

1 The council's responsibility for sound governance

1.1 Scope of responsibility

City of Lincoln Council must ensure that its business is conducted in accordance with the law and proper standards, and that public money is safeguarded and used economically, efficiently and effectively. The council also has a duty under the Local Government Act 1999 to secure continuous improvement in the way in which its functions are exercised.

Governance is about how we ensure that we are doing the right things, in the right way, for the right people, in a timely, inclusive, open, honest and accountable manner. In discharging this overall responsibility, we must put in place proper governance arrangements to manage our affairs. The council must ensure that there is a sound system of governance (incorporating the system of internal control) and based on the principles of the "Delivering Good Governance in Local Government Framework 2016"

How we are meeting these defined responsibilities is detailed in the City of Lincoln's Code of Corporate Governance, which is found on our website under your council/information policies & publications/corporate publications. www.lincoln.gov.uk

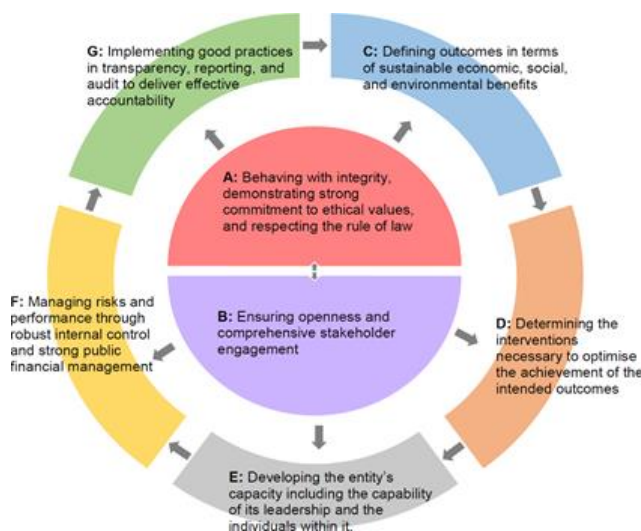
The council's Code of Corporate Governance, comprehensively reviewed in 2017, is updated annually. A further comprehensive review was completed in April 2021, considering the impact of COVID-19.

This Annual Governance Statement details how the city council has complied with its own Code of Corporate Governance over the last year and meets the statutory requirements for all relevant bodies to prepare such a statement. It also includes a new section on the impact on the council, and actions taken as a result, of the COVID-19 pandemic.

For a glossary of terms used – see Appendix B

1.2 The Code of Corporate Governance sets out the documentation, systems and processes by which the authority transparently controls its activities and defines its cultures and values. It enables us to monitor achievement of our strategic objectives and to consider whether these have led to the delivery of appropriate value for money services.

The code is based on a set of seven core principles:



1.3 Responsibility rests within a range of areas – the key ones are detailed in the table below:

KEY ELEMENTS OF COUNCIL’S GOVERNANCE FRAMEWORK Key elements of the governance framework at City of Lincoln Council are summarised below:	
<p>Council, Executive, Leader</p> <ul style="list-style-type: none"> ❖ Provide leadership; set, develop and implement policy ❖ Ensure the Vision 2025 strategies are taken forward ❖ Develop, adopt and implement the budget framework ❖ Support the city’s diverse communities and neighbourhoods to thrive 	<p>Leadership and decision making</p> <ul style="list-style-type: none"> ❖ All decision meetings held in public (except those identified as ‘part B’) ❖ Decisions recorded on the council’s public website ❖ Resources directed according to priorities as set out in Vision 2025
<p>Scrutiny and review</p> <ul style="list-style-type: none"> ❖ Scrutiny committees review council policy and can challenge decisions to hold Executive to account ❖ Audit and Performance committees review governance, costs vs budget, risk, internal control and delivery of agreed plans ❖ Ethics and Engagement Committee and/or Monitoring Officer deals with complaints about, or suspected breaches of member conduct ❖ Any two members can hold the Executive to account outside of scrutiny and review by requesting Call-In and reconsideration of an Executive decision 	<p>Corporate Management Team (CMT)</p> <ul style="list-style-type: none"> ❖ The CX is the Head of Paid Service and is responsible for all council staff and for leading an effective Corporate Management Team (CMT) ❖ CMT ensures there is clear accountability for the use of resources in achieving desired outcomes for service users and the community ❖ The Chief Finance Officer (CFO) is the council’s Section 151 Officer and is responsible for safeguarding the council’s financial position and securing value for money. The council’s financial management arrangements comply with the governance requirements of the CIPFA Statement on the role of Chief Financial Officer in Local Government ❖ The City Solicitor is the council’s Monitoring Officer and is responsible for ensuring legality, good governance and promoting high standards of conduct
<p>Risk management</p> <ul style="list-style-type: none"> ❖ Risk registers identify both operational and strategic risks ❖ Strategic risks are considered by CMT and Executive every quarter ❖ Internal audit provides independent objective assurance ❖ Council’s arrangements comply with the requirements of the CIPFA Statement on the Role of the Head of Internal Audit 	

