for discussion and approval with ELB w/c 17 June. This has three strands: strategic development, capability-building and reviewing our internal skills and structures around business cases. If approved, we will aim to take this forward over the remainder of the FY. Alongside, we are working up plans around the required analysis and insight capacity and capability to support the Mayor's priorities most effectively, including in the behavioural insights space.
Develop and improve our approach to monitoring our transport tendered services.	This will ensure optimum value for money is obtained using public funding.	Exec lead – MC CDT leads - TT	Contract-monitoring process which is future-proofed for franchising.	Q3	We will be implementing the eight management actions from the Bus Tendered Services internal audit, with last action to be completed by end October 2024.
Embed our Valuing Individual Performance process.	This will ensure personal objectives are linked to corporate and business objectives, and to our values and behaviours. It will also ensure performance can be evaluated and that	Exec lead – GS CDT leads – RB	Valuing Individual Performance documentation completed by every employee, reviewed at mid and end of year. Development plans in place where required.	Q4	Clear guidelines provided by ELB outlining SYMCA objectives; feeding into Directorate & individual Teams objectives. New VIP documentation created & communicated to organisation early 2024 requesting all colleagues have VIP conversations by end of March. All documentation being kept by People team (will move

	development requirements can be considered.				into new HRIS when launched later this year) & regular updates provided to GS & organisation
Agree our Digital Strategy.	This will provide a roadmap for the implementation and adoption of new digital initiatives and technologies to ensure business processes and operational models are modernised to enhance how we work in an evolving digital landscape and support our ambitions of leveraging technology for economic advancement.	Exec lead – GS CDT leads - NB	Provide a high-level roadmap with a "plan-on-a-page" that articulates multiple streams necessary for subsequent enablement initiatives.	Q3	The digital landscape envisioning session is planned in for July with the other pillars being planned in to follow this. The purpose of these sessions is to capture information from across the organisation that will shape the digital strategy
Updated Information Asset Registers	This will assist us in meeting information law requirements by ensuring we can identify and manage risks to the personal information we process and to other information assets we hold, as well as assist us with business continuity and recovery plans.	Exec lead – GS CDT lead - CJ	An up to date and maintained Information Asset Register that is a reliable resource for ensuring compliance with information laws and regulations and supports business continuity planning.	Q2	90% of teams have now reviewed and updated their Information Asset Register. Once completed the Cyber and Information Governance team will validate and analyse the entries to extract relevant information to provide further assurance.
Reviewed Information Governance policies	Reviewed and updated policies and procedures will ensure compliance with information laws and regulation and reflect the changes in SYMCA's operating environment (ie PCC functions and information)	Exec lead – GS CDT lead - CJ	Up to date policies and procedures that provide clarity on accountabilities and activities to maintain compliance with information laws and regulations.	Q3	Work is underway to compare and review SYMCA and former PCC policies and procedures.
Reviewed and consolidated HR policies	This will ensure there is one set of People policies for all colleagues that will underpin	Exec – GS CDT - RB	One set of People policies available to all colleagues via	Q3	Go-live for consolidated People policies is now scheduled for autumn

	SYMCA's aspiration to become a high-performing organisation.		the Corporate Document Library.		aligned with the harmonisation exercise.
Corporate Document Management Process implemented	This will ensure organisational policies and procedures are up to date, reliable, aligned to organisational values and that accountabilities are clear.	Exec lead – GS CDT lead - CJ	A corporate document library of up to date policies and procedures.		Monthly monitoring and reporting is taking place of how populated the corporate document library is. At the end of June 56% of all expected documentation was available in the library. This is expected to increase once HR policies are consolidated and rolled out.