APPENDIX C TO THE LOCAL CODE OF GOVERNANCE:

HOW TO RUN A SUCCESSFUL ORGANISATION

WHAT DO YOU NEED TO DO?	MANAGEMENT PROCESS
Find out what your customers think about your service and any improvements they might want.	Consultation and Engagement
Produce a plan outlining how you are going to meet service users' needs.	Business Planning and Strategy
Identify what people you are going to need to deliver this plan.	
Calculate how much this is going to cost and understand how much money you have to spend.	Financial Planning, Reporting and Budgetary Control, including Value for Money
Identify how you are going to finance this	
Manage your assets to ensure they are fit for purpose and support your objectives.	Asset Management
Create the 'entity' and supporting constitution / policy structure	Committee Structure, Constitution, Policy Framework, Procedures, Ethical Governance and Codes of Conduct.
Define roles and responsibilities between executive and non-executive members and create supporting operational structures	
Understand where things could go wrong and cause you problems in delivering your services	Risk Management
Understand the obligation imposed on managers to give effect to such arrangements for the effective planning, organisation, control, monitoring and review of the preventive and protective measures.	Health & Safety
Understand and plan how your part of the business will continue to provide a service in difficult, non 'business as usual' circumstances	Business Continuity
Manage activities on a day-to-day basis	Performance Management
Ensure that the information you use to decide whether you are delivering what is expected is complete and accurate	Data Quality

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WHAT DO YOU NEED TO DO?	MANAGEMENT PROCESS
Ensure that you are not holding information about others you should not be, that it is secure and is not being used inappropriately	Information Governance
Ensure cost-effectiveness when buying your stock / assets / services.	Procurement
When undertaking one off projects, draw up a detailed plan to enable you to do this by the pre-determined date, within the allocated resources and to the required quality standards	Project Management
Ensure you deal with issues effectively when things go wrong.	Complaints
Make staff aware of the staff code of conduct (inc. training at induction); identify and manage potential conflicts of interest; investigate breaches.	Ethical governance, including Fraud & Corruption and Whistleblowing
Ensure that you are managing staff appropriately.	Workforce Management