1.4 In the following sections the AGS considers whether the Code has been applied effectively providing commentary on how the framework itself has operated over the last 12 months. The first of these sections covers how the council has maintained good governance during the COVID-19 pandemic – some of the activities mentioned are also mentioned under the core principles.

1.5 Impact of COVID-19 and maintaining good governance

As with all councils the COVID-19 pandemic caused major disruption to the day to day work of the council, including cancellation of some committee meetings, and changing priorities to protect our most vulnerable residents and local businesses. This meant there was a need to initiate business continuity procedures as well as introducing new or varied governance arrangement in some areas.

Actions taken to address the impact of the COVID-19 pandemic in 2020/21:

- Co-ordinated response to the pandemic working with Lincolnshire Local Resilience Forum
- Review of governance arrangements following introduction of the Coronavirus Act 2020, including introduction of virtual council and other key meetings
- Prioritisation of resources to ensure ongoing provision of key services
- Development of a Befriending and Community Helpline service to support the most vulnerable, including council tax support discounts.
- Reallocation of teams to support COVID-19 response, e.g. Civic, Audit and Policy Teams
- Support for local businesses in applying for business rate-payers discounts and business grants payments
- Initial response to the pandemic in terms of delivery of critical services, protection of staff, support for community and vulnerable persons, impact on the local economy and financial impacts on the council
- Some key meeting such as DMTs were temporarily suspended, until it was practical to restart them
- Several HR interim procedures and checklists for managers were introduced to support employees working from home and support their health and wellbeing
- Development of activities to support the city and high street, including leading on multi-agency partnership to support high street recovery.
- One Council – under the Organisational Development pillar we are putting processes in place and revising policies as required in response to COVID-19, particularly around work styles and support for staff and members to ensure we have the governance in place to make sure these new ways of working and new activities are fit for purpose
- Implementation of ongoing support for the community and vulnerable persons through working with partner organisations
- Re-establishment of committee meetings via electronic means to ensure democratic responsibility
- Development of policies and procedures to enable delivery of services, including critical services, whilst ensuring protection of staff and customers.
- Transfer of Befriending service to voluntary sector organisations for those requiring it
- Ensure processes in place to enable businesses in the city to access support, e.g. Environmental Health Officer utilising legal powers to manage re-opening of businesses under COVID-19
- Management of the financial impacts of COVID-19, including an MTFS review
- Performance reporting adapted to identify the impact of the pandemic across all council services and show how individual service areas have responded to changes in demand.
- Q4 19/20 Performance report was a review of 19/20 including initial COVID-19 response
- A combined Q1 and Q2 2020/21 Performance report to help assess impact of COVID-19
- A Q3 2020/21 review of service responses to the ongoing pandemic and recovery plans
- Q4 2020-21 returned to performance measure format
- Reprofiling of Vision 2025 Delivery Action Plan to reprioritise projects
- Progressing of access to various central funding pots to support High Street recovery

Proposed activity for the coming year:

- Evidenced review of the longer-term effects of Covid on the city (especially health) and any changes in priorities that may be required
- Confirmation of reprofiled Vision 2025 and final Year 2 Delivery Action Plan
- Review of actions taken, and lessons learned from response to the COVID-19 pandemic
- Review of Business Continuity plans in the light of lessons learned
- Many of these actions are covered under the key principles below and further activities will be identified once the council emerges from the current recovery stage
- Protecting Vulnerable People (PVP) Group will include the impact from Covid on PVP/ safeguarding into an internal audit we have scheduled for 2021

1.6 CORE PRINCIPLE A: Behaving with integrity, demonstrating strong commitment to ethical values, and respecting the rule of law

Ethical values, standards and formal codes of conduct are defined in the council's constitution and form the basis for developing our policies, procedures and actions as well as for the behaviour of our members and staff. We have appropriate processes in place to ensure that members and staff are not influenced by prejudice, bias or conflicts of interest when engaging and making decisions with stakeholders, as well as effective systems to protect the staff rights. All council decisions consider legal and equality implications with support from Legal Services.

