

Governance Action Plan 21/22

This Action Plan sets out the actions taken to address the Council's governance challenges for the 21/22 financial year. Where "limited assurance" has been identified, these are tracked by the Audit Committee until implemented or discharged.

No.	Issue	Action	Who	When	How is this monitored?
1.	Implement the actions identified in the Parking Administrative Processes Audit, which received "limited assurance".	<p>Formal regular stock checks are undertaken every month and instructions on how to do this have been included in the Parking Services Administration Officer's instruction sheet.</p> <p>A new process has been introduced to record details of parking books issued and there is improved labelling of boxes that are open and in use.</p> <p>Improved reconciliation of the parking permit system and the payment system has been implemented, which highlights any discrepancies in payments not made.</p> <p>All changes have been reflected in the Permit Processing Handbook.</p> <p>A lockable cabinet for permits is planned for the new Town Hall.</p>	Kate Wilson Dan Carberry	July 21	Audit Committee
2.	Implement the actions identified in the Fleet Management Audit which received "limited assurance"	<p>Improvements to the Fleet Management Manual have been undertaken which includes reference to the Council's Incident and Accident Policy.</p> <p>The Council's Vehicle Policy now makes links to the Council's Procurement Policy, ensuring greater access to several Framework Agreements.</p>	Nigel Sheehan Paul Baker	August 21	Audit Committee

		<p>Most of the vehicle fleet are now fitted with vehicle trackers. The remainder (23) are awaiting fitment dates from Masternaut. These works are planned to take place between May and July 2022. Delays have been experienced from Masternaut.</p> <p>Project team will be established during 2023 to consider future tracker contract which may include CCTV provision.</p> <p>The Vehicle Policy is being updated to include the actions from the Council's Climate Change Action Plan. This will include reviewing operational fleet mileage and looking for operational efficiencies in distances travelled and through eco-driver training.</p>		<p>July 22</p> <p>March 23</p> <p>Ongoing</p>	
3.	Implement the actions identified in the Complaints Procedure Audit which received "limited assurance"	<p>The Corporate Performance Team was created in September 21, which includes complaints handling. The team are looking to rationalise and link complaints to performance.</p> <p>Changes to the Complaints Policy are in progress with timescales being brought more in line with Ombudsman requirements for consistency.</p> <p>We are also improving the triaging of complaints and will provide clarity on the difference between a complaint and a service request.</p>	Siraj Choudhury Anna Pedlow	<p>September 21</p> <p>June 22</p> <p>June 22</p>	Audit Committee

		<p>Ombudsman training has been arranged for key managers responsible for complaints to further enhance their understanding of the Complaints Process, communicating decisions effectively and resolving and learning from complaints. This training will be held in May and June 2022.</p> <p>CMT receive quarterly complaints data as part of the Corporate Performance Dashboard. Monthly reporting has commenced in Crawley Homes, as they receive the highest proportion of complaints.</p> <p>The next 12 months will look to see the changes being embedded, including a complaints IT system to help manage and administer complaints.</p>		Ongoing	
4.	Implement the actions identified in the Cyber Security – Staff Awareness Audit	<p>The Audit commenced in February 2022 and completed in April 2022.</p> <p>Actions will be carried out during 22/23 and progress will be included in the 22/23 Governance Action Plan.</p>	Simon Jones Siraj Choudhury	July 22	Audit Committee
5.	Strategic risks are currently recorded in narrative format with no scoring or assessment on management controls to manage the risk to an acceptable level. However, the Town Hall Board has its own risk register for delivery of the New Town Hall, which does have scoring applied.	Strategic Risks has been prioritised for Q1 in 22/23 and progress will be reflected in the 22/23 Governance Action Plan.	CMT	June 22	Audit Committee

6.	<p>The Council's Equality, Diversity & Inclusion Statement and Action Plan was last reviewed in 2017/18. A review is required to ensure we are compliant under our duties of the Equalities Act 2010.</p>	<p>The review commenced in January 2022. A draft statement and Action Plan has been produced and has identified 3 priority areas for action for the Council over the next 4 years. The Action Plan will be reviewed on an annual basis. The priorities are:</p> <ul style="list-style-type: none"> • Priority 1: Our Organisation <i>Developing and building a diverse and engaged workforce</i> • Priority 2: Our Services <i>Ensuring our services are accessible to all in the way we plan and deliver them, including contracted services.</i> • Priority 3: Our Community <i>Understanding and working with our community</i> <p>The Council's People Board has reviewed the draft and the final document will be submitted to CMT in May 22 and agreed by Cabinet in July 22.</p> <p>Progress will be reflected in the 22/23 Governance Action Plan.</p>	Siraj Choudhury	July 22	CMT Cabinet
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