Our Audit Committee (which includes an independent member) provides assurance on the adequacy of the internal control environment, by ensuring high standards of conduct are embedded within the council's culture, monitoring governance issues raised and overseeing internal and external audit arrangements.

Activity within Principle A in 2020/21:

- Modern Slavery Charter and Statement reviewed
- Communications plan in place for Protecting Vulnerable People (PVP) (social media)
- PVP – children's safeguarding internal audit completed – response July 2021
- A full review of the Code of Corporate Governance was conducted
- Regular portfolio holder meetings re-established following COVID-19 effects
- Revised audit plan developed due to COVID-19. Taken to the Audit Committee in Sept 20
- Regular attendance at both CLT and Service Managers meeting by the Data Protection Officer who provides clear information on any changes of regulations, risks or procedures

Proposed activity for the coming year:

- Annual update Code of Corporate Governance
- Update member code of conduct in accordance with government guidelines
- Internal audit on protecting vulnerable people – safeguarding audit
- Review of needs to meet the proposed Subsidy Control Bill
- Review of needs to meet the Electoral Integrity Bill
- Follow up on the feedback from the Children's safeguarding audit
- Adults safeguarding Audit – 2021
- Review proposals for a peer review on Children's safeguarding in 2022
- Review Domestic Abuse bill – the Victims Bill - summer 2021
- Review proposals in the new Planning Bill
- An External Quality Assessment of Internal Audit is scheduled for 2021/22

1.7 CORE PRINCIPLE B: Ensuring openness and comprehensive stakeholder engagement

The council makes sure our partners, in the private, public and voluntary sector as well individual citizens and service users are engaged in and have full access to information relating to decisions made. We expect reports to decision makers to be open, provide all the necessary material to ensure informed decisions in the best interests of the city and communities, and to have engaged stakeholders and service users in arriving at proposals under consideration.

Activity within Principle B in 2020/21:

- Daily staff briefings during initial COVID-19 emergency, weekly on resumption of services
- Consultation with Befriending Service users prior to transfer to alternative providers
- Consultation with service users ahead of changes to service delivery (e.g. public toilets, Central Market, Town Deal)
- Consultation with partner organisations ahead of changes to funding arrangements (Drill Hall, Dial a ride and Citizens Advice)

- Review of Consultation and Engagement Strategy commenced with member workshop

Proposed activity for the coming year:

- Complete the review of the Consultation and Engagement Strategy
- Citizen Panel consultation regarding High Street recovery to inform action plan
- Consultation with service users relating to Climate Change
- Undertake consultation in respect of repurposing of Vision 2025

1.8 CORE PRINCIPLE C: Defining outcome in terms of sustainable economic, social, and environmental benefits

Vision 2025 is the council's vision for the five years to 2025 and forms the second phase of our Vision from 2017 to 2030. As with previous strategic plans, Vision 2025 was developed using a robust evidence base including information gained through consultation with local residents and businesses, and evidence from the Lincoln City Profile. The priorities in Vision 2025 remain broadly similar, but with the addition of a priority to address the challenges of climate change:

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|---|--|
| ▶ Let's drive inclusive economic growth | ▶ Let's reduce all kinds of inequality |
| ▶ Let's deliver quality housing | ▶ Let's enhance our remarkable place |
| ▶ Let's address the challenge of climate change | |

Although the plan was adopted in February 2020, little progress was made during 2020/21 due to the pandemic, although a number of key large projects did continue as soon as restrictions allowed. (e.g. Boultham Park restoration; De Wint Court build). Those projects that continued were monitored through their respective MEGA Boards. Progress towards achieving projects has been included in Quarterly performance reports alongside recovery information.

In the latter part of the year the plan was reprofiled to take account of changing priorities brought about by Covid-19 and associated budget pressures. In addition every directorate identified any key priorities necessary to bring services back to the new normal.

Activity within Principle C in 2020/21:

- Approval of the MTFS which is a financial representation of the council's Vision 2025
- Ongoing development for embedding sustainability over the next 3 to 5 years
- Repurpose Vision 2025 to support the recovery of the city and council economically and ensure community support
- Plans agreed to improve Lincoln Crematorium facilities and sustainability
- One Council programme development in the IT areas, accelerated as a result of Covid-19
- Participant in Business and Economy recovery cell for Greater Lincolnshire and Rutland with six-month economic recovery plan developed.
- Review the delivery plan for Vision 2025 to take account of the health impact on the council and residents of COVID-19.
- Worked closely with Lincolnshire Resilience Forum partners to support recovery
- Lead on implementation of Business and Economy Recovery Cell short term forward plan for construction sector and place marketing.
- Key partner in Infrastructure Recovery Cell covering Lincolnshire, which includes housing, to ensure infrastructure is in place enabling growth plans to be implemented
- Signed up to civic university agreement with BGU and Lincoln University

Proposed activity for the coming year:

- Re-energised implementation on the place strategy for Park Ward/Sincil Bank, highlighted as an area for regeneration following delay as a result of Covid-19.
- Develop 5-year recovery plan linked to Town Investment Plan for the City.

- Further evidence-based review of the Vision 2025 following new data release
- Review of whether the health of our residents is actively considered at an appropriate level throughout the vision
- Public communication of the year 2 Vision 2025 Delivery Plan

1.9 CORE PRINCIPLE D: Determining the interventions necessary to optimise the achievement of the intended outcomes

The council clearly defines its priorities and plans which are aimed at delivering the outcomes it intends. Whilst service plans for 2020/21 were not completed work is ongoing to ensure robust service management during the recovery stage. All projects are subject to the Lincoln Project Management Model (LPMM), through which we continuously assess the risks of not fully delivering plans and ensure that there are mitigating actions in place to support the achievement of intended outcomes.

The council's financial management arrangements ensure that there is adequate resource available to deliver plans. The council reviews progress against delivering those outcomes through its performance management framework.

Activity within Principle D in 2020/21:

- The TFS programme Team has worked on the phase 7 programme to meet the increased MTFS savings target
- Development of One Council through the four pillars – Organisational Development, Value Processes, Use of Assets and Technology
- Pilot of Office 365 has been extended
- Pilot of desktop refresh
- Technology introduced to adapt to COVID-19
- Review of workstyles to understand technology required
- Refreshed infrastructure platform
- Conducted a PIR on implementation of the revised Lincoln Project Management Model
- Housing repairs online pilot commenced – to enable booking of repairs online.

Proposed activity for the coming year:

- Reprofiled Vision 2025 with Year 2 delivery plan
- Complete roll out of Office 365 by September 2021
- Complete desktop refresh
- Look at investment in IT required to support new ways of working
- Establish micro-sites for key services, e.g. Christmas Market, Building Control, Visitor services.
- Identify top 10 interactions with customers and move to online forms where possible to take pressure off contact centre.
- Review of my-info.

1.10 CORE PRINCIPLE E: Developing the entity's capacity, including the capability of its leadership and the individuals within it

The council ensures a management structure that provides leadership and creates the opportunity for staff to work effectively and efficiently to achieve the council objectives. We have a programme in place under the organisational development pillar of our One Council approach which will ensure the workforce has the necessary skills and behaviours to deliver the vision for the city and is effectively engaged to champion the council's priorities. Partnership working

extends the capacity for key projects beyond the council's own resource and is embedded within the Vision 2025 objectives.

Activity within Principle E in 2020/21:

- HR policies relating to home working have been reviewed with training delivered to managers and team leaders
- Continued regular HR line management briefings
- Daily briefings from Chief Executive during COVID-19 emergency, reducing to weekly by the end of 2020/21
- Ongoing implementation of the People Strategy
- Development of One Council pillars – Organisational Development and Create Value Processes, including piloting Office 365 and remote working and introduction of Microsoft Teams for all staff on a planned roll out basis
- Review of space at City hall and Hamilton House to support new ways of working
- Visitor information centre successfully brought back in house

Proposed activity for the coming year:

- Needs analysis to be completed on Leadership Development
- Ongoing weekly briefings by Chief Executive
- Ongoing review of space at City Hall and Hamilton House following COVID-19. This will also include community centres and other buildings
- Look at ways to increase and strengthen City hall as a public sector hub
- One Council organisational Pillar to review whether any new issues arise from Covid-19 that need to be addressed either temporarily or more permanently

1.11 CORE PRINCIPLE F: Managing risks and performance through robust internal control and strong public financial management

The council recognises the need to implement an effective performance management system that will allow us to deliver services effectively and efficiently. We understand that risk management, internal control and strong financial management are essential for us to achieve our objectives and we have put appropriate arrangements in place.

Activity within Principle F in 2020/21:

- A successful two-phase savings and income generation programme was developed and the first phase (TFS 7a) implemented to address reductions in central government funding.
- Development of One Council activities – the Creating Value Processes programme
- The External auditor issued an unqualified opinion on the authority's final statement of accounts and Value for Money conclusion
- Developed the council's response to the financial situation caused by covid-19 including, ensuring strong financial management to make sure that we manage public funds correctly, e.g. revised budget estimates, enhanced TFS programme, open MARS offer to staff, expenditure control budget review process.
- Review of the Value for Money Statement
- Introduction of the new CIPFA Financial Management Code

Proposed activity for the coming year:

- A key piece of work will be to review control systems to ensure they continue to be fit for purpose with the new ways of working
- Development of measures by Priority Theme Groups to report progress on Vision 2025
- Reinstatement of monthly Vision Priority meetings
- A review of the Corporate Procurement Bill to accommodate the new procurement green paper, which is going through the legal/parliamentary process

- Implementation of agreed action plan to ensure compliance with the CIPFA Financial Management Code
- Review of value for money arrangements to ensure requirements of the new external audit VFM assessment are met

1.12 CORE PRINCIPLE G: Implementing good practices in transparency, reporting, and audit to deliver effective accountability

The council recognises that effective accountability is concerned not only with reporting on actions completed but ensuring stakeholders are able to understand and respond as the council plans and carries out its activities in an open, transparent and proportionate manner. Performance is managed under the principles of the Performance Management Framework

Activity within Principle G in 2020/21:

- Due to COVID-19 a revised audit plan was developed and presented to the Audit Committee in September 2020
- A review of the Code of Corporate Governance has been conducted in March 2021
- For those periods in 2020/21 when performance data could not be collected due to covid-19, an alternative report was produced giving members full updates on which services were active, at what level and including additional specific short-term activities
- Despite effects of covid-19, data transparency requirements were met for the year
- A review of the Data transparency website page was conducted to improve visibility

Proposed activity for the coming year:

- Further development of the performance management system
- Review of Lincoln Performance Management Framework
- Reinstatement of monthly Vision Priority meetings and thus the annual reports to committee
- CMT to consider the option for a follow up Peer Review
- Completion of the updated partnerships register, identifying the key partnerships for the council

2 Review of effectiveness of the governance framework

We undertook an assessment of the council's governance framework during 2020/21 through a review of the Council's Code of Corporate Governance (policies and processes) and the review process to develop the AGS and identify any significant issues, or other areas that may require monitoring. We took account of relevant governance audits, third party assurances, combined assurance work, committee reports, risk management, performance management, projects and partnership governance, Vision 2025/One Council, financial management, interviews with senior management and statutory officers.

The Head of Internal Audit is required annually to give an opinion on the overall adequacy of and effectiveness of the Council's governance, risk and control framework and therefore the extent to which the Council can rely on it. For 2020/21 the Council was performing adequately across all areas. The audit plan was reduced in 2020/21 due to Covid, however audits completed included governance, risk, financial control, ICT, Covid 19 risks, Projects as well as Combined Assurance. Internal audit was involved in supporting Covid grants during 2020/21 and to help mitigate this there are external assurances in this area through central government, NFI data matching and external audit.

Supporting this assessment is the detailed work undertaken by Internal Audit during the course of the year as part of the Internal Audit plan and Combined Assurance work.

Whilst this identified some agreed actions none were considered significant enough to highlight as potential AGS significant governance issues.

There were two areas of combined assurance assessed as red; however, these risks are being managed – these were not considered significant governance issues. There were several Amber areas; one of these areas - IT DR was a 19/20 significant issue.

As at March 2021 there were a number of high priority audit recommendations both made and outstanding. Outstanding agreed actions were in respect IT security, risk management, information governance, service-related actions. Progress towards addressing these recommendations will be monitored through existing monitoring arrangements and as part of the review of the AGS none were considered significant governance issues.

The introduction of the CIPFA Financial Management Code 2019 (FM Code)

The CIPFA FM Code is applicable in shadow form during 20/21 with compliance expected from 21/22.

An assessment against the FM Code has been completed and the CFO reported the findings to Executive 17 March 2021 and Audit committee 23 March 2021. Some actions have been identified, most of which were already planned in for action during 2020/21:

- Continue to support professional development
- Review Financial Procedure Rules (FPR)
- Review Contract Procedure Rules (CPR)
- Review the Code of Corporate Governance
- External quality assessment of IA
- Implement Finance Business Partnership approach
- MTFS to include reference to scenario testing
- Assess implications of changes to the Prudential Code
- Consider use of Citizens Panel for budget consultation
- Annual reporting of key partnerships to Audit committee
- Consider if other major balance sheet items can be made more visible in quarterly reporting

Progress will be monitored through the Audit committee.

3 Level of assurance provided

We can provide a high level of assurance that the governance arrangements operating at City of Lincoln Council, in line with our Code of Corporate Governance are appropriate, fit for purpose and working well in practice.

4 Status of significant governance issues monitored from 2019/20

The council has regularly monitored its 2019/20 significant governance issues through senior management and the Audit Committee during 2020/21. Three issues were identified for monitoring:

- **The Disaster Recovery plan in place for IT arrangements:** during 2019/20 significant progress was made towards alignment with the Business Continuity plans that are in place for restoring key services in terms of IT needs. Overall, all but one action had been completed. Also the introduction of an alternative site at Hamilton House for data security has been implemented. However, COVID-19 has made such an impact to both the short and possibly long term working arrangements of the council, that it is felt that this issue should not be removed from the list of significant issues – but instead should remain with a revised focus on what the required outcome needs to be, including a review of the expectations of our IT recovery and resource needs to meet the agreed BC plan needs

THIS ISSUE WILL REMAIN – but with a revised aim and action plan

- **Review of impact of Coronavirus on the council's service delivery and embedding new ways of working for staff.** COVID-19 has had a significant impact on the council's budget resulting in the need to undertake a comprehensive review of how and what services are delivered ensuring our statutory requirements are met. The council was already undertaking a pilot to enable more agile working, and with the lockdown intervention the council fast tracked this approach and as a part of this specifically reviewed the effectiveness of working conditions for staff and members, now and in the future. Steps have been taken throughout the latter part of 2020/21 to ensure that as the council develops its different approaches to service delivery and new ways of working, that governance is at its heart, recognising that governance arrangements may still need to adapt and change in order that they remain fit for purpose in the future.

THIS ISSUE TO BE REMOVED – initial steps have been taken and it is now part of business as usual activity

- **Vision 2025 needs to be re-profiled and communicated to a wider audience in the light of COVID-19.** The strategy was adopted but there was no formal public launch was held due to COVID-19 impact. The council's response to the pandemic was to proactively divert resources to tackle the emergency, and all projects and programmes that could be paused/had not already commenced were stopped in a planned way. Tackling the emergency situation and resulting recovery phase has been a long process due to the prevalence of COVID-19 nationally and there is now a need to reflect on how Vision 2025 supports the health of the people of Lincoln and also the health of the city. This may lead to some changes which will be decided before wider communication commences

THIS ISSUE WILL REMAIN – but with a revised aim and action plan

5 Significant governance issues identified from 2020/21

New significant issues identified from 2020/21

There were no NEW significant issues identified, but as noted above, there will be a revised focus on two of the previous year's issues. A new action/monitoring plan will be drawn up for monitoring purposes.

7 Conclusion

The council's governance arrangements are under continual review and refinement. The council will monitor improvement plans for its significant governance issues quarterly and report progress in the next annual review.

Signed



Leader:



Date: 8 June 2021

Chief Executive:

Date: 6 June 2021